SERVICE OBJECTIVES

2022-2023

Ministry of Children, Community and Social Services

Ontario

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INTRODUCTION

The Service Objectives Document ("Service Objectives Document") is part of the Transfer Payment Agreement between Her Majesty the Queen in right of Ontario as represented by the Minister of Children, Community and Social Services ("the Province") and the Transfer Payment Recipient.

The Transfer Payment Recipient will deliver the programs and services in accordance with the requirements as outlined in this Service Objectives Document in addition to all conditions and requirements within the Transfer Payment Agreement.

The Transfer Payment Recipient is responsible for:
- utilizing the information technology specified by the ministry for the collection and maintenance of information;
- maintaining the security, integrity, consistency and validity of the information collected and maintained; and,
- ensuring that data is accurate and kept up-to-date.

Throughout the Service Objectives Document, the word "ministry" refers to the Ministry of Children, Community and Social Services.

French Language Services

Legislation: *French Language Services Act*, R.S.O. 1990, c. F.32 (FLSA)

A. **<u>Non-Designated Recipient Required to deliver services in French in Areas Designated Under the French Language Services Act</u>**

- **Service Objectives:** Ensure the optimal delivery of the French Language Services
  (FLS), which is subject to contract negotiations between the Province and Transfer Payment Recipients (TPRs) and facilitate the accountability and the active offer of services in French by TPRs.

- **Expectations:** If the TPR is a designated TPR required to deliver services in French in areas designated under the FLSA, in addition to any requirements under the FLSA the TPR is required to:
    - demonstrate capacity to deliver services in French;
    - submit a completed FLS Quality Improvement Plan (FLS QIP) in the form provided by the Province at the time of budget submission; and
    - participate in the validation process with respect to the FLS QIP with the Province.

- **Reporting Requirement:** TPRs are required to complete a FLS QIP to be reviewed by the Province at the time of budget submission for each service delivered. TPRs may have multiple French Language Service (FLS) clauses that apply to individual services delivered.

B. **<u>FLSA Designated Public Service Agency</u>**

- **Service Objectives:** Ensure the optimal delivery of the French Language Services
  (FLS), which is subject to contract negotiations between the ministry and Transfer Payment Recipients (TPRs) and facilitate the accountability and the active offer of services in French by TPRs.

- **Expectations:** If the TPR is a TPR designated under the FLSA, it will affirm in a FLS Compliance Attestation in the form provided by the Province to be submitted at the time of budget submission that it meets the following criteria:

    - permanency and quality of service
    - adequacy of access to service and principle of active offer
    - effective representation of Francophones on its Board of Directors/Governing
      Body and its committees ○ effective representation of Francophones at management levels within the TPR's organization
    - accountability stated in the by-laws and administrative policies of the
      TPR, of the Board of Directors/Governing Body and senior

management for French language services ○ Accountability stated in the by-laws and administrative policies of the Recipient, of the Board of Directors/Governing Body and senior management for French language services.

- **Reporting Requirement:** The TPR designated under the FLSA, will affirm compliance with the Province's expectations in a FLS Compliance Attestation Form to the Province to be submitted at time of budget submission. In addition, TPRs designated under the FLSA are required to complete and submit an evaluation tool when requested by the ministry.

Child Welfare & Protection

Component: Child welfare - Community and prevention supports

Services delivered: alternative dispute resolution

Component: Child welfare - Community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide alternative dispute resolution (ADR) to society staff and families whose children are or may be in need of protection that will assist in:

- resolving any issue related to the child or a plan for the child's care; and/or prevent or reduce court involvement.

Service description

The intent of the ADR program is to improve outcomes for children who are or may be in need of protection and their families by offering a strengths-based, inclusive and collaborative approach to resolving child protection issues or disputes. It encourages the involvement and support of the family, extended family and the community in the planning and decision-making processes for children.

The use of ADR is set out in the *Child, Youth and Family Services Act, 2017* as follows:
- if a child is or may be in need of protection, a children's aid society shall consider whether a prescribed method of ADR could assist in resolving any issue related to the child or a plan for the child's care (section 17(1)).

As well, there are provisions in the Act for adjournment to allow for ADR to proceed:
- the court, at any time during a proceeding, and with the consent of the parties, may adjourn the proceeding to permit the parties to utilize a prescribed method of ADR to attempt to resolve the issues in dispute (section 95).

On applications to vary or terminate an openness order before or after an adoption, the court may, with the consent of the parties, adjourn the proceeding to permit the parties to utilize a prescribed method of ADR to attempt to resolve any disputes related to the proceeding (sections 198(8) and 207(9)).

Program/service features

(The Program/services contracted by the ministry will reflect the following features.)

Further to Directive CW 005-06, the type of ADR provided must be one of the following methods:

(a) Child protection mediation (CPM)
- A process where child protection workers and the family (including the child where appropriate) and any other person putting forward or proposing to participate in a plan for the child, work together with the aid of a trained and impartial child protection mediator who has no decision-making power;
- Must be facilitated by a child protection mediator who is on the provincial roster.

(b) Family group conferencing (FGC)
- A process that brings together the family (including the child where appropriate), the child's extended family and community, child protection workers, and service providers to develop a plan that addresses the protection concerns identified;
- Must be facilitated by a family group conferencing coordinator who is on the provincial roster.

(c) Indigenous approaches to alternative dispute resolution (IAADR)
- Traditional methods of dispute resolution, including circle processes, which have been established by First Nations communities or Indigenous organizations;
- Must be facilitated by a person who is recognized by the First Nations community with whom the child is affiliated or by an Indigenous organization, as qualified to engage in Indigenous Approaches to ADR, as set out in the policy directive.

(d) Other methods
- Must be assessed and approved by the executive director of the children's aid society involved;
- Must be facilitated by a person who meets all the qualifications outlined in the policy directive, including:
  - completion of a post-secondary degree or diploma in the social service or children's services or equivalent;
  - experience in the social service or children's services; and three satisfactory professional references.

All facilitators providing ADR services must be impartial with no decision-making power. Facilitators must comply with the applicable provisions of Ontario Regulation 155/18 under the *Child, Youth and Family Services Act, 2017* (https://www.ontario.ca/laws/statute/17c14) , including and as it relates to confidentiality of and access to records and information, and have a satisfactory criminal record check completed within the last three years.

Program goals

Services will be:
- effective and responsive to individual, family and community strengths and needs;
- accountable to the individual, family and community;
- sensitive to the social, linguistic and cultural diversity of families and communities, including Indigenous and Francophone families and communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of adults, children and their families;
- provided by facilitators who have the experience and qualifications as outlined in the ministry policy directive;
- based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Ministry expectations

The transfer payment recipient will coordinate access and payment to <u>ADR</u> facilitators who have the experience and qualifications for delivering a prescribed method of <u>ADR</u> as set out in the policy directive. The transfer payment recipient will:

- have the organizational infrastructure and capacity to coordinate and/or deliver <u>ADR</u> services;
- establish a process to expedite payment to individuals or other entities providing direct <u>ADR</u> services;
- establish a process for and ensure consistent practices in working with societies and the office of the Children's Lawyer;
- provide information and promote the full spectrum of <u>ADR</u> services available in the community to societies and to families and children involved with societies;
- participate in local and provincial forums, including community consultations and decision-making processes, to inform how best to deliver <u>ADR</u> services in the community; and
- where applicable, record and track the use of <u>ADR</u> services as set out in the ministry's reporting requirements in the policy directive.

Reporting requirements

The transfer payment recipient will monitor and evaluate the interim and annual data collected through Transfer Payment Ontario to ensure service objectives are being met.

The following service data will be reported on at an interim and final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition

Number of new case post society CPM	Number of new case referrals post society court involvement for Child Protection Mediation (CPM) (semi-annual only)
Number of new case post society IAADR	Number of new case referrals post society court involvement for Indigenous Approaches to ADR (IAADR) (semi-annual only)
Number of new case post society Other	Number of new case referrals post society court involvement for other types of ADR (semi-annual only)
Number of new case pre society IAADR	Number of new case referrals pre society court involvement for Indigenous Approaches to ADR (IAADR) (semi-annual only)
Number of new case pre society other	Number of new case referrals pre society court involvement for other types of ADR. (semi-annual only)
Number of new case pre society for CPM	Number of new case referrals pre society court involvement for Child Protection Mediation (CPM) (semi-annual only)
Number of new case pre society for FGC	Number of new case referrals pre society court involvement for Family Group Conferencing (FGC). (semi-annual only)
Number of children 0-5	Number of children served ages 0-5 (annual only)
Number of children 0-5: ADR completed full resolution	Number of children served ages 0-5 where a referral reached full resolution (annual only)
Number of children 0-5: ADR completed no resolution	Number of children served ages 0-5 where a referral reached no resolution (annual only)

Number of children 0-5: ADR completed partial resolution	Number of children served ages 0-5 where a referral reached partial resolution (annual only)
Number of children 16+	Number of children served ages 16+ (annual only)
Number of children 16+: ADR completed full resolution	Number of children served ages 16+ where a referral reached full resolution (annual only)
Number of children 16+: ADR completed no resolution	Number of children served ages 16+ where a referral reached no resolution (annual only)
Number of children 16+: ADR completed partial resolution	Number of children served ages 16+ where a referral reached partial resolution (annual only)
Number of children 6-15	Number of children served ages 6-15 (annual only)
Number of children 6-15: ADR completed full resolution	Number of children served ages 6-15 where a referral reached full resolution (annual only)
Number of children 6-15: ADR completed no resolution	Number of children served ages 6-15 where a referral reached no resolution (annual only)

Number of children 6-15: ADR completed partial resolution	Number of children served ages 6-15 where a referral reached partial resolution (annual only)
Number of new referrals	Number of new referrals made to the program (annual only)
Number of referral terminated by society prior to service initiation	Number of referrals terminated by the society (when the society feels ADR or method is no longer appropriate) prior to service initiation. (semi-annual only)
Number of referrals terminated by ADR practitioner following service initiation	Number of referrals terminated by ADR practitioner (if the practitioner deems ADR to be not appropriate) following service initiation. (semi-annual only)
Number of referrals terminated by ADR practitioner prior to service initiation	Number of referrals terminated by ADR practitioner (if the practitioner deems ADR to be not appropriate) prior to service initiation. (semi-annual only)
Number of referrals terminated by family following service initiation	Number of referrals terminated by family (when the family chooses to not move forward) following service initiation. (semi-annual only)
Number of referrals terminated by society following service initiation	Number of referrals terminated by the society (when the society feels ADR or method is no longer appropriate) following service initiation. (semi-annual only)

Number of referrals terminated following service initiation	Number of referrals terminated following service initiation. Following ADR referral, and following the society Intake Meeting, and some intervention but before the ADR meeting, the referral is ended (semi-annual only)
Number of referral terminated by family prior to service initiation	Number of referrals terminated by family (when the family chooses to not move forward) prior to service initiation. (semi- annual only)
Number of referral terminated full resolution	Number of terminated referrals that reached full resolution of issues achieved. (semi-annual only)
Number of referral terminated no resolution	Number of terminated referrals that reached no resolution of issues. (semi-annual only)
Number of referral terminated partial resolution	Number of terminated referrals that reached partial resolution of issues achieved. (semi-annual only)
Number of referral terminated prior to service initiation	Number of referrals terminated prior to service initiation. Following ADR referral, but prior to the society Intake Meeting, the referral is ended. (semi-annual only)
Number of referrals carried over	Number of referrals carried forward from the previous year. (annual only)
Number of referrals completed following meeting	Number of referrals completed following ADR meeting. Referral initiated and intervention results in completed ADR meeting. (semi-annual only)

Number of referrals completed following meeting full resolution	Number of referrals completed following ADR meeting that achieved full resolution. (semi-annual only)
Number of referrals completed following meeting no resolution	Number of referrals completed following ADR meeting that resulted in no resolution of issues. (semi-annual only)
Number of referrals completed following meeting partial resolution	Number of referrals completed following ADR meeting that achieved partial resolution of issues. (semi-annual only)
Number of referrals completed resolved other	Number of completed referrals involving the resolution issues involving "other"
Number of referrals completed resolved VYSA	Number of completed referrals involving the resolution of issues related to a Voluntary Youth Service Agreement (VYSA)
Number of referrals completed resolved access	Number of completed referrals involving the resolution of access issues
Number of referrals completed resolved communication	Number of completed referrals involving the resolution of issues related to poor communication between worker and parents

Number of referrals completed resolved extended society care	Number of completed referrals involving the resolution of issues related to extended society care orders/reviews
Number of referrals completed resolved long term care	Number of completed referrals involving the resolution of long term care issues
Number of referrals completed resolved openness	Number of completed referrals involving the resolution of issues related to openness
Number of referrals completed resolved parent/teen	Number of completed referrals involving the resolution of parent/teen conflict issues. (semi-annual only)
Number of referrals completed resolved parenting plans	Number of completed referrals involving the resolution of conflict with creating parenting plans.
Number of referrals completed resolved placement	Number of completed referrals involving the resolution of placement issues.

Number of referrals completed resolved society/parent	Number of completed referrals involving the resolution of foster parents/society/parent issues
Number of referrals completed resolved supervision orders	Number of completed referrals involving the resolution of issues related to supervision orders.
Number of referrals completed resolved temp care agreement	Number of completed referrals involving the resolution of issues related to the expiration of a temporary care agreement. (semi-annual only)
Number of referrals completed resolved time in care	Number of completed referrals involving the resolution of issues related to the length of time in care and conditions for return
Number of referrals completed resolved youth transitioning out of care	Number of completed referrals involving the resolution of issues related to youth transitioning out of care
Number of new case post society FGC	Number of new case referrals post society court involvement for Family Group Conferencing (FGC) (semi-annual only)

Services delivered: community capacity building

Component: Child welfare - community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide community services to children and families involved with, or at risk of being involved with the child protection system to improve outcomes and to prevent children and youth from entering or re-entering care.

Service description

The transfer payment recipient will use funds for initiatives that serve the following five groups of child welfare clients:

1. At risk communities: children, youth and families who are at demonstrated risk of coming to the attention of a children's aid society (society). For example, known risk factors for involvement with the child welfare sector are: domestic violence, few social supports, mental health challenges, and substance use/abuse. These may be groups of clients and/or geographically defined communities where there is a documented increased risk of them experiencing abuse or neglect;

2. Referred clients: children, youth and families who have been referred or otherwise have come to the attention of a society but have been assessed through the use of standard child welfare eligibility and risk assessment tools as not requiring child welfare intervention at the time;

3. Child welfare clients requiring/receiving service: Children, youth and families who have come to the attention of a society and have been assessed by the society as requiring a child welfare intervention through the use of child welfare eligibility and risk assessment tools. This client group also includes children, youth and families receiving ongoing protection services from a society, including those receiving kinship service and children in customary care placements, but excludes children in care;

4. Children in care: Children and youth in interim society care and extended society care and those with other legal status children may be receiving residential services including in group or family-based care; the latter includes foster care, kinship care and custody (guardianship) arrangements;

5. Child welfare children and youth transitioning from care: Children and youth in transition from child welfare services, including youth on continued care and support for youth, those returning home, as well as those moving on to adoption or other permanent living arrangements.

Program/service features

The program/services contracted by the ministry will reflect the following features. The services provided will reflect the following principles:

1. services will support improved safety, well-being and permanence of children at risk of experiencing or who have experienced abuse or neglect by increasing their access and that of their families to needed, effective services in related sectors;

2. services will reflect an outcome focus and maintain a strong emphasis on child safety, while building on family and community strengths, encouraging prevention and early intervention, and\or achieving continuity of care and relationships for children and youth;

3. services will be evidence-based, promote positive systemic changes, and reflect collaboration and partnerships;

4. service prioritization will be based on an understanding of existing community capacity, a context of needs and initiatives across multiple sectors, and evidence of what services are most appropriate and effective locally.

Program goals

- reduce, where appropriate, the intensity of children, youth and families' involvement in the child welfare system;

- provide more equitable access to community services for children and families; and;

- enhance linkages between societies and community programs.

Ministry expectations

The community services provided will:

- help reduce the likelihood of future need for society involvement where possible; and;

- improve outcomes for children and youth at risk who have been determined by children's aid societies to be in need of protection (e.g. safety, permanency, and well-being).

Reporting requirements

- the policy framework requires the use of community capacity plans that contain references to research or experience supporting the efficacy of the initiatives funded through the CCB initiative;

- this information will be reported to the ministry through the regular transfer payment business cycle;

- the transfer payment recipient will provide statistical and/or qualitative data requested by the ministry relating to service performance measurement, and, as requested, participate in program and service evaluation initiatives established by the ministry;

- those targets that measure services, supports or referrals provided by a community transfer payment recipient are to be included along with the approved funding, in the annual service contracts with the providers;

- actual results achieved per target are to be reported on distinctly by the providers through the regular business cycle reporting process.

The following service data will be reported on at an Interim and Final stage.

Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Community capacity building: Ministry-funded agency expenditures	Total ministry-funded expenses for the transfer payment recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of children served: CAS referrals	Of the families referred by CASs who received services in the fiscal year, number of children who were served in those families.
Number of families served: CAS referrals: Community capacity building	Of the CAS referrals in the fiscal year, number of families who received services in the fiscal year.
Number of families referred to agency: Community capacity building	Number of families referred to the agency in the fiscal year from all sources.
Number of families referred by CAS: Community capacity building	All referrals to the agency in the fiscal year made by CASs.

Services delivered: community programs — child abuse

Component: Child welfare - community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide funding for research, demonstration and training projects, or other innovative measures, promoting prevention of child abuse and neglect, coordinating community efforts to address child abuse and neglect and increasing community awareness.

Service description

Program/service features

The program/services contracted by the ministry will reflect the following features.

- research, demonstration, training projects and other innovative measures that promote the prevention of child abuse and neglect;
- the services are directed at children and youth, under 18 years of age, and their families, in the general community and have a focus of prevention and increasing community awareness.

Services will be:

- reflective and responsive to child/youth, family and community strengths and needs;

- accountable to the child/youth, family and community;

- sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;

- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth and

families;

- the support is based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and Final stage.
Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of individuals served: Child abuse program	The number of individuals for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.

Services delivered: community programs — Child and Family Intervention – operating non-residential

Component: Child welfare - community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide a range of counseling and supports for children and youth, who are experiencing social, emotional, behavioral or psychiatric problems in community, home and school settings, and their families.

To provide appropriate coping strategy and skill development training that will enable the child/youth to function effectively at home, in school and in the community.

Service description

Program/service features

The program/services contracted by the ministry will reflect the following features.

People served

- children and youth with an identified social, emotional, behavioral or psychiatric need, and their families;
- children and youth - under 18 years of age.

Program goals

A variety of service approaches such as individual, group and/or family counseling and supports for children and youth who are experiencing social, emotional or behavioral

difficulties at home, in school or in the community.

Individual and parenting skill development training based on assessed needs.

Individual planning and goal setting

The transfer payment recipient will prepare a plan of care for each child and youth that reflects an assessment of their needs and preferences. The plan of care will identify the specific services/supports received by the child/youth, the expected outcomes and be based on the principles of person-centred planning, self- determination and choice.

Services will be:
- reflective and responsive to child/youth, family and community strengths and needs;
- accountable to the child/youth, family and community
- sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth and families;
- the support is based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an interim and final stage.
Please refer to your final agreement for report back due dates and targets.

Services data name	Definition

Number of individuals trained: staff training: Community programs	Number of people trained, staff training. Individuals who participated in more than one day of training count as one individual trained
Number of individuals trained: trainer's training: Community programs	Number of people trained, trainer's training. Individuals who participated in more than one day of training count as one individual trained
Number of participant training days delivered: Trainer's training: Community programs	Number of participant training days delivered, trainer's training
Number of training days delivered by sessional trainers	Number of training days delivered by sessional trainers (staff and trainer's training)
Number of trainers responsible for delivering sessional training days: Community programs	Number of trainers responsible for delivering specific number of days in training, i.e. some training days may have been delivered by more than one trainer

Number of participants in sessions/workshops/training: community programs	The total number of individuals participating in skill building or educational sessions/workshops/training to assist with building parenting skills, child/youth management skills, self- management, anger management, risk reduction, resiliency building, etc. Participants are counted each time they attend a program within the fiscal year. If a program (a workshop or seminar) lasts more than one day, a person is counted once, whether or not the person attended more than one day or whether they attended only part of the workshop or seminar.
Number of participant training days delivered: Staff training: community programs	Number of participant training days delivered, staff training, all types of training including new worker, authorized worker, and manager/supervisor

Services delivered: community programs — Child and Family Intervention – operating residential

Component: Child welfare - Community and Prevention Supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide community based residential accommodation, group care and supervision supports for children and youth who are experiencing social, emotional, behavioural or psychiatric problems.

To provide appropriate coping strategy and skill development training that will enable the child or youth to function effectively at home, school and in the community.

Service description

Program/service features

The program/services contracted by the ministry will reflect the following features.

People served

- children and youth with an identified social, emotional, behavioral or psychiatric need, and their families;
- children and youth - under 18 years of age;
- documented priority for service as determined by the local access mechanism.

Program goals

- community based accommodation and supports;
- support up to 24-hours per day and may include a staff or treatment foster care model focus intensive counseling and multi-dimensional services and supports for children and youth who are experiencing social, emotional or behavioral difficulties at home, in school or in the community;
- counseling and parenting skill development training for families to better enable them to manage and support their children.

Individual planning and goal setting

The transfer payment recipient will prepare a plan of care for each child and youth that reflects an assessment of their needs and preferences. The plan of care will identify the specific services/supports received by the child/youth, the expected outcomes and be based on the principles of person-centred planning, self- determination and choice.

Services will be:
- reflective and responsive to the voice, wishes and needs of the child/youth, as well as family and community strengths and needs;
- accountable to the child/youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and indigenous communities;
- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth and families;
- the support is based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- admission to service is obtained through the ministry designated access to service mechanism, which identifies individuals for priority access to service.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of days of residential care: Community programs	The number of 24-hour periods for which people will be provided residential care during the fiscal year. The day on which a person arrives is included as one day of service. The day a person leaves is excluded.
Number of individuals served - operating residential	Report the unique/unduplicated number of individuals that received Children's Special Needs In-home Respite services in the reporting year. An individual is counted only once per year where they received service.

Services delivered: community programs — Residential Placement Advisory Committee

Component: Child welfare - Community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To conduct residential placement reviews and to advise, assist and inform parents, children, youth and service providers as to the appropriateness of residential services and alternatives to residential services, in order to facilitate and/or improve the social supports for children and youth at risk.

Service description

Eligibility

- child and youth - under 18 years of age;
- child and youth in a residential placement that is subject to review as defined by the Child, Youth and Family Services Act, 2017 and the Interim Residential Placement Advisory Committee (RPAC) Guidelines.

Program/service features

- The program/services contracted by the ministry will reflect the following features. conduct mandatory and discretionary placement reviews as set out in the CYFSA;
- where appropriate, name persons to maintain contact with children and youth under temporary wwcare agreements;
- advise, inform and assist parents, children, youth and service providers regarding availability and appropriateness of alternatives to residential service;
- Residential Placement and Advisory Committee services are provided in order to, wherever possible and appropriate:

- o achieve shorter stays for children and youth placed into residential care;
- o increase the number of children and youth placed closer to their homes, with support;
- o increase the number of children and youth placed into smaller residences reduce the numbers of children and youth being admitted to residential care.

Reporting requirements

The following service data will be reported on at an Interim and Final stage.
Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of discretionary reviews completed	The total number of discretionary reviews Residential Placement Advisory Committees (RPAC) completed in the fiscal year. Do not count a review that is open at the beginning or begun but not finished during the fiscal year. Note: The sum of these two other service data elements should equal Number of Reviews Completed in the Fiscal Year.
Number of mandatory reviews completed	The total number of mandatory reviews Residential Review Placement Committees (RPAC) completed in the fiscal year. Do not count a review that is open at the beginning or begun but not finished during the fiscal year.

Services delivered: community programs — targeted prevention

Component: Child welfare - community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

Community program services

The transfer payment recipient will provide services and supports that address a range of social, emotional, behavioural, psychological and/or psychiatric problems to children and youth and/or focus on building resilience or capacity in families and in high-risk communities.

The provision of targeted community program services will be informed by evidence to support service quality. This includes evidence-based practice, evaluation findings, the expertise of clinicians, and the lived experience of children, youth, and families.

Service description

Program/service features

The Program/services contracted by the ministry will reflect the following features.

The transfer payment recipient will deliver targeted community programs that focus on changing views and behaviours, building skills and competencies and/or creating awareness and resiliency through the provision of information, education, and programming to defined at- risk populations. The transfer payment recipient will work across sectors such as health and education, through community planning. Strong community partnerships will support the development of a comprehensive approach to targeted prevention. Targeted

community programs may occur in a variety of settings including education, health and community settings, and may involve health practitioners and educators as partners.

Targeted community program activities are:

- therapeutic activities that intervene in, or avert the development or occurrence of a mental health problem;
- aimed at increasing the child, youth and/or family's capacity to understand mental health problems, identify these problems early in the course of illness and change perspectives and enhance resiliency; and;
- avenues to promote early identification of mental health problems, provide timely, effective early intervention, and develop skills in the target populations.

Targeted community programs address specific risk factors. It does not include broad universal programming.

Target population

The target population is children and youth under 18 years of age who have been identified as a member of a group that shares a significant risk factor. These children or youth would generally require services within level two of the continuum of needs- based services and supports.

Identification of risk factors should be conducted in careful consultation (subject to applicable legislation, regulation and policy directives, including privacy and consent requirements), with those most familiar with the children/youth. This includes families, teachers, educational assistants, child and youth workers, staff of core transfer payment recipients and child-care centres, probation officers, and primary care practitioners.

Availability of service

The transfer payment recipient will provide targeted community program services activities in their designated service area.

Ministry expectations

The following are minimum ministry expectations for the delivery of targeted community program services:

- the service helps children/youth and their families and increases their resiliency by building their skills and competencies;

- the service identifies the objective of the prevention activity and is designed to counter or mitigate a significant risk factor without stigmatizing the children or youth;

- the transfer payment recipient will deliver targeted community program services in an evidence-informed manner, using evidence-informed tools and practices to support positive outcomes for children and youth;

- the transfer payment recipient will review clients' progress on a regular basis and adjust services, as needed;

- the approach to the delivery of targeted community program services will be strengths- based, and centred on individuals, considering and respecting their needs and preferences;

- the transfer payment recipient will provide its clients with information regarding additional community services and supports that may be suitable and, where appropriate, supported in accessing these services (e.g., through a referral);

- targeted community program services will be delivered by individuals with an appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth and their families;

- the intervention/treatment process will promote client involvement, partnership and shared decision-making so that all parties understand the goals and desired outcomes;

- the transfer payment recipient will bring key partners in multi-disciplinary service delivery together, where appropriate, to provide an integrated and coordinated service response to help meet the needs of children, youth and their families.

Individual planning and goal setting

Each individual will have a current Plan of Care that reflects an assessment of

their needs and preferences. The Plan of Care will identify the specific services/supports received by the individual, the expected outcomes and be based on the principles of person-centred planning, self-determination and choice.

Service system planning and information reporting

In carrying out these requirements, the transfer payment recipient will work in collaboration with community partners in their service area to plan for and align local services so that children, youth and their families:

- know what child and youth mental health services are available in their communities; and;
- how to access the mental health services and supports that meet their needs.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of hours of indirect service: Child welfare-Community Programs	The total number of hours of service provided by staff "on behalf of" clients, such as telephone calls, advocacy, and administrative support to the service.

Number of hours of direct service	The total number of hours of "direct" service provided by staff to individuals during the fiscal year for a particular service. "Direct" hours: The hours spent interacting, whether in a group or individually; face to face or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group. For example: 1 hour of group service with 5 participants equals one hour of direct service. (Note: each individual in the group is recorded under 'no. of individuals served' where there is a record).
Number of participants in sessions / workshops / training	The total number of individuals participating in skill building or educational sessions/workshops/training to assist with building parenting skills, child/youth management skills, self-management, anger management, risk reduction, resiliency building, etc. Participants are counted each time they attend a program within the fiscal year. If a program (a workshop or seminar) lasts more than one day, a person is counted once, whether or not the person attended more than one day or whether they attended only part of the workshop or seminar.

Services delivered: Youth in Transition Worker and Housing Support Worker Program

Component: Child welfare - Community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Youth-in-Transition Worker (YITW) service objectives

To improve the outcomes and increase the resiliency of youth leaving the care of children's aid societies (societies) by:

- Assisting youth in identifying goals and developing plans consistent with those goals; and;

- Helping them to identify, access, and navigate adult service systems relevant to their needs, as they transition to adulthood.

Housing Support Worker (HSW) service objectives

To improve the outcomes and increase the resiliency of youth in a Voluntary Youth Services Agreement (VYSA) with a society by helping them

- Find and retain housing; and

- Identify, access, and navigate service systems relevant to their needs, as they transition to adulthood.

YITW service description

The goal of the Youth-in-Transition Worker (YITW) program is to support youth in their successful transition out of the child welfare system into adulthood. YITWs will help youth to develop their goals, and will support youth to identify, access, and navigate adult service systems relevant to their specific and individualized needs in order to pursue their goals. The YITWs will also support youth to connect to existing supports and resources within their communities including, housing supports, education resources, employment services and training, life skills

training (e.g. financial management, household management), health and mental health services, and legal services.

YITWs will meet with youth through person-to-person, voice-to-voice, email, text message and other interactions, which may occur in the community or neighbourhood locations or settings. YITW services are expected to be provided flexibly, at times that meet the needs of youth, and that are consistent with the identified needs and goals of youth.

YITWs will need to work with local community agencies to both inform them of the YITW program, and also to become aware of the services available in the community to refer clients. Specifically, YITWs will be expected to work closely with their local societies to ensure that eligible youth know about the YITW program, and also to establish a referral process.

Target population

Youth between the ages of 16 and 24 (inclusive) who meet the following criteria: Were formally in extended society care (previously referred to as Crown Ward),legal custody order under section 102 of the CYFSA, or customary care agreement immediately prior to the youth's 18th birthday; were eligible for support under the Renewed Youth Support Policy (RYS) The RYS program is being phased out due to the legislative amendments that raised the age of protection. Effective January 1, 2018, 16- and 17-year-olds are eligible for the full range of protection services, including the option for a Voluntary Youth Services Agreement, where appropriate. The cohort who were eligible for RYS immediately prior to January 1, 2018 will remain eligible to receive RYS supports from a society up to the age of 18, and Continued Care and Support for youth from age 18 and ending on their 21st birthday (regardless of whether they had sought RYS supports).at ages 16 and/or 17, whether or not the youth actually received RYS; or were subject to an agreement under s. 37.1 of the CFSA at the time of their 18th birthday

HSW service description

The goal of the Housing Support Worker (HSW) Program is to provide housing supports and services to youth who are 16- and 17-years old and are subject to

a written agreement with a society for the provision of services on a voluntary basis (VYSA). HSWs help youth to develop and pursue their housing goals, and will support them to identify, access, and navigate service systems relevant to their specific needs. HSWs also support youth to connect to existing supports and resources within their communities including education resources, employment services and training, life skills training (e.g. financial management, household management), health and mental health services, and legal services.

HSWs meet with youth through person-to-person, voice-to-voice, email and other interactions, which may occur in the community or neighbourhood locations or settings. HSW services are provided beyond regular business hours (i.e. 9 am to 5 pm, Monday to Friday), and are flexible to meet the needs of the youth.

HSWs work with local community agencies to both inform them of the HSW program, and to become aware of the services available in the community that can support the various needs of youth who are accessing the HSW program.

Specifically, HSWs are expected to work closely with the societies in the region they are located to ensure all eligible youth have access to the program. HSWs are also encouraged to leverage the experience and expertise of YITWs in their region/agency.

Target population

The priority of the HSW program is to provide housing supports and services to youth aged 16 or 17 who are parties to a written agreement with a society for the provision of services on a voluntary basis (VYSA). However, if the HSW has capacity, they may also support youth who are:

- 16 or 17, receiving services from a society, and not yet in a VYSA; and/or

- 16 or 17, not receiving services from a society, and need help being connected to services and supports from a society.

YITW program/service features

The transfer payment recipient will ensure that the Youth-in-Transition

Workers:

- Assess youth for program eligibility;
- Help eligible youth develop and achieve the goals they have set for themselves through the program;
- Support eligible youth to identify, access and navigate adult service systems relevant to their needs, and transition to adulthood;
- Facilitate access for eligible youth to existing supports and resources in the community, by providing information and referrals for individual youth that address individual needs and support/reinforce strengths. Some of the resources and supports may include:
  o housing supports education resources;
  o employment services and training;
  o life skills training (e.g. financial management, household management) health and mental health services; and
  o legal services.
- Support eligible youth to develop and maintain relationships with responsible, caring adults in the community to help them as they transition to adulthood;
- Foster communication and linkages with community agencies/ organizations to improve access and mitigate barriers to services for eligible youth;
- Work with local CASs to develop a referral approach, and to create awareness of the program among eligible youth.

HSW program/service features

The transfer payment recipient will ensure that the Housing Support Worker:

- Advocates for the specific housing needs of the new cohort of eligible youth to municipal service managers, and local housing providers;
- Supports provincial YITWs through peer consultations, and participating in agency delivered workshops that would help society and community-based workers provide housing support to youth leaving care;
- Works closely with the societies located in their region to ensure all eligible youth have access to the HSW program;

- Participates in the case planning process with societies and youth with respect to the youth's housing needs;
- Assists youth with identifying their housing needs, searching for and viewing housing, and applying for housing; and
- Provides ongoing support to youth to sustain/keep housing (e.g., life-skills programming, such as financial management, budgeting, household management, tenant skills).

YITW program goals

Services will be:
- Targeted and goal focused, based on the needs of the youth Reflective of and responsive to individual needs Accountable to the individual and community;
- Sensitive to the social, linguistic and cultural diversity of youth
- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of youth;
- Based on the individual's assessed needs and preferences, and the availability of individual, agency, community and contracted ministry resources;

HSW program goals

Services will be:
- Reflective of and responsive to individual needs Accountable to the individual youth and community;
- Sensitive to the social, linguistic and cultural diversity of youth;
- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the housing needs of youth; and
- Based on the individual's assessed needs and preferences, and available individual, agency, community and contracted ministry resources

Ministry expectations

The transfer payment recipient will:
- Provide for effective delivery of the YITW and/or HSW program;

- Establish and build both informal and formal inter-agency linkages and/or partnerships to strengthen/enhance service provision. This includes implementing referral processes with the local societies (YITW and HSW program), and other local community agencies (YITW program). The transfer payment recipient should consider completing a protocol with the CAS(s) outlining the referral process, communication, dispute resolution, monitoring and evaluation;
- Provide statistical and/or qualitative data requested by the ministry relating to service performance measurement, and, as requested, participate in program and service evaluation initiatives established by the ministry.

The transfer payment recipient is responsible for the following activities:

- Overall YITW and/or HSW program administration and delivery, including agreed upon program activities;
- Financial and service performance reporting, including submission of required and requested reports within established time frames;
- Employing the agreed number of YITWs/HSWs (full-time equivalent positions) Providing or ensuring supervision of YITWs/HSWs;
- Providing or ensuring training of YITWs/HSWs, including training on personal
- safety in a community setting;
- Reporting serious incidents involving YITWs/HSWs and youth participants when in the company of YITWs/HSWs, to the ministry's Regional Office;
- Developing appropriate policies and procedures for protecting the privacy of personal information collected from youth participants. The policies and procedures that are developed by the transfer payment recipient shall comply with the *Youth Criminal Justice Act*, including Part 6, when the information and records relate to young persons as defined by the *Youth Criminal Justice Act*, and the confidentiality provisions relating to children who are the subject of a child welfare proceeding under the *Child, Youth and Family Services Act, 2017.*

Reporting requirements

The transfer payment recipient will monitor and evaluate the interim and annual data collected through Transfer Payment Ontario to ensure service objectives are being met.

The transfer payment recipient will provide a narrative report for the HSW and YITW program(s) to the ministry on May 15 of each year using the existing word template provided by the Child Welfare Secretariat to the Regional Offices.

YITW narrative report (Due May 15th)

The transfer payment recipient will complete a narrative report which includes the following information:

Program description

Briefly describe the program as it relates to your community. This section can include community characteristics, profile of youth served (e.g. main sub-populations by ethno- cultural group, disability, age, etc.), community response to program; changes in access to community services for youth, as well as information about what services and resources are not available for youth; results from agency collaborations.

Summary and interpretation of performance measures

Provide an overview and analysis of the annual results on the performance measures outlined above.

Successes

Describe what made the program work well in your community, including linkages or partnerships formed with schools, service providers and other community resources, and provide examples. Examples could include quotes and/or anecdotes (with personal and identifying information removed).

Challenges

Describe the challenges your agency encountered in planning and delivering the program and the strategies employed, or planned, to overcome the challenges.

Summary

Briefly summarize the key information in the report. This section could include your agency's reflections/learning from planning and delivering the program.

HSW narrative report (due May 15th)

The transfer payment recipient will complete a narrative report and submit to the ministry on May 15 of each year using the existing template provided by the ministry which includes the following information:

Program description

Briefly describe the program as it relates to your community. This section can include community characteristics, profile of youth served (e.g. main sub-populations by ethno- cultural group, disability, age, etc.), community response to program; changes in access to community services for youth, as well as information about what services and resources are not available for youth; results from agency collaborations.

Summary and interpretation of performance measures

Provide an overview and analysis of the annual results on the performance measures outlined above.

Successes

Describe what made the program work well in your community, including linkages or partnerships formed with schools, service providers and other community

resources, and provide examples. Examples could include quotes and/or anecdotes (with personal and identifying information removed).

<u>Challenges</u>

Describe the challenges your agency encountered in planning and delivering the program and the strategies employed, or planned, to overcome the challenges.

<u>Summary</u>

Briefly summarize the key information in the report. This section could include your agency's reflections/learning from planning and delivering the program.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of designated human trafficking YITWs.	Number of YITWs the agency currently has delivering the program that were approved by the ministry in 2017 and funded as part of the Anti-Human trafficking YITW expansion.
Number of referrals & source: YITW program	The total number of referrals received by the YITW during the reporting period. Referral sources include: self, peer, children's aid society (society), or other agency referral. A self- referral means that the youth sought the services of a YITW independent of a referral from another agency/individual. Peer referral means that the youth was referred by another youth currently receiving services from a YITW. Society referral means that the youth was referred by their children's aid society. Other agency referral means that the youth was referred by another community agency (e.g., youth shelter). The total number of referrals received by the YITW during the reporting period.

Number of referrals and Source to the YITW for human trafficking and/or other victim related services	Out of the total number of referrals received for the reporting period, please indicate how many were made to the YITW to specifically provide human trafficking and/or other victim related services. These referrals can be made and should be tracked regardless if the agency has a designated Human Trafficking YITW.
Number of YITWs not designated human trafficking workers but provided related services to youth	The total number of YITWs that are not designated Human Trafficking YITWs, but are still providing Human Trafficking and/or victim support related services to youth.
Number of Youth in a Voluntary Youth Services Agreement receiving services from the HSW	The number of youth participants who have entered a VYSA with a children's aid society and are now receiving services from the HSW.
Number of Youth: Human trafficking and/or other victim related services from the YITW program	The number of youth participants that are receiving human trafficking and/or other victim related services from a YITW for the reporting period. Youth should only be counted once and recorded in the reporting period they began receive the human trafficking services and supports from the YITW.
Number of Youth: New: YITW	A youth becomes a participant through a significant one-to- one interaction with a YITW where the YITW has gained sufficient information about the youth to establish a file with the youth. The interaction may be "face-to-face", "voice-to- voice" or electronic (e.g. email, text messages), and occur for purposes such as introduction to the YITW program, general information sharing, discussion of the participant's issues/needs or an exchange regarding specific community programming or services.

Number of Youth: Re-opened files for additional service: YITW	A youth file is considered to be "re-opened" when a youth returns to the YITW for additional support and services after the YITW has closed the youth's file (regardless of the reason for closing the file).
Number of Youth: Referred by the YITW to other human trafficking or victim support services	The number of youth participants who received a referral during the reporting period to human trafficking or other victim support services. Referral means that the YITW provides specific service/program and contact information to a youth participant to address the identified needs as they relate to human trafficking. Includes referrals to other services within the YITW's own organization. This number does not include providing general information on services/programs to youth who have not had a significant one-to-one interaction with a YITW. Each youth referred by the YITW is counted only once in the reporting period, regardless of how many services or opportunities they are referred to.
Number of Youth: Social connections improved	The number of youth participants who said their social connections had improved. Social connections refer to stable relationships with family members, friends, partners, adult and peer mentors, and other significant persons in the youth's life.
Number of Youth: YITW	The total number of individual youth participants who had at least one significant one–to-one interaction with a YITW during the reporting period. Includes new and ongoing youth participants. Each youth is counted only once, regardless of the number of contacts with the youth. This number includes all youth served during the reporting period including new youth whose service was initiated in a previous reporting period. This number should not be the same as the number of 'new youth' participants served.
Number of Youth: achieved personal goals: YITW	The total number of youth participants who reported achieving personal goals (e.g. attained high school diploma, maintained stable employment).

Number of Youth: more than five interactions with the YITW.	The total number of individual youth participants who has five or more additional personal interactions beyond the first significant one-to-one interaction with the YITW.
Number of Youth: obtaining a high school diploma: YITW	The total number of youth participants who reported that they were working towards obtaining a high school diploma.
Number of Youth: stable housing: YITW	The total number of youth participants who reported maintaining stable housing. Stable housing means a housing situation in which the youth has permanent, safe and appropriate housing and does not believe they are at risk of losing this housing and becoming homeless. Stable housing does not include couch surfing or staying temporarily with friends or family because the youth has no other option.
Number of Youth: Stable employment: YITW	The number of youth participants who received a referral during the reporting period. Referral means that the YITW provides specific service/program and contact information to a youth participant to address the youth's particular identified needs or interests. Includes referrals to other services within the YITWs own organization. Does not include providing general information on services/programs to youth who have not had a significant one-to-one interaction with a YITW. Each youth referred by the YITW is counted only once in the reporting period, regardless of how many services or opportunities they are referred to.

Number of Youth; Referred by YITW to other community agencies and/or other services	The number of youth participants who received a referral during the reporting period. Referral means that the YITW provides specific service/program and contact information to a youth participant to address the youth's particular identified needs or interests. Includes referrals to other services within the YITWs own organization. Does not include providing general information on services/programs to youth who have not had a significant one-to-one interaction with a YITW. Each youth referred by the YITW is counted only once in the reporting period, regardless of how many services or opportunities they are referred to.
Number of individual youth participants served by age (i.e., 16 or 17): HSW	The total number of individual youth participants who had at least one significant one–to-one interaction with a HSW during the reporting period. Includes new and ongoing youth participants. Each youth is counted only once, regardless of the number of contacts with the youth. This number includes all youth served during the reporting period including new and existing. This number should not be the same as the number of 'new youth' participants served and reported.
Number of new youth participants: HSW	A youth becomes a participant through a significant one-to- one interaction with a HSW where the HSW has gained sufficient information about the youth to establish a file with the youth. The interaction may be "face-to-face", "voice-to- voice" or electronic (e.g. email, text messages), and occur for purposes such as introduction to the HSW program, general information sharing, discussion of the participant's issues/needs or an exchange regarding specific community programming or services. This number will not necessarily be the same as the reported number of referrals for the same reporting period. In some cases it is expected that some referrals will not result in service.

Number of referrals to the HSW program by referral source	The total number of referrals received by the HSW during the reporting period. Referral sources include: self, peer, children's aid society (society), or other agency referral. A self- referral means that the youth sought the services of a HSW independent of a referral from another agency/individual. Peer referral means that the youth was referred by another youth currently receiving services from a HSW. Society referral means that the youth was referred by their children's aid society. Other agency referral means that the youth was referred by another community agency (e.g., youth shelter).
Number of youth participants - improved social connections: HSW	The number of youth participants who said their social connections had improved. Social connections refer to stable relationships with family members, friends, partners, adult and peer mentors, and other significant persons in the youth's life.
Number of youth participants enrolled in post; secondary education or training programs: YITW	The total number of youth participants who reported that they were enrolled in post-secondary education and training programs.
Number of youth participants that achieved personal goals: HSW	The total number of youth participants who reported achieving personal goals (e.g. attained high school diploma, maintained stable employment).
Number of youth participants with stable employment: HSW	Total number of youth participants with stable employment: The total number of youth participants who reported maintaining stable employment. Stable employment means that a youth is currently in stable full-time or part-time employment and does not believe they are at risk of losing this job.

Number of youth participants working towards obtaining a high school diploma: HSW	The total number of youth participants who reported that they were working towards obtaining a high school diploma.
Number of youth participated in skill-building programs/services with respect to maintaining housing: HSW	The number of youth participants who attended group activities for skill building and life skills training provided by, organized by or referred by the HSW. Skill building and life skills training programs and services that support maintaining housing include activities such as financial literacy and budgeting workshops, good tenancy information sessions, cooking classes and tips for grocery shopping on a budget, training supports for laundry and cleaning etc.
Number of youth referred by the HSW to other community agency: HSW	The number of youth participants who received a referral during the reporting period to other community programs and/or supports. Referral means that the HSW provides specific service/program and contact information to a youth participant to address the youth's particular identified needs or interests. Includes referrals to other services within the HSWs own organization. Does not include providing general information on services/programs to youth who have not had a significant one-to-one interaction with a HSW. Each youth referred by the HSW is counted only once in the reporting period, regardless of how many services or opportunities they are referred to.
Number of youth that received culturally relevant supports: YITW	The total number of youth participants who received culturally relevant supports from the YITW. Culturally relevant supports include programming and services that reflect the culture and identity needs of the youth. These services and supports can be provided by the YITW directly or be a service that YITWs refer the youth to.

Number of youth who are 16 or 17 supported by HSW to connect with a society for services	The number of youth participants who are 16 or 17 years of age and are currently not in a VYSA or receiving services from a society but the HSW has capacity to work with the youth to provide service and connect them with a society.
Number of youth who had more than 5 interactions: HSW	The total number of individual youth participants who has five or more additional personal interactions beyond the first significant one-to-one interaction with the HSW.
Number of youth who secured a stable housing arrangement and by type: HSW	The total number of youth participants who reported maintaining stable housing. Stable housing means a housing situation in which the youth has permanent, long-term, safe and appropriate housing and does not believe they are at risk of losing this housing and becoming homeless. Stable housing does not include couch surfing, youth shelters, or staying temporarily with friends or family because the youth has no other option. Types of secured housing include group home, foster home, transitional housing, independent housing, other.
Number of youth with a bank account: HSW	The total number of youth participants who reported they have a bank account.
Number of youth with a high school diploma: HSW	Total number of youth with a high school diploma: The total number of youth participants who reported having a high school diploma.
Number of youth with a high school diploma: YITW	Total number of youth with a high school diploma: The total number of youth participants who reported having a high school diploma.
Number of youth participants enrolled in post-secondary education or training programs: HSW	The number of all individual youth participants (mentees) during the fiscal year who cannot identify their first and still understood language.

Youth in Transition Workers and Housing Support Worker: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the transfer payment recipient to administer and deliver the YJC program in the reporting year (April 1 – March 31).
Number of Youth with a bank account: YITW	The total number of youth participants who reported they have a bank account.

Services delivered: Wendy's wonderful kids adoption recruiters

Component: Child welfare - Community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To find adoptive families for children and youth involved in the child welfare system where adoption has been identified as an appropriate permanency option.

To help find permanent homes for children and youth in extended society care where adoption has been identified as an appropriate permanency option for the child by entering into grant agreements with children's aid societies (societies) to hire Wendy's Wonderful Kids (WWK) adoption recruiters. These adoption recruiters are in addition to WWK adoption recruiters in the Province of Ontario already funded by the Dave Thomas Foundation for Adoption Canada (DTFA-C).

Service description

The transfer payment recipient will:
- Enter into grant agreements with the societies that are approved by the ministry to support ongoing operations of the WWK program;

- Provide support to societies to hire WWK adoption recruiters, as necessary, in accordance with the ministry's direction;
  - Conduct training for any new WWK adoption recruiters hired by the societies and support them in learning the WWK child-focused recruitment model.

- Provide training opportunities throughout the year for WWK adoption recruiters to support ongoing operation and/or successful implementation of the child- focused recruitment model by each WWK adoption recruiter

that may include:
- o Online modules, training related to using the DTFA-C online reporting database, webinars and the WWK Annual Summit.

- Provide support to WWK adoption recruiters through a DTFA-C grant manager;
  - o The DTFA-C grant manager will assist the adoption recruiters in ongoing operation and/or implementation of the child-focused recruitment model in order to meet the WWK adoption recruiter activities and goals.
  - o At a minimum, the DTFA-C grant manager will have monthly contact with the WWK adoption recruiters and will conduct periodic site visits.

- Work with individual societies to monitor caseloads and create annual goals for number of adoptions and matches each WWK adoption recruiter will achieve and provide ongoing support and technical assistance via the grant manager to the WWK adoption recruiters to assist them in meeting these annual goals;

- Provide ongoing technical assistance via the grant manager to assist the adoption recruiters in meeting the WWK adoption recruiter activities and goals
  - o The WWK adoption recruiters are held accountable to DTFA-C through the monthly submission of data on the children served through the WWK program.

- Provide ongoing intensive grant management services to societies through monthly contact with the WWK adoption recruiters and periodic site visits;

Program/service features

The services are directed at children in extended society care under the CYFSA for whom adoption has been identified as an appropriate permanency option, and prospective adoptive families identified for those children.

WWK adoption recruiters will engage in the following service activities and goals, as specified in the grant agreement to be entered into by each society with the DTFA-C:

- Use a child-focused recruitment model to help find potential adoptive families for children and youth in extended society care where adoption has been identified as an appropriate permanency option for the child;
- Conduct initial referral services and gather initial referral information through contact with the child or youth's society worker and other relevant staff;
- Conduct an in-depth case record review of existing files to include:
  - Date and reason the child entered the system;
  - Child's most recent profile and assessment Chronological placement history;
  - Significant services provided to the child, currently or in the past;
  - Identification of programs and services to meet the needs of the child or youth;
  - All significant people in the child's life, past and present, including caseworkers, foster parents, attorneys, teachers, therapists, relatives, mentors, faith-based representatives and extracurricular activity leaders; and
  - Next upcoming court date.

- Build a relationship with each child or youth on the caseload and to have, at a minimum, monthly in-person meetings with the child or youth;
- Find and engage individuals with whom the child has had a positive relationship Assess the child's strengths and needs;
- Build on-going relationships with adults in the child's network in order to explore their potential as a prospective adoptive family, or to learn about other adults in the child or youth's life to assist in identifying prospective adoptive families;
- Provide child-specific family search efforts by implementing the process of identifying, locating, and contacting persons with whom the child already has, or had, a bond or positive relationship with the knowledge and approval of the child and the child's caseworker;
- Develop a comprehensive recruitment plan or enhance the existing recruitment plan; and
- Each WWK adoption recruiter will actively recruit adoptive placements for a minimum of 12 to 15 children and youth, with the remaining children and youth on the caseload to receive less intensive services (i.e., the WWK adoption

recruiter will monitor children and youth who are in a less intensive phase of the recruitment process such as children and youth who have been matched with an adoptive family and are in pre-adoptive placement);

- WWK adoption recruiters will spend 100 percent of their time implementing a proactive, child-focused recruitment model, working with relevant society staff as necessary.

Program goals

Increase the number of children in extended society care for whom adoption has been identified as an appropriate permanency option being matched with prospective adoptive families using a child-focused recruitment model.

Ministry expectations

The community services provided will be:

- Reflective and responsive to the permanency needs of children, youth and families;
- Sensitive to the social, linguistic and cultural diversity of children and families, including Indigenous, Black, racialized, and LGBT2SQ children and families, involved with child protection services;
- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the permanency needs of children, youth and families.

Reporting requirements

The transfer payment recipient is expected to monitor and evaluate program performance and to confirm that program objectives and deliverables are being met. At each reporting period, provide to the ministry an interim report on: project outcomes; rationale for any children removed from any data value, including an explanation for variation in a reporting area from expectations; success stories and barriers learned from DTFA-C's interactions with the WWK adoption recruiter and societies that employ them; and information about

training taken by the WWK adoption recruiter.

On an annual basis, provide to the ministry an Executive Summary that summarizes the main information and achievements of the program for the year. This report should contain your organization's observations and the lessons learned from executing the program, rationale for any children that are removed from any data value including an explanation for variation in a reporting area, success stories and barriers learned through DTFA-C's interactions with the WWK adoption recruiter and societies that employ them, and information about training taken by the WWK adoption recruiters.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of children on caseload by society: Catholic CAS of Toronto	Total number of children a WWK recruiter actively serves on their caseload (i.e., 15-20) during the reporting period by society: Catholic CAS of Toronto
Number of children on caseload by society: Durham CAS	Total number of children a WWK recruiter actively serves on their caseload (i.e., 15-20) during the reporting period by society: Durham CAS
Number of children on caseload by society: CAS of Toronto	Total number of children a WWK recruiter actively serves on their caseload (i.e., 15-20) during the reporting period by society: CAS of Toronto
Number of children on caseload by society: Nipissing & Parry Sound	Total number of children a WWK recruiter actively serves on their caseload (i.e., 15-20) during the reporting period by society: Nipissing & Parry Sound

Number of children on caseload by society: Sudbury & Manitoulin (1)	Total number of children a WWK recruiter actively serves on their caseload (i.e., 15-20) during the reporting period by society: Sudbury & Manitoulin (1)
Number of children on caseload by society: Sudbury & Manitoulin (2)	Total number of children a WWK recruiter actively serves on their caseload (i.e., 15-20) during the reporting period by society: Sudbury & Manitoulin (2)
Number of returning children to caseload by society: Catholic CAS of Toronto	Number of children served in the previous reporting period that are still being served in the current reporting period by society: Catholic CAS of Toronto
Number of returning children to caseload by society: Durham CAS	Number of children served in the previous reporting period that are still being served in the current reporting period by society: Durham CAS
Number of returning children to caseload by society: CAS of Toronto	Number of children served in the previous reporting period that are still being served in the current reporting period by society: CAS of Toronto
Number of returning children to caseload by society: Sudbury & Manitoulin (2)	Number of children served in the previous reporting period that are still being served in the current reporting period by society: Sudbury & Manitoulin (2)
Number of returning children to caseload by society: Nipissing & Parry Sound	Number of children served in the previous reporting period that are still being served in the current reporting period by society: Nipissing & Parry Sound

Number of returning children to caseload by society: Sudbury & Manitoulin (1)	Number of children served in the previous reporting period that are still being served in the current reporting period by society: Sudbury & Manitoulin (1)
Number of new children added to caseload by society: Catholic CAS of Toronto	Number of children served in the current reporting period that had not been served in a previous reporting period by society: Catholic CAS of Toronto
Number of new children added to caseload by society: Durham CAS	Number of children served in the current reporting period that had not been served in a previous reporting period by society: Durham CAS
Number of new children added to caseload by society: CAS of Toronto	Number of children served in the current reporting period that had not been served in a previous reporting period by society: CAS of Toronto
Number of new children added to caseload by society: Nipissing & Parry Sound	Number of children served in the current reporting period that had not been served in a previous reporting period by society: Nipissing & Parry Sound
Number of new children added to caseload by society: Sudbury & Manitoulin (1)	Number of children served in the current reporting period that had not been served in a previous reporting period by society: Sudbury & Manitoulin (1)
Number of new children added to caseload by society: Sudbury & Manitoulin (2)	Number of children served in the current reporting period that had not been served in a previous reporting period by society: Sudbury & Manitoulin (2)

Number of new matches to potential adoptive families facilitated by WWK: Catholic CAS of Toronto	Number of new matches between child and prospective adoptive parents facilitated by the WWK recruiter using the child-focused recruitment process during the reporting period by society: Catholic CAS of Toronto
Number of new matches to potential adoptive families facilitated by WWK recruiter by society: Durham CAS	Number of new matches between child and prospective adoptive parents facilitated by the WWK recruiter using the child-focused recruitment process during the reporting period by society: Durham CAS
Number of new matches to potential adoptive families facilitated by WWK: CAS of Toronto	Number of new matches between child and prospective adoptive parents facilitated by the WWK recruiter using the child-focused recruitment process during the reporting period by society: CAS of Toronto
Number of new matches to potential adoptive families facilitated by WWK: Nipissing & Parry Sound	Number of new matches between child and prospective adoptive parents facilitated by the WWK recruiter using the child-focused recruitment process during the reporting period by society: Nipissing & Parry Sound
Number of new matches to potential adoptive families facilitated by WWK: Sudbury & Manitoulin (1)	Number of new matches between child and prospective adoptive parents facilitated by the WWK recruiter using the child-focused recruitment process during the reporting period by society: Sudbury & Manitoulin (1)
Number of new matches to potential adoptive families facilitated by WWK: Sudbury & Manitoulin (2)	Number of new matches between child and prospective adoptive parents facilitated by the WWK recruiter using the child-focused recruitment process during the reporting period by society: Sudbury & Manitoulin (2)

Number of new pre- adoptive placements by society: Catholic CAS of Toronto	Number of children placed in a prospective adoptive home for the required probationary period prior to adoption finalization by society: Catholic CAS of Toronto
Number of new pre- adoptive placements by society: Durham CAS	Number of children placed in a prospective adoptive home for the required probationary period prior to adoption finalization by society: Durham CAS
Number of new pre- adoptive placements by society: CAS of Toronto	Number of children placed in a prospective adoptive home for the required probationary period prior to adoption finalization by society: CAS of Toronto
Number of new pre- adoptive placements by society: Nipissing & Parry Sound	Number of children placed in a prospective adoptive home for the required probationary period prior to adoption finalization by society: Nipissing & Parry Sound
Number of new pre- adoptive placements by society: Sudbury & Manitoulin (1)	Number of children placed in a prospective adoptive home for the required probationary period prior to adoption finalization by society: Sudbury & Manitoulin (1)
Number of new pre- adoptive placements by society: Sudbury & Manitoulin (2)	Number of children placed in a prospective adoptive home for the required probationary period prior to adoption finalization by society: Sudbury & Manitoulin (2)
Number of pre-adoption placement breakdowns by society: Catholic CAS of Toronto	Number of pre-adoption placements that did not result in an adoption with the child being removed from pre-adoption placement in the reporting period by society: Catholic CAS of Toronto

Number of pre-adoption placement breakdowns by society: Durham CAS	Number of pre-adoption placements that did not result in an adoption with the child being removed from pre-adoption placement in the reporting period by society: Durham CAS
Number of pre-adoption placement breakdowns by society: CAS of Toronto	Number of pre-adoption placements that did not result in an adoption with the child being removed from pre-adoption placement in the reporting period by society: CAS of Toronto
Number of pre-adoption placement breakdowns by society: Nipissing & Parry Sound	Number of pre-adoption placements that did not result in an adoption with the child being removed from pre-adoption placement in the reporting period by society: Nipissing & Parry Sound
Number of pre-adoption placement breakdowns by society: Sudbury & Manitoulin (1)	Number of pre-adoption placements that did not result in an adoption with the child being removed from pre-adoption placement in the reporting period by society: Sudbury & Manitoulin (1)
Number of pre-adoption placement breakdowns by society: Sudbury & Manitoulin (2)	Number of pre-adoption placements that did not result in an adoption with the child being removed from pre-adoption placement in the reporting period by society: Sudbury & Manitoulin (2)
Number of new adoptions by society: Catholic CAS of Toronto	Number of children with finalized adoptions during the reporting period by society: Catholic CAS of Toronto

Number of new adoptions by society: Durham CAS	Number of children with finalized adoptions during the reporting period by society: Durham CAS
Number of new adoptions by society: CAS of Toronto	Number of children with finalized adoptions during the reporting period by society: CAS of Toronto
Number of new adoptions by society: Nipissing & Parry Sound	Number of children with finalized adoptions during the reporting period by society: Nipissing & Parry Sound
Number of new adoptions by society: Sudbury & Manitoulin (1)	Number of children with finalized adoptions during the reporting period by society: Sudbury & Manitoulin (1)
Number of new adoptions by society: Sudbury & Manitoulin (2)	Number of children with finalized adoptions during the reporting period by society: Sudbury & Manitoulin (2)
Number of new legal custody orders by society: Catholic CAS of Toronto	Number of children with finalized legal custody orders during the reporting period by society: Catholic CAS of Toronto
Number of new legal custody orders by society: Durham CAS	Number of children with finalized legal custody orders during the reporting period by society: Durham CAS
Number of new legal custody orders by society: CAS of Toronto	Number of children with finalized legal custody orders during the reporting period by society: CAS of Toronto

Number of new legal custody orders by society: Nipissing & Parry Sound	Number of children with finalized legal custody orders during the reporting period by society: Nipissing & Parry Sound
Number of new legal custody orders by society: Sudbury & Manitoulin (1)	Number of children with finalized legal custody orders during the reporting period by society: Sudbury & Manitoulin (1)
Number of new legal custody orders by society: Sudbury & Manitoulin (2)	Number of children with finalized legal custody orders during the reporting period by society: Sudbury & Manitoulin (2)
Number of DTFA-C grant manager contacts with ministry funded WWK recruiters: Catholic CAS of Toronto	Number of DTFA-C grant manager contacts with ministry funded WWK recruiters by society: Catholic CAS of Toronto
Number of DTFA-C grant manager contacts with ministry funded WWK recruiters by society: Durham CAS	Number of DTFA-C grant manager contacts with ministry funded WWK recruiters by society: Durham CAS
Number of DTFA-C grant manager contacts with ministry funded WWK recruiters by society: CAS of Toronto	Number of DTFA-C grant manager contacts with ministry funded WWK recruiters by society: CAS of Toronto

Number of DTFA-C grant manager contacts with ministry funded WWK recruiters: Nipissing & Parry Sound	Number of DTFA-C grant manager contacts with ministry funded WWK recruiters by society: Nipissing & Parry Sound
Number of DTFA-C grant manager contacts with ministry funded WWK recruiters: Sudbury & Manitoulin (1)	Number of DTFA-C grant manager contacts with ministry funded WWK recruiters by society: Sudbury & Manitoulin (1)
Number of DTFA-C grant manager contacts with ministry funded WWK recruiters: Sudbury & Manitoulin (2)	Number of DTFA-C grant manager contacts with ministry funded WWK recruiters by society: Sudbury & Manitoulin (2)
Number of placements with a caregiver related or known to the child: Catholic CAS of Toronto	Total number of children placed in a home with a caregiver related or known to the child: Catholic CAS of Toronto
Number of placements with a caregiver related or known to the child: Durham CAS	Total number of children placed in a home with a caregiver related or known to the child: Durham CAS
Number of placements with a caregiver related or known to the child: CAS of Toronto	Total number of children placed in a home with a caregiver related or known to the child: CAS of Toronto

Number of placements with a caregiver related or known to the child: Nipissing & Parry Sound	Total number of children placed in a home with a caregiver related or known to the child: Nipissing & Parry Sound
Number of placements with a caregiver related or known to the child: Sudbury & Manitoulin (1)	Total number of children placed in a home with a caregiver related or known to the child: Sudbury & Manitoulin (1)
Number of placements with a caregiver related or known to the child: Sudbury & Manitoulin (2)	Total number of children placed in a home with a caregiver related or known to the child: Sudbury & Manitoulin (2)
Number of new matches to potential adoptive families facilitated by AdoptOntario by society: Durham CAS	Number of new matches between child and prospective adoptive parents facilitated by the AdoptOntario website by society: Durham CAS
Number of new matches to potential adoptive families facilitated by AdoptOntario: CAS of Toronto	Number of new matches between child and prospective adoptive parents facilitated by the AdoptOntario website by society: CAS of Toronto
Number of new matches to potential adoptive families facilitated by AdoptOntario: Nipissing & Parry Sound	Number of new matches between child and prospective adoptive parents facilitated by the AdoptOntario website by society: Nipissing & Parry Sound

Number of new matches to potential adoptive families facilitated by AdoptOntario: Catholic CAS of Toronto	Number of new matches between child and prospective adoptive parents facilitated by the AdoptOntario website by society: Catholic CAS of Toronto
Number of new matches to potential adoptive families facilitated by AdoptOntario: Sudbury&Manitoulin (1)	Number of new matches between child and prospective adoptive parents facilitated by the AdoptOntario website by society: Sudbury & Manitoulin (1)
Number of new matches to potential adoptive families facilitated by AdoptOntario: Sudbury&Manitoulin (2)	Number of new matches between child and prospective adoptive parents facilitated by the AdoptOntario website by society: Sudbury & Manitoulin (2)
Number of completed family reunifications	Number of children removed from the WWK program due to reunification with their family during the reporting period.

Services delivered: family group conferencing, Ontario provincial resource

Component: Child welfare - Community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

The key objective is to expand the availability of Family Group Conferencing (FGC) in Ontario.

Service description

The transfer payment recipient will use funds to:
- act as a locus of expertise and best practice in Family Group Conferencing;
- provide training and consultation to service providers across Ontario wishing to enhance their capacity to deliver effective Family Group Conferencing;
- maintain and update the provincial Family Group Conferencing Manual; and
- maintain a public roster of Family Group Conferencing coordinators, trainers and mentors.

Program/service features

The services are directed at improving access to FGC practitioners in Ontario through providing educational and training opportunities to practitioners, promoting FGC as a means to resolving disputes, and providing a roster of practitioners.

Program goals

Increase the availability of FGC to streamline court processes and encourage alternatives to court with respect to child protection disputes.

Ministry expectations

The transfer payment recipient will:

- Maintain and update a web-based roster of FGC coordinators, coordinators-in- training, trainers and mentors, including:
  - review all FGC coordinators', trainers' and mentors' qualifications to ensure they meet the criteria for inclusion on the roster;
  - include coordinators' geographical region(s) of practice on the roster review and revise the roster admission criteria;
  - facilitate the matching of coordinators-in-training and mentors.

- Act as a provincial locus of expertise and best practice, coordinate requests for and delivery of training including:
  - provide dedicated staff to respond to calls, provide advice and match needs provide skilled trainers to deliver workshops to meet requests;
  - oversee the provision of the 3-day FGC Coordinator Training course on a cost recovery basis;
  - oversee the development and provision of staff development for FGC mentors;
  - provide program and case-based consultation to members on the roster administer trainee satisfaction surveys and evaluations;
  - establish and support a Faculty of Trainers to provide the FGC Coordinator;
  - Training program;
  - ensure the delivery of the 3-day FGC Coordinator Training course at least twice per year;
  - develop the capacity to offer FGC Coordinator Training in both English and French.
- Participate actively in the Provincial ADR Advisory Committee (PAAC), which will include supporting the development of the Committee terms of reference, membership list and work plan for each fiscal year;
- Maintain and update the Ontario FGC Manual and trainers' materials provide to provincial consistency and best practice guidelines

- o develop a version of the <u>FGC</u> New Coordinator Training Curriculum for use via video conferencing platform - adjust content, activities and delivery process for an on-line learning experience;
- o update training packages for <u>FGC</u> trainers on an as-needed basis;
- o ensure that the Ontario <u>FGC</u> Manual and trainers' materials are available in both English and French.

- Develop and promote a network of <u>FGC</u> coordinators, trainers and mentors to play a leadership role in providing training, mentoring, building capacity and promoting <u>FGC</u> across the province
  - o coordinate a steering committee made up primarily of trainers and mentors, inclusive of child welfare, community partners, and regional representation, to meet up to four times a year (in person and/or via video conferencing) to:
    - oversee the integrity of expertise and best practice among the network; oversee the capacity development of <u>FGC</u> across the Province;
    - develop and update promotional, educational and training materials; and coordinate training and mentoring across the Province;
    - maintain currency, quality and integrity of training and evaluation.

- Develop promotional, educational and training activities and materials to support <u>FGC</u> as a method of child welfare <u>ADR</u>
  - o offer semi-annual staff development days (Fall and Spring) for coordinators and their community partners to provide peer networking/ support and skill;
  - o building;
  - o offer skills-building/professional development sessions on an as-needed basis;
  - o develop and deliver professional development webinars to <u>FGC</u> Coordinators.

Reporting requirements

The transfer payment recipient is expected to monitor and evaluate program performance and to confirm that program objectives and deliverables are being met.

On an annual basis, provide a report on educational and training activities, including any materials developed. The transfer payment recipient will respond to any questions from the Ministry by the 22nd day of each month following the month the reports are due.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of inquiries regarding training and programming	The number of inquiries received regarding training and programming during the reporting period
Number of other FGC inquiries	The number of other Family Group Conferencing inquiries received during the reporting period
Number of courses provided	The number of courses delivered during the reporting period
Number of participants trained by type of course	The number of participants trained by course type during the reporting period
Number of consultations provided	The number of consultations provided during the reporting period
Number of FGC coordinators, coordinators-in-training, trainers and mentors added to Roster	The number of Family Group Conferencing coordinators, coordinators-in-training, trainers and mentors added to Roster during the reporting period

Number of FGC coordinators, coordinators-in-training, trainers and mentors currently on Roster	The number of Family Group Conferencing coordinators, coordinators-in-training, trainers and mentors currently on Roster during the reporting period
Number of team and working group meetings held for trainers, mentors and commit. memb.; Number of participants	The number of team and working group meetings held for trainers, mentors and committee members as well as the number of participants in each during the reporting period
Number of coordinator peer-support and staff development activities held; Number of participants	The number of coordinator peer-support and staff development activities held as well as the number of participants in each during the reporting period

Services delivered: family mediation

Component: Child welfare - community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

The key objective is to expand the availability of family mediation in Ontario.

Service description

The transfer payment recipient will use funds to:
- Act as a provincial locus of expertise and best practice, providing training, professional development and consultation to service providers and organizations across Ontario wishing to develop and/or enhance their capacity to deliver effective Child Protection Mediation (Mediation), and to maintain a roster of Child Protection Mediators and Instructors;
- To oversee a quality assurance body to promote and maintain the model integrity of Mediation as one of the child welfare Alternative Dispute Resolution (ADR) approaches;
- To build awareness of Mediation as a method of ADR;
- To work in collaboration with partners across the ADR service delivery spectrum to promote relationship-building and networking at a provincial level, build a community of practice and raise awareness/understanding of ADR.

Program/service features

The services are directed at improving access to family mediators in Ontario through providing educational and training opportunities to practitioners, promoting family mediation as a means to resolving disputes, and providing a roster of practitioners.

Program goals

Increase the availability of family mediation to streamline court processes and encourage alternatives to court with respect to child protection disputes.

Ministry expectations

The transfer payment recipient will:
- Maintain the provincial roster of Child Protection Mediators, including:
  - review all Child Protection Mediators' qualifications to ensure they meet the criteria for inclusion on the roster;
  - include on the roster the mediators' geographical region of practice, languages spoken and willingness to travel;
  - communicate with rostered mediators to ensure compliance with Ministry requirements (police check & professional liability insurance) on an ongoing basis;
  - communicate with Transfer Payment Agencies to ensure that they are up to date with roster membership;
- Maintain and update a web-based roster of Child Protection Mediators, including:
  - ensuring that the information is up-to-date and that the roster is current and accurate;
  - maintain a bilingual Child Protection Mediation website.
- Act as a provincial locus of expertise and best practice, coordinate requests for and delivery of training including:

  - providing dedicated Program Manager to respond to calls, provide advice and match needs;
  - provide skilled instructors to deliver courses;
  - coordinate the provision of courses (i.e. introductory, level one, multi-party training, and revisions to training on a cost recovery basis);
  - administer trainee satisfaction surveys and evaluations;
  - provide program and case-based consultation to members on the provincial roster;

- connect with Transfer Payment Agencies, to understand gaps in service provision in their regions, in terms of Child Protection Mediation;
- provide skilled instructors to deliver courses;
- develop an intermediate training course for experienced mediators develop multi-party training;
- provide opportunities for mediators to connect with other mediators for peer to peer learning; and
- co-ordinate training requests from across the Province.
- Maintain and update the Child Protection Mediation Curriculum, participant manual and instructors' materials for all trainings, including:

  - reviewing and making amendments to the Child Protection Mediation Curriculum;
  - update training packages for instructors on an as-needed basis;
  - update the Participants' Manual, make it available to all rostered Mediators; and develop training and participant materials for the new intermediate training;
  - Build provincial capacity to provide Child Protection Mediation services in French, including:
  - continuing to look for opportunities to train a bilingual Child Protection Mediator to provide Child Protection Mediation training;
  - train a bilingual child protection mediator to provide child protection mediation training;
  - translating all training materials, participants manual and trainer's manual in French;
  - promoting Child Protection Mediation, in French; and
  - building capacity to offer Child Protection Mediation services in French.
- Develop promotional, educational and training activities and materials to support Child Protection Mediation as a method of ADR

  - deliver an annual professional development day for mediators and community partners to provide peer networking/support and skill building;
  - develop a collaborative educational day with other ADR professionals;

- provide case-based consultation to members on the provincial roster via CPMed Connect webinar on a monthly basis;
- coordinate with OAFM Executive Director to offer enhanced training via webinars, on an as needed basis;
- contribute towards the development of resource materials to make available to the general public and Children's Aid Societies.
- Conduct and gather research on Child Protection Mediation, including:
  - gathering data on how Child Protection Mediation is being utilized in Children's Aid Societies in Ontario;
  - administering annual surveys to Mediators to understand service delivery from their perspective;
  - anticipating in discussions at PAAC to determine data collection to improve outcomes for families and child welfare partners;
  - providing evaluation surveys for all trainings, professional development days to ensure that needs of Mediators, Transfer Payment Agencies and Children's Aid Societies, OCL and community partners are being met;
  - developing outcome measures for Mediation; and
  - gathering input from small communities that lack Mediation resources and associated Mediators as to how they might be best serviced from a distance.
- Serve as the Chair of the Provincial ADR Advisory Committee, to build a community of practice among ADR providers and community partners based on relationship-building, networking and sharing of best practices;
- bring together stakeholders in the ADR Community, including practitioners of FGC/FGDM, CPMed, and Indigenous Approaches, Transfer Payment Agencies, Children's Aid Societies, the Legal Community, the Ministry and others;
- host monthly case consultation video-conferencing sessions to support independent FGC Coordinators in maintaining best practices and model integrity;
- plan and host quarterly meetings of the advisory group, developing meeting agendas, meeting materials, reports and minutes as required;
- through consultation and collaboration, determine the key deliverables and establish a work plan and meeting schedule to advance the committee goals

Reporting requirements

The transfer payment recipient is expected to monitor and evaluate program performance and to confirm that program objectives and deliverables are being met.

At each reporting period, report on evaluation of training activities developed and undertaken, including any data gathered through the evaluations as well as a report on evaluation of professional development day for mediators, including any data gathered through the evaluations.

At each reporting period, provide the Provincial ADR Advisory Committee Report which reports on Advisory Committee activities and progress achieved to date against the Advisory Committee's work plan deliverables.

On an annual basis, provide the following:

- a report on child protection mediation educational and training activities, including any materials developed;
- a report on the organization's progress on activities to build French language capacity in Ontario.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of general inquiries received from the public	The number of general inquiries received from the public during the reporting period

Number of inquiries from the public regarding Child Protection Mediation or Alternative Dispute Resolution	The number of inquiries received from the public regarding Child Protection Mediation or Alternative Dispute resolution during the reporting period.
Number of inquiries for info on Child Protection Mediator and/or delivering Child Protection Mediation	The number of inquiries received seeking information about becoming a Child Protection Mediator and/or delivering Child Protection Mediation during the reporting period.
Number of case-based consultations provided	The number of case-based consultations provided during the reporting period
Number of French Language inquiries received	The number of French Language inquiries received during the reporting period
Number of complaints received from CASs or clients	The number of complaints received from children's aid societies or clients during the reporting period
Number of website unique hits	The number of unique hits to the website during the reporting period
Number of applications to the roster reviewed	The number of applications to the roster reviewed during the reporting period

Number of qualified applicants to the roster	The number of qualified applicants to the roster during the reporting period
Number of mediators accredited/added to the roster	The number of mediators accredited/added to the during the reporting period roster
Number of mediators deleted from the roster, noting reasons	The number of mediators deleted from the roster, noting reasons why, during the reporting period
Number of mediators trained	The number of mediators trained during the reporting period
Number of CP mediation training instructors trained	The number of Child Protection Mediation training instructors trained during the reporting period
Total Number of mediators on the roster	The total number of mediators on the roster during the reporting period
Total Number of trainers on the roster	The total number of trainers on the roster during the reporting period

Services delivered: Ontario looking after children (OnLAC)

Component: Child welfare - Community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

The key objective is to assist societies in identifying a child's strengths and needs, developing his/her plan of care, and collecting data on the progress of children in care.

Service description

The transfer payment recipient will use funds to:

- Provide societies with assistance for the ongoing use of OnLAC as per the requirements of the Ministry's policy directive. Children's aid societies (societies) are required by policy directive CW 003-20 to use OnLAC for developing plans of care for children and youth who are in the care of a society or in customary care for longer than one year;
- Provide societies with support to access and interpret the society-level data inform the field of the progress of the OnLAC program;
- Continue work with the University of Ottawa to support the use of the Tele Form scanning software by societies already utilizing this system;
- Continue to work with the Viewpoint organization to support the use of this software by societies;
- Work with societies and the Viewpoint Organization to enhance and deepen the engagement with children and youth, caregivers and society staff to complete the Assessment and Action Record (AAR) on-line via the Viewpoint software.

Program/service features

The services are directed at providing societies with assistance for the ongoing use of OnLAC for conducting developmental and strengths-based assessments and case planning for children and youth who have been in care for a year or more, and annually thereafter as per the requirements of the Ministry's policy directive.

Individuals served include children and youth in society care, either by court order or agreement, or subject to a customary care agreement, for a continuous period of 12 months.

OnLAC includes an assessment tool, the Assessment and Action Record (AAR), for assessing the child's needs, planning their care and monitoring their outcomes, and is used by societies with all children and youth who have been in care for one year or longer. The AAR is completed annually in conversational interviews by the child welfare worker, the child or youth (if age 10 or over) and the caregiver. The AAR tracks a child's progress in seven life dimensions: health, identity, family and social relationships, emotional and behavioral development, self-care skills, and education.

The AAR is used at the case level to develop an individual child's Plan of Care, at the management level to provide outcome data that can assist a society in developing needed services and programs for all children in care; and at the ministry level providing key marker outcome data to support continuous improvement in policy and program design. The OACAS subcontracts with the U of O to provide data aggregation and research support for the OnLAC program.

Program goals

To provide societies with assistance for the ongoing use of OnLAC for conducting developmental and strengths-based assessments and case planning for children and youth as per the requirements of the Ministry's policy directive to enhance the quality of care children in care receive and improve their outcomes.

Ministry expectations

The transfer payment recipient will:

- Maintain the Canadian license for OnLAC. The transfer payment recipient will sub- contract with the University of Ottawa (U of O) to provide data analysis and supports to individual societies in the use of OnLAC
  - Ensure compliance with the license through OACAS end-user agreements with societies, which include terms for the use of OnLAC:
  - Budget and contract management with the U of O:
  - Communicate with and report to the Executive Leadership Section;
  - Work with societies, including Indigenous societies, regarding the signing of OnLAC end-user agreements and that they are secured and monitored in accordance with the requirements of the license.

- Work with societies who have identified barriers respecting use of OnLAC
  - Provide OnLAC materials to societies as necessary (AARs, Supervisor's Guide, Youth Booklets, annual and longitudinal individual society and aggregated provincial reports);

- Participate on and provide administrative support to the Caring for Children and Youth Community of Practice (SAFE, PRIDE and OnLAC) and its subcommittees;
- If requested, host workshops for societies to build internal capacity for local data analysis;
- If requested, analyze data and provide a report to ANCFSAO and One Vision, One Voice that specifically addresses the priorities of those groups;
- Identify an expert at the U of O, known as the Principal Investigator of the Looking After Children Program to carry out the following services:
  - Consult on the OnLAC project 1 day a week from the University of Ottawa Oversee of the Provincial data analysis
  - Attend the Community of Practice meetings;
  - Participate in the Request for Research Sub Committee of the Community of Practice;
  - Submit articles or presentations concerning the Looking After Children Program;
  - At the request of the Ministry, participate in meetings and other activities which relate to the integration of OnLAC data, including the development and

implementation of the child welfare Data, Reporting and Analytics Platform and advise on the development and implementation of a refreshed child welfare outcomes-based performance measurement framework.

- Provide to the Ministry, upon request, a detailed list of spending within budget line at the transfer payment recipient and the U of O;
- Provide the Ministry with timely access to aggregated OnLAC data and analysis from the U of O on an annual and ad-hoc basis, upon Ministry request;
- Communicate with Ministry staff in quarterly meetings or as required, regarding reports, sharing findings, review outcomes and achievements and other issues as necessary;
- Invite the Ministry to participate as an observer at working groups or committee meetings for Special Projects so that the Ministry may receive updates on progress with the activities undertaken;
- If requested, develop and implement a plan to review the AARs;
- Continue to work with the Viewpoint Organization and societies regarding societies' use and implementation of the ViewPoint software to complete AARs. Specifically, OACAS will ensure that the ViewPoint Organization:
  - Will continue to promote the adoption of its software to additional societies;
  - Provide advice to societies on security updates;
  - Provide technical advice and assistance to societies, as required, on modifications/enhancements, including uploading new AARs, removing AARs from worker lists, adding new staff members, amending database in response to society re-organization; and
  - If requested, participate in discussions with OACAS regarding the future use of the ViewPoint software to complete AARs.

The transfer payment recipient will ensure that the U of O:

- Collects the individual non-identifiable AARs for each child from each society;
- Ensures that personal information is protected by securing the information, restricting access, and safely storing and retaining data;
- Scans, cleans and verifies AAR information;

- Analyzes the data for each society and then aggregates the data provincially; and

- Provides individual society OnLAC databases for the current fiscal year to all societies that have submitted AARs.

- Produces and provides the following aggregate annual reports to OACAS for the current fiscal year:
  o Ontario Looking After Children Provincial Report; and
  o OnLAC-Derived Performance Indicators Provincial Report.

- Produces and provides the following confidential society reports to all societies that have submitted AARs for the current fiscal year:
  o Ontario Looking After Children Report (includes the comparison of the society to the provincial norms); and
  o OnLAC-Derived Performance Indicators Report;
  o Delivers Developmental Assets e-learning module webinar;
  o Participates on the Caring for Children and Youth Community of Practice and subcommittees of the Community of Practice as required;
  o When requested, assist societies in analyzing and interpreting their own data;
  o Works with the Viewpoint Organization to ensure the online AARs are coded correctly and the AARs can be extracted from the Viewpoint secure server efficiency;
  o Ensures that AAR forms/fillable forms/templates are updated and provided to OACAS for distribution to societies prior to January 1 of each calendar year;
  o At the request of the Ministry, participates in meetings and other activities which relate to the integration of OnLAC data, including the development and implementation of the child welfare Data, Reporting and Analytics Platform and advise on the development and implementation of a refreshed child welfare outcomes-based performance measurement framework;
  o At the request of the Ministry, participate in meetings and other activities related to a review of AAR;
  o Submits articles and or/deliver presentations regarding the OnLAC Program.

Reporting requirements

The transfer payment recipient is expected to monitor and evaluate program performance and to confirm that program objectives and deliverables are being met. At each reporting period, provide a service data report on the objectives, services, and outcomes. The report must include:

- Names of reporting societies;
- Number of AARs submitted by each society;
- Number of AARs processed by the U of O End-user agreements not signed by society;
- A progress update on the Viewpoint activities in the province, including the following:
  - Societies receiving ongoing support from the ViewPoint Organization to use the software; and
  - Societies exploring use of software to complete AAR with the Viewpoint Organization.

On an annual basis, provide a report which details activities conducted by the transfer payment recipient in support of the initiative, including a report on the review of the AAR and the ViewPoint activities at the end of each year. The report should include:

- a list of the societies completely using ViewPoint to administer AARs (i.e., for all age groups);
- a list of societies partially using ViewPoint to administer AARs a list of societies new to using ViewPoint in the fiscal year.

The Transfer Recipient should also submit the following on an annual basis:

- The University of Ottawa annual report which includes reports on aggregated children in care outcomes data and analysis from the U of O which highlights themes arising from the aggregated data and provides comparison to the National Longitudinal Study of Children and Youth;
- An annual summary of the Community of Practice (SAFE, PRIDE, and OnLAC) which includes a summary of the issues discussed and resolved as well as work accomplished by the Community of Practice and its subcommittees;

- A description of the process by which a researcher can apply to have access to the aggregate data;
- A listing of who has received access to the aggregate data;
- A list of societies that have not signed end-user agreements;
- If requested, copied of the University of Ottawa and/or transfer payment recipient journal articles and presentations and conferences and other venues;
- A copy of the OnLAC licenses(s).

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets

Services data name	Definition
Number of societies reporting AARs (all formats)	Total number of societies reporting AARs in all formats
Number of AARs submitted by societies	Total number of AARs submitted by societies
Number of persons receiving access to aggregated OnLAC data (all types - e.g., PhD students, researchers)	Total number of persons receiving access to aggregated OnLAC data

Services delivered: Aftercare Benefits Initiative

Component: Child welfare - Community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide support to eligible former youth in care, including those who were adopted, aged 18 to 25, to promote better health and well-being during the transition to adulthood.

Service description

The Aftercare Benefits Initiative (ABI) will provide benefits (e.g. prescription drugs not covered through OHIP+, dental, extended health and counselling and life skills support services) to eligible former youth in care, including those who were adopted, aged 18-25 for a maximum of four (4) consecutive years, to support the transition into adulthood by improving access to health services. In addition, the ABI will provide counselling and life skills support services to youth aged 21 to 29 for a maximum of a further four (4) consecutive years, if the youth previously received benefits under ABI.

Program/service features

The services are directed at eligible former youth in care, including those who were adopted, aged 18 to 25, to promote better health and well-being during the transition to adulthood.

Program goals

To provide support to eligible former youth in care, including those who were adopted, aged 18 to 25, to promote better health and well-being during the transition to adulthood through the ABI program.

Ministry expectations

The transfer payment recipient will:

- Contract with benefits providers selected through a competitive tendering process;

- Engage in outreach through informal peer and social networks/connections through other youth-serving organizations and existing bodies to reach youth ages 18 to 24 who have left society care but who may be eligible for coverage. This includes the use of existing YouthCAN network groups, Youth Policy Advocacy and Advisory Group (YPAAG) contacts, Youth in Care Canada (YICC) groups, adoption organizations and other formal and informal peer support groups;

- Outreach will include the production of brochures and web-based products;

- Provide to the Ministry, upon request, a detailed list of spending within budget line at OACAS and the ABI program;

- Provide the Ministry with timely access to aggregated ABI data and analysis from the on an annual and ad-hoc basis, upon Ministry request;

- Communicate with Ministry staff in quarterly meetings or as required, regarding reports, sharing findings, review outcomes and achievements and other issues as necessary;

- Invite the Ministry to participate as an observer at working groups or committee meetings for Special Projects so that the Ministry may receive updates on progress with the activities undertaken, as needed.

Eligibility

The transfer payment recipient will be responsible for determining and ensuring eligibility of program applicants.

- Youth aging out of care who are eligible for the ABI will be registered by their society as part of their case close-out activities. Upon adoption of a young person, the society should inform the young person and his/her family of the ABI and the youth's ability to access the initiative upon his/her 18th birthday;

- In situations where a youth has not been registered by the society and is approaching the Service Provider directly, the Service Provider will request that youth provide: (1) full name; (2) date of birth; and (3) society with most recent involvement and/or confirmation of adoption. The Service Provider will verify the youth's eligibility, as is the case for other programs administered by the Service Provider (e.g. OACAS Scholarship Program).

Drug, dental, extended health and counselling and life skills support services (18 to 25)

The transfer payment recipient must confirm the youth's eligibility. To be eligible to receive drug, dental, extended health and counselling and life skills support services through the ABI, a youth must:
- be between the ages of 18 to 25 and;
- be a former child in extended society care who was adopted on or after June 1, 2016; or
- have received, or have been eligible to receive, Continued Care and Support for Youth (CCSY). For clarity, this means:
  - youth who were in extended society care or subject to a legal custody order immediately prior to the youth's 18th birthday, or immediately prior to the youth's marriage if the marriage occurred before the youth's 18th birthday;
  - youth who were subject to a Customary Care agreement, for which a society paid a subsidy, immediately prior to the youth's 18th birthday;
  - youth who were subject to a Voluntary Youth Services Agreement prior to their 18th birthday; or
  - youth who were eligible for the Renewed Youth Support (RYS) program prior to January 1, 2018, whether or not the youth actually received RYS.

- Dependent children of eligible youth will also be covered under the ABI. Eligible youth may only access the full suite of supports offered through the program for a maximum of four (4) consecutive years;
- Eligible youth between 18 and 25 accessing the full suite of program benefits will not be permitted to coordinate benefits. Youth who are eligible for benefits from another source (e.g. employers or children's aid society through participation in

CCSY, adoptive families) are ineligible for the ABI. There are two exceptions to this:

- o youth who are eligible for benefits from a post-secondary institution so long as these youth opt-out of the post-secondary benefits program; and
- o youth who are in receipt of social assistance (i.e. Ontario Works or Ontario Disability Support Program) may access the counselling and life skills support services benefits only;
- o In registering for the ABI, the transfer payment recipient will require youth to attest that they are not eligible for benefits from another source. Youth who are in receipt of social assistance will only need to attest that they are not eligible for counselling and life skills support services from another source;
- o The transfer payment recipient will instruct the selected benefits provider(s) to reject any claims that make reference to co-insurance or coordination of benefits. Youth who are eligible for benefits from a post-secondary institution but have opted-out of it will need to confirm that they have opted out prior to being eligible to receive benefits under the ABI;
- o The Payment Recipient will ensure youth who are in receipt of social assistance will attest that they are not eligible for counselling and life skills support services from another source.

Counselling and Life Skills Support Services Benefits Only (21 to 29)

The transfer payment recipient must confirm the youth's eligibility to receive counselling and life skill support services. A youth must:
- be between the ages of 21 to 29; and
- meet the ABI eligibility criteria outlined above
  - o after accessing the full suite of supports offered through the program for up to a maximum of four (4) consecutive years, youth between the ages of 21 to 29 may continue to access just the counselling and life-skills support services for an additional four (4) consecutive years

- when accessing the counselling and life skills support services only (21 to 29), coordination of benefits will be permitted. Youth will need to attest that they are not eligible for counselling and life skills support services benefits from another source

Benefits coverage

- The transfer payment recipients will ensure the following benefits are available through third party providers which include:
  - Drug/prescription services which may include Personal counselling which may address;
  - Mental health issues, such as depression, anxiety, stress and life transitions
    - Career coaching, which may include advice on career planning and job searches;
    - Addictions counseling which may include referral and post-recovery support; and;
    - Financial counseling which may include debt counseling, bankruptcy and how to handle financial emergencies;
- Youth will submit claims directly to the benefits provider(s). The Service Provider will determine the final ABI plan design, including co-payments, with the benefits provider(s) once selected. Co-payments for participants will be minimal to none;
- Youth will be able to select their own health care provider (e.g. pharmacy, dentist) for the prescription drug, dental and extended health benefits. As with most employer programs, the counselling and life skills support services will be offered through a network of providers based on referral from a central screening point.

Reporting requirements

The transfer payment recipient is expected to monitor and evaluate program performance and to confirm that program objectives and deliverables are being met.

On an annual basis, provide a report which details other program activities conducted by the transfer payment recipient in support of the initiative, including outreach activities to reach the target population.

The transfer payment recipient will:
- provide to the Ministry, upon request, a detailed list of spending within budget line at OACAS and the ABI program;
- provide the Ministry with timely access to aggregated ABI data and analysis from the on an annual and ad-hoc basis, upon Ministry request;
- communicate with Ministry staff in quarterly meetings or as required, regarding reports, sharing findings, review .outcomes and achievements and other issues as necessary

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of youth who have accessed the benefits program	The number of youth who have accessed the benefits program during the reporting period
Number of adopted youth who have accessed the benefits program	The number of adopted youth who have accessed the benefits program during the reporting period
Number of youth on social assist. accessed counsel. and life skills support services	The number of youth on social assistance who have accessed the counselling and life skills support services portion of the benefits program during the reporting period

Number of youth (21 to 29) accessed the counsel. and life skills support services	The number of youth between the ages of 21 to 29 who have accessed the counselling and life skills support services portion of the benefits program during the reporting period
Number of youth access by type of benefit (e.g. prescription, vision, dental, ext. health, counsel., etc)	The number of youth who have accessed the benefits program by type of benefit (e.g. prescription drug, vision, dental, extended health, counselling, other) during the reporting period.

Services delivered: CPIN sustainment and harmonization

Component: Child welfare - Community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To coordinate and lead service activities to enable the implementation of consistent, integrated business practices (business harmonization) across the child welfare sector. To develop and maintain Child Protection Information Network (CPIN) training resources that augment the standard core training materials provided by the ministry and align with legislative changes and system enhancements. To provide leadership in the implementation of the CPIN sustainment framework for the sector, promoting sector collaboration, consistent practices, and sharing of resources and expertise.

Service description

The transfer payment recipient will use funds to:

- Provide leadership in the establishment of harmonized business practices to support the consistent use of CPIN, the coordination of child welfare field input and liaising with the Ministry to enhance the CPIN application;
- Deliver business harmonization processes and training resources in response to needs identified by the child welfare sector and the Ministry's policy goals and objectives, as required; agreed upon between the Ministry and transfer payment recipient staff and as per agreed upon service objectives and budgets;
- Co-lead training development working groups and coordinate sector created training materials that build on Ministry core training materials and as agreed upon between the Ministry and the transfer payment recipient staff;
- Lead the implementation of the sector CPIN sustainment framework;

- Coordinate and facilitate prioritization of incoming change requests from the sector and sector initiatives.

Program/service features

The services are directed at Child welfare direct service workers and management (supervisors, managers and Executive Directors) using CPIN.

Program goals

- To provide leadership in the prioritization, creation and implementation of business harmonization processes to support the consistent use of CPIN across societies;
- To provide child welfare staff (frontline workers, supervisors, managers) with the required knowledge, skills and learning tools that support the consistent use of CPIN across societies, build on Ministry core training materials, align with legislative changes and system enhancements, and promote child safety;
- To provide leadership in the creation of the CPIN sustainment model for the sector, where there is sector collaboration, consistent practices, issues prioritization and sharing of resources and expertise.

Ministry expectations

The transfer payment recipient will:

- Identify, prioritize, facilitate and coordinate development and implementation of harmonized business processes and supplementary training resources using various sector subject matter experts;
- Integrate business harmonization with policy change activities, technical/system change activities, including those that integrate to/impact CPIN such as modernized FastTrack Information System (mFTIS), Serious Occurrence Reporting and Residential Licensing (SOR-RL), and other integrated modules. and training

material development, and update activities in collaboration with the ministry through the Child Welfare Operations Branch (CWOB);

- Monitor, maintain and update approved business practices and processes and associated training materials;

- Attend training support network meetings and provide input and support to agenda items and presentations;

- Be responsible for the CPIN Sustainment Working Group and the completion of a CPIN sustainment framework for the Sector, which incorporates all major, enduring CPIN activities and the conditions by which these can be maintained on a long-term basis;

- Lead and facilitate the implementation of the sector CPIN sustainment framework, where recommendations are based on the prudent use of financial, service and resource viability and efficiency;

- Coordinate and facilitate prioritization of incoming change requests from the sector and sector initiatives;

- Maintain a change request list for approval by the CPIN Operations and Strategy Committee and ensure it is published on the ministry SharePoint site;

- Maintain the current technical, reporting, training and finance issues distribution groups, which will include CWOB team members;

- Coordinate/Facilitate/Maintain sector initiatives such as the zone duplicates initiatives and zone infrastructure;

- Consult regularly with key stakeholders (Sector, Ministry of Children, Community and Social Services (MCCSS), including child welfare Operations Branch, child welfare Secretariat, Business Intelligence and Practice Division, Legal Services, MCCSS leadership), Association of Native Child and Family Services Agencies of Ontario, etc.);

- Be actively involved in communication and dialogue with the sector and ministry;

- Be accountable to the ministry and consult the ministry on the success of the program in meeting the stated service objectives;

- Deliver the services in accordance with the ministry approved budget;

- Meet with the ministry at a minimum of once-bi-monthly to review progress and provide relevant updates that may impact ongoing work. The schedule will be established to meet the needs of OACAS and ministry partners;
- Respond to any supplementary reports' questions from the Ministry.

Note: It is recognized that some of OACAS' activities will be dependent on preceding ministry activities.

Reporting requirements

The transfer payment recipient is expected to:
- Monitor and evaluate program performance and to confirm that program objectives and deliverables are being met;
- Provide timely reports displaying progress on data elements and expenditures to the satisfaction of the ministry;
- Submit the following documents as an attachment for each reporting period unless otherwise specified:
  - Ensure all Business Harmonization Committee meeting agendas and minutes are posted to the ministry SharePoint site;
  - Provide a prioritized list of business harmonization work items with short description and status: pending, in-progress, ongoing, deferred, or complete;
  - Provide a list and number of endorsed harmonized business practices and their associated training resources and published to the ministry SharePoint site;
  - Provide a list and number of all required additional training resources, which are not associated with a harmonized business process, with short description and status: pending, in-progress, ongoing, deferred, or complete;
  - Provide a list and number of the additional training resources published to the ministry SharePoint site;
  - Provide a list (name, version, date, scope, etc.) and number of all updated harmonized practices and training materials;

- Project plan (once approved by Operations and Strategy) and associated progress report and/or other documents for CPIN training initiatives related to alignment with the Child welfare professional (new worker) series and associated e-learning CPIN modules; activities supporting regional training/help desk initiatives, provincial competency assessment, etc;
- A copy of the CPIN Sustainment framework (interim reporting and if updated);
- If applicable, any other workplans developed in addition to Training, that address the critical areas required for sustainment of CPIN as outlined in the framework;
- Master list of change requests received by OACAS (with date received, change request details, category, status, and any other criteria agreed upon between ministry and OACAS);
- Publish list of approved change requests and their prioritization to the ministry SharePoint site following endorsement by CPIN Operations and Strategy;
- Provide names of sector individuals on the following distribution lists: CPIN Leads; CPIN Technical Issues, CPIN Reporting Issues, and CPIN Training Issues distribution lists;
- Provide a copy of the CPIN Operations and Strategy Committee Project Plan (interim reporting and whenever updated).

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of unique general inquiry instances	Unique number of general inquiries OACAS CPIN Operations receives during the reporting period.

Number of BH meetings facilitated	Total number of Business Harmonized working group meetings facilitated in the reporting period.
Number of new and updated endorsed BH practices	Total number of new and updated endorsed harmonized business practices in the reporting period.
Number of new CR endorsed by CPIN Operations and Strategy and submitted to the ministry	Total number of new change requests endorsed by the CPIN Operations and Strategy Committee (and forwarded to the ministry) in the reporting period.
Number of Additional training sub-group meetings facilitated	Total number of additional training subgroup meetings, including associated consultations, related to the development of new or updated training resources NOT included in the above BH measure, facilitated in the reporting period.
Number of monthly Training Support Network meetings supported	Total number of monthly CPIN Training Support Network meetings supported and provided input into during the reporting period.
Number of Additional training resources released and published	Total number of additional training resources, not counted as part of the BH measure, released to the sector and published on the ministry SharePoint site in the reporting period (includes both new and updated).
Number of BH and associated Training sub-group meetings facilitated	Total number of Business Harmonization and associated training subgroup meetings, including associated consultations, related to the development of new and updated processes, facilitated in the reporting period.

Number of released and published BH practices and associated training materials	Total number of harmonized business practices and associated training resources released and published to the ministry SharePoint site in the reporting period (includes both new and updated).
Number of in-progress BH practices	Total number of in-progress and ongoing harmonized business practices in the reporting period (includes development of new and updated HBP's and all supplementary training resources).
Number of in-progress Additional training resources	Total number of in-progress training resources in the reporting period (includes new and updated, NOT included in the above measure)
Number of additional training presentations made (not related to a new BH process)	Total number of training presentations not counted in the above BH measure, delivered in the reporting period.
Number of CR received by OACAS	Total number of change requests (CR) received by OACAS in the reporting period. Includes all integrated requests (business harmonization, training, reporting, finance and system change requests).
Number of CR prioritization meetings	Total number of prioritization meetings and associated consultations held within the reporting period.
Number of Zone meetings coordinated	Total number of Zone meetings coordinated in the reporting period.
Number of Sustainment Committee meetings	Total number of Sustainment Committee full group meetings facilitated during the reporting period.

Number of subgroup meetings related to Sustainment work	Total number of Sustainment subgroup meetings facilitated during the reporting period.

Services delivered: Youth Outreach Worker Program

Component: Child welfare - Community and prevention supports

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Purpose of program

The purpose of the Youth Outreach Worker (YOW) Program is to help at-risk youth and high- risk youth and their families better navigate and connect with services and pro- social opportunities in their communities to improve youth outcomes.

Service objectives

The YOW Program is a prevention and intervention program that focuses on at-risk and high- risk youth who live in an identified priority community and/or belong to a distinct priority population (e.g. Black, Indigenous, Racialized, including Somali, Roma, LGBTQ). These youth may experience increased barriers in accessing the opportunities that can help them to develop their capacity to make healthy life choices and achieve their goals.

Service description

Services provided

YOW and Enhanced Youth Outreach Worker (EYOW) services will be:

- Reflective of, and responsive to, individual, family and community strengths and needs;
- Accountable to the individual, family and community;
- Responsive to the social, linguistic and cultural diversity of families and communities; and
- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of youth and their families.

YOWs and EYOWs also support families and caregivers. They help build the capacity of the adults in the youth participant's life to support the participating youth to take action and achieve goals. Youth and family members who interact with YOWs/EYOWs are considered "participants" in the YOW program. A family member may be counted as a participant where the first significant one to one interaction is with the family member rather than a youth.

Youth outreach workers

Based on a positive youth development model, YOWs build relationships with youth and their families to:

1. Help youth and their families to identify and articulate their needs;

2. Use an evidence-based process to support youth to make positive changes in their lives;

3. Raise awareness of, and facilitate access to, locally available prevention and intervention resources through information-sharing and referrals that respond to individual needs and risk factors and reinforce strengths; and;

4. Foster communication and linkages among community agencies/organizations (e.g. health care providers, employment services, schools) to improve access and reduce barriers to services and supports.

The program is oriented to empowering youth and their families to take action on their own behalf. YOWs act as mentors to youth and advocate on their behalf to improve access to services. They do not offer clinical or counselling services and are expected to refer youth to appropriate resources and services in the community and/or engage the support of an EYOW (in communities where EYOWs are located).

Enhanced youth outreach workers

EYOWs share the same objectives and adhere to the same service delivery model as a YOW but have increased training and capacity to serve high-risk youth requiring intensive intervention and support. EYOWs may provide youth participants with interim/short-term therapeutic counselling and support.

Youth may engage an <u>EYOW</u> independently or may be referred by a <u>YOW</u> or community agency.

<u>EYOW</u>s**:**
- Provide interim, short-term counselling and support services to help a youth participant, aligned with the <u>YOW</u> Program's positive youth development model;
- Support youth to develop and enhance their identity, culture and sense of belonging to their community as a protective factor, as appropriate, including by using culturally-specific approaches to meet this expectation; and;
- Refer youth to appropriate counselling, resources and supports in the community.

<u>EYOW</u>s serve as a clinical "bridge" in situations where a youth is in crisis and services are not immediately available or a youth requires support in accessing further community services.
With training acquired through a Bachelor or Master of Social Work and relevant experience, <u>EYOW</u>s may engage youth participants for longer periods and more intensively than a <u>YOW</u>.

Target population

The Program's target population is at-risk and high-risk youth 12-21<u>YOW</u>s and <u>EYOW</u>s may use their discretion to serve at-risk and high-risk youth ages 6 to 11, and up to the age of 25. Youth served by the <u>YOW</u> Program are often disconnected from mainstream services/hard to reach and serve and have multiple risk factors and limited protective factors.

<u>YOW</u>s target at-risk youth who:

- Face multiple barriers to success and/or are disengaged from their communities (e.g. lack of school engagement or not in education, employment or training; at risk of, or have been, in conflict with the law, etc.); and
- Are in an identified priority community and/or belong to a distinct priority population approved by the ministry's Regional Office.

EYOWs specifically target high-risk youth who require intensive intervention and support. This includes youth who:

- May experience challenges related to mental health, addictions, trauma, relationship violence, human/sex trafficking and/or may be engaged in criminal activity; and

- Have multiple risk factors, limited protective factors and have been engaged in specific incidents (e.g. fight at school, sibling in conflict with the law) that further increase their risks).

YOWs and EYOWS are expected to have in-depth knowledge about youth populations and the communities that they serve (e.g. local resources available).

Services for black children, youth and families

Services for Black Children, Youth and Families (SBCYF) is a suite of programs and services that supports the elimination of outcomes disparities for the Black community in Ontario, including (but not limited to) graduation rates, post-secondary education participation rates and youth employment rates. SBCYF programs and services are targeted to high-risk youth who identify as members of the Black community, are culturally-focused and delivered through an anti-Black racism lens.

Where need has been identified, some agencies are designated to deliver the Youth Outreach Worker Program as part of the SBCYF.

Outreach

YOWs and EYOWs engage in planned, coordinated and responsive outreach strategies and activities that are intended to identify, capture the attention and interest of, and foster involvement of, youth and their families for specific purposes, including:

- Eliciting, receiving and sharing information about the youth's interests, concerns and needs in accordance with the Stages of Change model;

- Providing information and referrals regarding relevant programs, services and opportunities;
- Guiding/mentoring and facilitating access to programs, services and opportunities that may be of assistance or responsive to articulated needs or requests; and
- Enabling positive civic participation in their neighbourhood/community.

Outreach is intended to strengthen protective factors such as school engagement; peer-group associations; community attachment; positive adult relationships; and access to services and supports. It is also intended to reduce risk factors, such as marginalization; lack of school engagement; anti-social peer group associations; low community attachment; lack of positive relationships with supportive adults; and lack of services and supports for youth.

Outreach strategies may include but are not limited to:

- YOW/EYOW attendance/participation in community events making contacts and building trust with youth and their families. YOWs/EYOWs may also organize events, attend group activities organized by others and conduct such activities themselves to build relationships with youth;
- YOWs/EYOWs may identify and engage youth by going to places where youth congregate (e.g. public housing, youth drop-in centres, shopping malls, parks, schools) and receiving referrals from others such as school personnel and service providers (e.g. Children's Aid Societies, probation officers, police, youth shelter workers);
- Activities undertaken by YOWs/EYOWs are intended to be primarily individual person-to- person interactions, based on youth-identified needs. These activities occur in community, online (e.g. email, social media), by telephone or in neighbourhood locations or settings. It is recognized that YOWs/EYOWs need to build relationships with youth for them to make progress toward attaining positive outcomes. This may involve several interactions over a period of time and may be facilitated by regular interactions with youth in group/activity settings;

- YOW/EYOW activities must be balanced so that conducting group activities with youth, organizing events, program promotion, community development and neighbourhood/community capacity-building activities do not predominate over one-to-one interactions with youth.

Building neighbourhood and community capacity

The activities of the YOW/EYOW are flexible and responsive but should be planned and delivered within a larger neighbourhood and/or community service context and, if available, a strategy for service and neighbourhood improvement.

The agencies provide the structure within which YOWs'/EYOWs' planned activities are delivered and contribute to the larger strategy of enhancing the capacity of neighbourhood services to engage and serve youth through better service coordination and/or integration/partnerships that transcend service sectors (e.g. health, social services, education, etc.).

YOWs may contribute to neighbourhood and community capacity by participating in community planning networks or committees. Neighbourhood services and infrastructure are enhanced and improved by the information shared by the YOWs at neighbourhood/community planning tables.

EYOWs also engage in activities to build neighbourhood and community capacity, but to a lesser extent than YOWs. EYOWs focus their efforts on providing intensive, one- on-one supports to high-risk youth and their families.

Program goals

The YOW Program seeks to improve outcomes for Ontario's at-risk and high-risk youth.

Objective #1: Promote youth and family engagement in their

communities. Desired outcomes:
- Youth participants are engaged in their communities; and

- Youth participants have families and/or caring adults equipped to help them thrive.

Objective #2: Facilitate better access for youth to services and pro-social opportunities.

Desired outcomes:

- Youth participants know about and easily navigate resources in their communities; and
- Youth participants make choices that support healthy and safe development.

Ministry expectations for a lead agency

The Lead Agency (service agreement holder with the ministry) is

expected to:

- provide for effective delivery of YOW/EYOW programming; and
- establish and build both informal and formal inter-agency linkages and/or partnerships to strengthen/enhance neighbourhood/community service infrastructure.

The Lead Agency undertakes to provide quantitative and/or qualitative data (including Identity- based Data) requested by the ministry relating to service performance measurement, and, as requested, participate in program and service evaluation initiatives established by the ministry.

A Lead Agency is deemed responsible for the following activities:
- Overall YOW Program administration and delivery, including agreed upon program deliverables;
- Financial and service performance reporting, including submission of required and requested reports within established time frames;
- Employing and/or purchasing the services through Partner Agencies for the agreed number of YOWs/EYOWs [full-time equivalent (FTE) positions];

- Providing or ensuring supervision of YOWs/EYOWs. The Lead Agency may assign a portion of one FTE position to provide team leadership/guidance and coordination of other YOWs/EYOWs. In instances where YOWs/EYOWs are employed through Partner Agencies, the expectation is that the day-to-day supervision of the YOWs/EYOWs is provided by the Partner Agency;

- Providing or ensuring training of YOWs/EYOWs and, if appropriate, program volunteers, including training relating to the Stages of Change model and YOW/EYOW personal and community participant/contact safety;

- Synthesizing information gathered by YOWs/EYOWs and sharing it with Partner Agencies and within community planning processes, as appropriate;

- Developing policies and procedures for protecting the privacy of personal information contained in the Outreach Record (OR) with respect to the collection, use, disclosure and access to such information contained in records within the OR. The policies and procedures that are developed by the Lead Agency shall comply with Part 6 of the *Youth Criminal Justice Act* (YCIA) when the information and records relate to young persons as defined by the YCJA, the confidentiality provisions relating to children who are the subject of a child welfare proceeding under the *Child, Youth and Family Services Act* (CYFSA), and the privacy provisions under Part X of the CYFSA;

- Establishing and documenting (e.g. via memoranda of agreement) the roles and responsibilities of the Lead and Partner Agencies (i.e. division of labour and respective accountability, etc.), and processes and procedures to address:
  o Amendment, withdrawal or termination of the partnership; and
  o Dispute resolution for partners.

Governance, accountability and service system requirements

The agency will deliver the programs and services in accordance with the requirements as outlined in:
- the Youth Outreach Worker Program – Program guidelines;
- any Memorandum of Understandings (MOUs) that have been developed with identified service delivery partners for the delivery of services.

Reporting requirements

The following service data will be reported on at an Interim and Final stage.
Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of new adoptions by society: Durham CAS # of Attendees: Group Activities: YOWP	The number of people who attended group activities or events organized & run by a Youth Outreach Worker/Enhanced Youth Outreach Worker during the fiscal year. Individuals who attended more than one activity may be double counted.
# of Children: 6-11: YOWP	The total number of individual child participants who are 6 to 11 years of age during the fiscal year. Age of child is estimated, as birth dates are not collected.
# of Family Member Referrals, By Sector: YOWP	The number of individual family participants who were referred to services/resources in each sector during the fiscal year. Family members may be referred to more than one sector and are counted once for each sector they are referred to (e.g. if a family member is referred to a total of five different agencies or programs in three different sectors, they are counted once in each sector for a total of three). See above list of sectors.
# of Family Members Referred - YOWP	The number of family participants who received a referral during the fiscal year. Referral means the Youth Outreach Worker provides specific service/program & contact information to a family participant to address the identified needs.
# of Family members: Follow-up Interactions: YOWP	The number of individual family participants who had at least one additional personal interaction with a Youth Outreach Worker / Enhanced Youth Outreach Worker during the reporting period beyond the first significant one to one interaction.

# of Family Participants - YOWP	The total number of new and ongoing individual family participants during the reporting period. Family Participant means an adult who is directly involved with a youth, including a parent / guardian, caregiver, sibling, relative, partner & who has had one or more interactions with a Youth Outreach Worker/Enhanced Youth Outreach Worker during the reporting period.
# of Group Activities - YOWP	The number of group activities or events organized and run by a Youth Outreach Worker / Enhanced Youth Outreach Worker (where applicable) for youth, family members or community members during the fiscal year.
# of High-Risk Youth - Intensive Support Service - YOWP	The total number of new and ongoing individual high-risk youth participants during the reporting period who receive Intensive Support Services from an Enhanced Youth Outreach Worker. The Intensive Support Services are "face-to-face" and one-on-one.
# of New Family Contacts - YOWP	New Family Contact: an adult who is directly involved with a youth, including a parent / guardian, caregiver, sibling, relative, partner and had their first significant one to one interaction with a Youth Outreach Worker/Enhanced Youth Outreach Worker during the fiscal year.
# of New Youth Contacts - YOWP	New Youth Contact:a youth who had their first significant one to one interaction with a Youth Outreach Worker/Enhanced Youth Outreach Worker during the reporting period where the Worker gained sufficient information about the youth to make an entry for the individual in the Outreach Record that can be tracked over time.
# of Protective Factors: Avg Increase: Youth: YOWP	Average increase = Total increase in # protective factors for all youth participants whose protective factors increased / # youth participants whose protective factors increased. Yields average increase in number of protective factors per youth participant whose protective factors increased.

# of Risk Factors: Avg Decrease: Youth: YOWP	Average decrease = Total decrease in # risk factors for all youth participants whose risk factors decreased / # youth participants whose risk factors decreased. See list of risk factors above. Yields average decrease in number of risk factors per youth participant whose risk factors decreased.
# of Youth - Prefer Not to Answer - Indigeneity - YOWP	The total number of individual youth participants during the fiscal year who prefer not to identify their Indigeneity.
# of Youth by Identified Issue: YOWP	The number of individual youth participants who identified an issue in each of the issue areas during the fiscal year. Identified issue means any of the issue areas identified by the youth during the fiscal year that are listed on the Youth Face Sheet. They are: ·Addictions; ·Arts/Culture; ·Education/Skill Development; ·Employment; ·Family Relations; ·Food Security; ·Healthy Relationships; ·Housing; ·Income Support; ·Immigration and Citizenship; ·Justice System Involvement; ·Physical Health; ·Mental Health; ·Mental Health; ·Parental Support; ·Personal Identification; ·Recreation/Sports; ·Safety from Violence; ·Volunteering; ·Other. Youth may identify more than one issue and are counted once for each issue area they identify.
# of Youth Participants: YOWP	The total number of new and ongoing individual youth participants during the reporting period.
# of Youth- Prefer Not to Answer - Race - YOWP	The number of all individual youth participants during the fiscal year who prefer not to identify their race.

# of Youth Referrals, By Sector: YOWP	The number of individual youth participants who were referred to services / resources in each sector during the fiscal year. Sector means the type of service or opportunity the Youth Outreach Worker / Enhanced Youth Outreach Worker (where applicable) refers the youth to during the fiscal year. Sectors correspond to the identified issues. The list of sectors is: ·Addictions; ·Arts / Culture; ·Education / Skill Development; ·Employment; ·Family Relations; ·Food Security; ·Healthy Relationships ·Housing; ·Income Support; ·Immigration and Citizenship; ·Justice System Involvement; ·Mental Health; ·Physical Health; ·Parental Support; ·Personal Identification; ·Recreation / Sports; ·Safety from Violence; ·Volunteering; ·Other. youth may be referred to more than one sector and are counted once for each sector they are referred to (e.g. if a youth is referred to a total of five different agencies or programs in three different sectors, they are counted once in each sector for a total of three).
# of Youth Referred: YOWP	The number of individual youth participants who received a referral during the reporting period.
# of Youth: 1st/Still Understood Language is Not En/Fr/Indig: YOWP	The number of all individual youth participants during the fiscal year whose first and still understood language is not English / French / Indigenous Language.
# of Youth: South Asian: YOWP	The number of all individual youth participants during the fiscal year who identify as South Asian.
# of Youth: 12-17: YOWP	The total number of individual youth participants who are 12 to 17 years of age during the fiscal year. Age of youth is estimated, as birth dates are not collected.
# of Youth: 18-24yrs: YOWP	The total number of individual youth participants who are 18 to 24 years of age during the fiscal year. Age of youth is estimated, as birth dates are not collected.

# of Youth: 1st & Still Understood Language is French: YOWP	The number of all individual youth participants (mentees) during the fiscal year whose first and still understood language is French.
# of Youth: 1st/Still Understood Lang. is a Indigenous lang: YOWP	The number of all individual youth participants during the fiscal year whose first and still understood language is an Indigenous Language.
# of Youth: 25-29: YOWP	The total number of individual youth participants who are 25 to 29 years of age during the fiscal year. Age of youth is estimated, as birth dates are not collected.
# of Youth: Action for Change (Level 4): YOWP	The number of individual youth participants who achieved level 4 in the Stages of Change at any point during the fiscal year.
# of Youth: African: YOWP	The number of all individual youth participants during the fiscal year who identify as African.
# of Youth: Age Unknown: YOWP	The total number of individual youth participants during the fiscal year who cannot identify their age.
# of Youth: Arab: YOWP	The number of all individual youth participants during the fiscal year who identify as Arab. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Black but None of the Above: YOWP	The number of all individual youth participants during the fiscal year who identify as Black but none of the above (please specify).
# of Youth: Black: YOWP	The number of all individual youth participants during the fiscal year who identify as Black. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Canadian / American Black: YOWP	The number of all individual youth participants during the fiscal year who identify as Canadian/American Black born in North America. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.

# of Youth: Canadian by birth: YOWP	The number of all individual youth participants during the fiscal year who are Canadian by birth. Data collection should be based on a youth's voluntary self-identification.
# of Youth: Canadian by naturalization: YOWP	The number of all individual youth participants during the fiscal year who are Canadian by naturalization. Data collection should be based on a youth's voluntary self-identification.
# of Youth: Caribbean: YOWP	The number of all individual youth participants during the fiscal year who identify as Caribbean.
# of Youth: Chinese: YOWP	The number of all individual youth participants during the fiscal year who identify as Chinese.
# of Youth: Congolese: YOWP	The number of all individual youth participants during the fiscal year who identify as Congolese. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Decreased # Risk Factors: YOWP	The number of all individual youth participants whose number of risk factors decreased during the fiscal year. Risk and Protective Factors are those identified in the Stages of Change model. A factor can pose a risk or be protective depending on whether it is negative or positive.
# of Youth: Do Not Hold Canadian Citizenship: YOWP	The number of all individual youth participants during the fiscal year who do not hold Canadian citizenship. Data collection should be based on a youth's voluntary self-identification.
# of Youth: Do Not Identify as Heterosexual or LGBTQ: YOWP	The number of all individual youth participants during the fiscal year who do not identify as heterosexual or LGBTQ. This category includes youth who may self-identify as Two Spirit, Asexual, Queer, Questioning and / or another sexual orientation
# of Youth: Do Not Know Language: YOWP	The total number of individual youth participants during the fiscal year who cannot identify their first and still understood language.

# of Youth: Do Not Know: Citizenship: YOWP	The total number of individual youth participants during the fiscal year who cannot identify their citizenship status. Data collection should be based on a youth's voluntary self-identification.
# of Youth: Do Not Know: Disability: YOWP	The total number of individual youth participants during the fiscal year who cannot identify their disability.
# of Youth: Do Not Know: Gender: YOWP	The total number of individual youth participants during the fiscal year who cannot identify their gender.
# of Youth: Do Not Know: Orientation: YOWP	The total number of individual youth participants during the fiscal year who cannot identify their sexual orientation.
# of Youth: Eritrean: YOWP	The number of all individual youth participants during the fiscal year who identify as Eritrean. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Ethiopian: YOWP	The number of all individual youth participants during the fiscal year who identify as Ethiopian. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Female: YOWP	The number of all individual youth participants during the fiscal year who identify as female. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Filipino: YOWP	The number of all individual youth participants during the fiscal year who identify as Filipino.
# of Youth: First & Still Understood Language is English: YOWP	The number of all individual youth participants during the fiscal year whose first and still understood language is English. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.

# of Youth: First Nations: YOWP	The total number of individual youth participants during the fiscal year who identify as First Nations. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Follow-up Interactions: YOWP	The number of individual youth participants who had at least one additional personal interaction with a Youth Outreach Worker / Enhanced Youth Outreach Worker during the reporting period beyond the first significant one to one interaction.
# of Youth: Ghanaian: YOWP	The number of all individual youth participants during the fiscal year who identify as Ghanaian. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Heterosexual: YOWP	The number of all individual youth participants during the fiscal year who identify as heterosexual.
# of Youth: Identify as Another or Unknown: Gender: YOWP	The number of all individual youth participants during the fiscal year who do not identify as male or female. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Increased # Protective Factors: YOWP	The number of all individual youth participants whose number of protective factors increased during the fiscal year. See list of protective factors above.
# of Youth: Indigenous, but not FN/Metis/Inuit: YOWP	The total number of individual youth participants during the fiscal year who identify as Indigenous but do not identify as First Nations, Métis or Inuit.
# of Youth: Inuit: YOWP	The total number of individual youth participants during the fiscal year who identify as Inuit. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.

# of Youth: Japanese: YOWP	The number of all individual youth participants during the fiscal year who identify as Japanese.
# of Youth: Korean: YOWP	The number of all individual youth participants during the fiscal year who identify as Korean.
# of Youth: LGBTQ: YOWP	The number of all individual youth participants during the fiscal year who identify as LGBTQ.
# of Youth: Made Progress at Least One Stage of Change: YOWP	The number of individual youth participants who moved up at least one level in the Stages of Change at any point during the fiscal year.
# of Youth: Maintained Change (Level 5): YOWP	The number of individual youth participants who achieved level 5 in the Stages of Change at any point during the fiscal year.
# of Youth: Male: YOWP	The number of all individual youth participants during the fiscal year who identify as male. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Métis: YOWP	The total number of individual youth participants during the fiscal year who identify as Métis. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Nigerian: YOWP	The number of all individual youth participants during the fiscal year who identify as Nigerian. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: Not Identify with None of the Above Race: YOWP	The number of all individual youth participants during the fiscal year who do not identify as Arab, Black, American / Canadian Black, African, Ghanaian, Nigerian, Ethiopian, Somali, South African, Congolese, Eritrean, Sudanese, Caribbean, Chinese, Filipino, Japanese, Korean, South Asian, Southeast Asian, West Asian, Latin American, or White.

# of Youth: One or More Disabilities: YOWP	The total number of individual youth participants during the fiscal year who identify as a person with one or more disabilities and may include: ·Seeing ·Hearing ·Mobility ·Flexibility ·Dexterity ·Pain ·Learning ·Memory ·Developmental ·Mental / psychological ·Drug or alcohol dependence ·Another disability
# of Youth: Prefer Not to Answer Language: YOWP	The total number of individual youth participants during the fiscal year who prefer not to identify their first and still understood language.
# of Youth: Prefer Not to Answer: Age: YOWP	The total number of individual youth participants during the fiscal year who prefer not to identify their age.
# of Youth: Prefer Not to Answer: Citizenship: YOWP	The total number of individual youth participants during the fiscal year who prefer not to identify their citizenship status. Data collection should be based on a youth's voluntary self-identification.
# of Youth: Prefer Not to Answer: Disability: YOWP	The total number of individual youth participants during the fiscal year who prefer not to identify their disability.
# of Youth: Prefer Not to Answer: Gender: YOWP	The total number of individual youth participants during the fiscal year who prefer not to identify their gender.
# of Youth: Prefer Not to Answer: Orientation: YOWP	The total number of individual youth participants during the fiscal year who prefer not to identify their sexual orientation.
# of Youth: Somali: YOWP	The number of all individual youth participants during the fiscal year who identify as Somali. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: South African: YOWP	The number of all individual youth participants during the fiscal year who identify as South African. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.

# of Youth: Southeast Asian: OWP	The number of all individual youth participants during the fiscal year who identify as Southeast Asian.
# of Youth: Sudanese: YOWP	The number of all individual youth participants during the fiscal year who identify as Sudanese. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
# of Youth: West Asian: YOWP	The number of all individual youth participants during the fiscal year who identify as West Asian.
# of Youth: White: YOWP	The number of all individual youth participants during the fiscal year who identify as White.
# of Youth: Who Do Not Know Indigeneity: YOWP	The total number of individual youth participants during the fiscal year who cannot identify their Indigeneity.
# Youth: Latin American: YOWP	The number of all individual youth participants during the fiscal year who identify as Latin American.
#of Youth: Do Not Know: Race: YOWP	The number of all individual youth participants during the fiscal year who cannot identify their race.
Youth Outreach Worker Program: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the service agency to administer and/or deliver this service in the reporting year (cumulative).

Component: Provincial initiatives

Services delivered: training for Indigenous societies

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide training to Indigenous child protection staff.

Service description

The transfer payment recipient will develop and deliver training to build capacity of their staff to meet provincial child protection standards.

Training should not be duplicative of the provincial child protection training provided by the Ontario Association of Children's Aid Societies (OACAS).

Program/service features

The services are directed at Indigenous child protection staff employed by Indigenous societies including new workers, authorized workers and managers.

Training will support increased specialized capacity and expertise in the following areas:
- Admission and discharge criteria for children and youth in care;
- Access to service process;
- Individual planning and goal setting for children, youth and families;
- Community linkages and service collaboration] (where appropriate).

The program/services contracted by the ministry will reflect the following features.

Program goals

Training will be developed and delivered with a view to increasing capacity of Indigenous staff to deliver child protection services while supporting recruitment and retention through increased educational opportunities.
Services will be:

- Reflective and responsive program/services to child/youth, family and community strengths and needs;
- Accountable to the child/youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Staffed by individuals with the appropriate range of skills and abilities necessary to effectively develop and deliver training for child protection workers to meet the needs of children, youth and families.

Reporting requirements

The transfer payment recipient will monitor and evaluate training to confirm that program goals and service objectives are being met.

Services data name	Definition
Number of Individuals Trained: Staff Training: Training for Indigenous Societies	Total number of adoptive families registered for information/awareness sessions by location or online: West
Number of Individuals Trained: Trainer's Training: Training for Indigenous Societies	Total number of adoptive families registered for information/awareness sessions by location or online: West

Number of Participant Training Days Delivered: Trainer's Training: Training for Indigenous Societies	Total number of adoptive families registered for information/awareness sessions by location or online: West

Services delivered: Education Liaison

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

The Education Liaison program supports the educational needs and improves the educational outcomes of children and youth in child welfare services, in care, in customary care, and in a Voluntary Youth Services Agreement (VYSA) by:

- Helping to identify, access, navigate and strengthen educational supports and community resources relevant to the educational needs of eligible children and youth.

Service description

The goal of the Education Liaison program is to be responsive to the diverse educational needs of children and youth in society services, in care, customary care, and a VYSA ("eligible children and youth") and provide supports to improve their educational outcomes. Education Liaisons coordinate educational supports and provide culturally responsive system navigation support for eligible children and youth. Education Liaisons help to resolve issues that impact the educational success of eligible children and youth, and strengthen relationships among societies, public school boards, First Nations school authorities, schools, and community partners in order to improve the educational outcomes of eligible children and youth.

Target population

Children and youth in society services and/or in care subject to the following legal status and/or legal agreement with a children's aid society, including Indigenous societies:

- Temporary Care Agreement Temporary Care and Custody;

- Child or Youth in Interim Society Care;
- Continued Care and Support for Youth (including youth with Stay Home for School Agreements);
- Customary Care;
- Voluntary Youth Service Agreements Adoption Consent;
- Kinship Care Kinship Service;
- Child or youth in extended society care with Access; and/or
- Child or youth in extended society care without Access.

Program services

Education liaisons will:

- Act as a navigator for eligible children and youth within the school system and help to resolve issues that impact student learning (e.g., transitions between schools, suspensions, special education), and help eligible children and youth to receive educational services and supports to help them achieve the educational goals that are relevant to them;

- Work with the society and school board to address student transportation needs;

- Facilitate access for eligible children and youth to existing educational supports and resources in the school system or the community by providing information and referrals for individual eligible children and youth that address individual needs and support/reinforce strengths. Some of the resources and supports an Education Liaison may provide referrals to may include:

  - specialized educational services tutoring supports;
  - mentoring resources; and
  - training, and/or skill development opportunities.

- Facilitate the timely exchange of information between schools and societies (including utilizing and providing input as part of the monitoring and evaluation of local Joint Protocols for Student Achievement (JPSAs), where they exist);

- Leverage existing resources in the child welfare and education systems through referrals and collaboration (e.g., Ontario Education Championship Teams for Children and Youth in Extended Care ("Championship Teams"), Indigenous Education Leads and Student Success Leads);

- Strengthen relationships among schools, school boards/authorities, societies and community partners;

- Foster communication and linkages with community agencies/organizations to improve access and mitigate barriers to educational services and supports for eligible children and youth;

- Build system capacity among society and educational staff on how to better meet the educational needs of eligible children and youth.

Education Liaisons will meet with eligible children and youth and supporting adults (e.g., caregivers, teachers, counsellors, case workers) through person-to-person, voice- to-voice, email and other interactions, which may occur in educational or community- based settings.

Services of the Education Liaison will be:

- Reflective of, and responsive to, the needs of eligible children and youth;
- Accountable to children and youth served and to their communities;

- Responsive to the social, linguistic and cultural diversity of eligible children and youth

  - Culturally responsive to the needs of a diverse population of youth (e.g., First Nations, Inuit, and Métis, and racialized children and youth);
  - Be provided in French, in French-language designated areas, and include liaising with French-language school boards and community resources for Francophone participants and participants attending a French-language school.

- Staffed by individuals with the appropriate skills and abilities necessary to respond effectively to the educational needs of children and youth. This includes knowledge of Ontario's education system and connections in the education sector;

- Based on the assessed needs and preferences of the eligible children and youth who receive services, and available society, community and contracted ministry resources.

Program/service features

The transfer payment recipient will ensure that Education Liaison program workers succeed in the functions described above.

Program goals

Implement education liaison program

- Establish program planning, documentation, and reporting systems/protocols;

- Establish administrative systems and prepare physical office space and secure resources to support the Education Liaison program;

- Recruit, employ and orient the Education Liaison;

- Initiate supplemental training for the Education Liaison, as needed;

- Familiarize the Education Liaison with local schools, community agencies, organizations and institutions. Identify and introduce worker to key community contacts;

- Building of Education Liaison contact data base;
- Identify and initiate contact with schools, community agencies/organizations and institutions providing educational supports and serving eligible children and youth.

Increase access to services and resources for children and youth

- Identify key service referral contacts and initiate/establish communication and referral protocols with schools and/or boards;

- Identify key service referral contacts and initiate/establish communication and referral protocols with organizations and agencies;

- Initiate contact with organizations and agencies to explore referral

or programming opportunities;

- Provide eligible children and youth with services and resources, as appropriate;

- Provide eligible children and youth with referrals to services and resources, as appropriate.

- Increase system capacity to support the educational needs of children and youth
  - Provide capacity building services to other society staff to increase their knowledge of the education system and strategies for promoting academic success and providing educational supports;

  - Provide capacity building services to caregivers to increase their knowledge of the education system and strategies for promoting academic success and providing educational supports.

Ministry expectations

The transfer payment recipient will provide quantitative and/or qualitative data requested by the ministry relating to service performance measurement, and as requested, participate in program and service evaluation initiatives established by the ministry.

The transfer payment recipient is responsible for the following activities:

- Overall Education Liaison Program administration and delivery, including agreed upon program deliverables;

- Financial and service performance reporting, including submission of required and requested reports within established time frames;

- Providing supervision and training of the Education Liaison;

- Reporting serious incidents involving an Education Liaison and eligible children and youth to the ministry's regional office; and

- Developing appropriate policies and procedures for protecting the privacy of personal information collected from eligible children and youth;

- The policies and procedures that are developed by the Service Provider shall comply with the confidentiality provisions relating to children who are the subject of a child welfare proceeding under the *Child, Youth, and Family Services Act*, 2017 and the *Youth Criminal Justice Act*, including Part 6, when the information and records relate to young persons as defined by the *Youth Criminal Justice Act.*

Reporting requirements

Narrative Report -Annually – Submitted with Annual Quantitative Report (Apr 1 – Mar 31 inclusive) due April 30

The transfer payment recipient is expected to complete a narrative report which includes the following information:

Program description

- Briefly describe the program as it relates to your community. This section can include community characteristics, profile of eligible children and youth served (e.g., main sub- populations by ethno-cultural group, disability, age), school and community response to the program; changes in access to educational services and supports for eligible children and youth; results from inter-agency and school collaborations;

- Describe engagement with First Nations, Inuit, Métis, and urban Indigenous communities and organizations;

- Describe how the Education Liaison program develops and fosters partnerships between societies, schools, and school boards and/or First Nations educational authorities, and community agencies offering educational and well-being services and supports;

- Describe capacity building services provided to society staff to increase their knowledge of the education system and strategies for promoting academic success and providing educational supports;

- Describe capacity building services provided to caregivers to increase

their knowledge of the education system and strategies for promoting academic success and providing educational supports.

Summary and interpretation of performance measures

- Provide an overview and analysis of the annual results on the performance measures outlined above.

Successes

- Describe what made the program work well in your community, including linkages or partnerships formed with schools, service providers and other community resources, and provide examples. Examples could include quotes and/or anecdotes (with identifying information removed).

Challenges

- Describe the challenges encountered in planning and delivering the program and the strategies employed, or planned, to overcome the challenges.

Recommendations

- Describe your recommendations for how the ministry could improve the program.

Summary

- Briefly summarize the key information in the report. This section could include the service provider's reflections/learning from planning and delivering the program.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of another Indigenous/Aboriginal identity	Number of unique participants that identify as another Indigenous/Aboriginal identity
Number of another racial identity	Number of unique participants that identify as another racial identity
Number of Black	Number of unique participants that identify as Black (African or Afro- Caribbean Descent/African-Canadian)
Number of Canadian by birth	Number of unique participants who are Canadian by birth
Number of participants with one or more disabilities	Number of unique participants who identify as a person with one or more disabilities (includes physical, mental, and learning disabilities, hearing or vision disabilities, substance use dependencies, environmental sensitivities, as well as other conditions that limit activities of daily living).
Number of East/Southeast Asian	Number of unique participants that identify as East/Southeast Asian (Chinese, Korean, Japanese, Indonesian, Filipino, Vietnamese and other southeastern Asian Descent)
Number of Education Liaison service/support	Number of participant who received services/support from an Education Liaison by service/support type: Needs assessment/file review AdvocacySystem navigation support Post-secondary education planning Other educational support
Number of Elementary school (primary)	Number of unique participants in grades 1 - 5
Number of English	Number of unique participants whose first and still understood language is English

Number of First Nations	Number of unique participants that identify as First Nations
Number of First Nations school authority	Number of First Nations school authorities served by the Education Liaison program in children's aid society catchment area.
Number of French	The number of unique participants whose first and still understood language is French
Number of High school (secondary)	Number of participants in grades 9 - 12
Number of Indigenous language	Number of unique participants whose first and still understood language is Indigenous
Number of Individuals	Number of eligible children or youth participating ("participant") in the program who had at least one significant interaction (e.g. education related conversation) with an Education Liaison during the reporting period.
Number of Inuit/Inuk	Number of unique participants that identify as Inuit/inuk
Number of Latinx	Number of unique participants that identify as Latinx (Latin American or Hispanic Descent)
Number of Current lived Gender Identity: Woman/girl	Number of unique participants who have voluntarily self-disclosed their gender identity as a girl/woman
Number of Current lived Gender Identity: Man/boy	Number of unique participants who have voluntarily self-disclosed their gender identity as a man/boy
Number of Current Lived Gender Identity: Do not know	Number of unique participants who do not know their gender identity

Number of Current lived Gender Identity: Transgender	Number of unique participants who have voluntarily self-disclosed their gender identity as transgender
Number of Current Lived Gender Identity: Another Gender Identity	Number of unique participants who have voluntarily self-disclosed their gender identity as another gender identity
Number of Métis	Number of unique participants that identify as Métis
Number of Middle school (junior high)	Total number of adoptive families registered for information/awareness sessions by location or online: West
Number of Naturalized Canadian	Number of unique participants who are Canadian by naturalization
Number of New participant	Total number of adoptive families registered for information/awareness sessions by location or online: West
Number of Not Canadian	Number of unique participants who do not hold Canadian citizenship
Number of Other language	Number of unique participants whose first and still understood language is not English/French/Indigenous Language
Number of Participant referrals	Total number of adoptive families registered for information/awareness sessions by location or online: West
Number of Preschool	Total number of adoptive families registered for information/awareness sessions by location or online: West
Number of Returning participants	Total number of adoptive families registered for information/awareness sessions by location or online: West

Number of School board	Total number of adoptive families registered for information/awareness sessions by location or online: West
Number of Schools	Total number of adoptive families registered for information/awareness sessions by location or online: West
Number of South Asian	Number of unique participants that identify as South Asian (Indian Subcontinent Descent, e.g. Indian, Pakistani, Bangladeshi)
Number of Unknown racial identity	Number of unique participants do not know or do not disclose their racial identity
Number of White	Number of unique participants that identify as White (European Descent)
Number of Current Lived Gender Identity: Transgender boy/man	Number participants who have voluntarily self-disclosed their gender identity as a transgender boy/man
Number of Current Lived Gender Identity: Transgender girl/woman	Number of participants who have voluntarily self-disclosed their gender identity as a transgender girl/woman
Number of Current Lived Gender Identity: Two-Spirit	Number of participants who have voluntarily self-disclosed their gender identity as Two-Spirit
Number of Middle Eastern	Number of participants who identify as Middle Eastern (Arab, Persian, West Asian descent e.g. Afghan, Egyptian, Iranian, Lebanese, Turkish, Kurdish etc.)
Number of Religion/Spiritual Affiliation: Another Religion	Number of participants who have another religious/spiritual affiliation

Number of Religion/Spiritual Affiliation: Buddhist	Number of participants who identify as Buddhist
Number of Religion/Spiritual Affiliation: Christian	Number of participants who identify as Christian
Number of Religion/Spiritual Affiliation: Hindu	Number of participants who identify as Hindu
Number of Religion/Spiritual Affiliation: Indigenous Spirituality	Number of participants whose spiritual beliefs and practices align with Indigenous Spirituality
Number of Religion/Spiritual Affiliation: Jewish	Number of participants who identify as Jewish
Number of Religion/Spiritual Affiliation: Muslim	Number of participants who identify as Muslim
Number of Religion/Spiritual Affiliation: No Religion	Number of participants who have no religious/spiritual affiliation
Number of Religion/Spiritual Affiliation: Sikh	Number of participants who identify as Sikh
Number of Sexual Orientation: Bisexual	Number of participants who have voluntarily self-disclosed their sexual orientation as bisexual
Number of Sexual Orientation: Do not know	Number of Participants who have voluntarily self-disclosed their sexual orientation as do not know

Number of Sexual Orientation: Gay	Number of participants who have voluntarily self-disclosed their sexual orientation as gay
Number of Sexual Orientation: Heterosexual/Straight	Number of participants who have voluntarily self-disclosed their sexual orientation as heterosexual/straight
Number of Sexual Orientation: Lesbian	Number of participants who have voluntarily self-disclosed their sexual orientation as lesbian
Number of Sexual Orientation: Pansexual	Number of Participants who have voluntarily self-disclosed their sexual orientation as pansexual
Number of Sexual Orientation: Queer	Number of participants who have voluntarily self-disclosed their sexual orientation as queer
Number of Sexual Orientation: Questioning	Number of participants who have voluntarily self-disclosed their sexual orientation as questioning

Services delivered: Indigenous agency capacity development

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017* (CYFSA)

Service objectives

To carry out capacity development and transition activities respecting the development of an Indigenous children's aid society.

Service description

Capacity development will take place in partnership and consultation with the communities that the Indigenous agency serves and the children's aid societies in their geographic area.

Program/service features

The agency will develop a service delivery model directed at Indigenous children, youth and their families with a focus of support and/or prevention of admission to care.

The agency will also build capacity in the following key areas: governance, financial management, human resources, information and information technology, legal services, quality assurance and service delivery (child protection, child-in-care, alternative /customary care and adoption services).

The program/services contracted by the ministry will reflect the following features.

People served

Indigenous children, youth and their families residing within the proposed geographic jurisdiction (this can be edited to fit the unique circumstances of the

Indigenous agency and the proposed population to be served; e.g. including Métis and Inuit).

Program goals

Services will comply with legislative and ministry requirements while meeting the cultural needs of the First Nation, Métis, and Inuit communities to be served, as well as First Nation, Inuit and Métis children and families residing within their proposed geographic jurisdiction.

Services will be:

- reflective and responsive to child/youth, family and community strengths and needs;

- sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;

- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth and families.

Reporting requirements

The transfer payment recipient will monitor and evaluate Indigenous Agency Capacity Development to confirm service objectives are being met.

Services data name	Definition
Number of Staff Training Days Delivered: Provincial Initiatives - Indigenous Agency Capacity Development	Total number of adoptive families registered for information/awareness sessions by location or online: West

Services delivered: children in and transitioning from care — addressing immigration status issues

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

1. To provide support to children, youth and families who are receiving/have received child welfare services and are experiencing unresolved immigration, settlement or border-related issues;

2. To provide support to child welfare workers that require assistance with resolving immigration status and settlement issues for children, youth and families receiving child welfare services;

3. To build capacity in the child welfare sector by increasing knowledge and understanding of the intersection of child welfare and immigration, settlement and border-related issues.

Service description

The Recipient will:
- Provide a range of direct services for children, youth and families who are receiving/have received child welfare services and have unresolved immigration, settlement and border-related issues in Ontario;
- Build capacity in the child welfare sector by providing knowledge, guidance and services to child welfare workers and societies in Ontario regarding the intersection of child welfare and immigration, settlement and border-related issues.

Target population

The Recipient responds to referrals regarding unresolved immigration, settlement and border-related issues for children and youth who are:

- under 18 years of age and receiving child welfare services in Ontario including children in care or receiving kinship service;

- receiving Continued Care and Support for Youth (CCSY);

- over 18 years of age that were in Extended Society Care (Former Crown Wards); and

- children and youth not currently involved but in need of child welfare services.

Program services

The Recipient will provide the following services:

- Centralized consultation centre for children's aid societies (societies) managing complex child protection and immigration cases;

- Short term interventions to assist children, youth or families with unresolved immigration, settlement, or border-related issues;
  - Aid in filing citizenship and immigration documentation Connections to lawyers and federal partners;
  - Consultation on child protection investigations involving immigration challenges;
  - Referrals to resources in the community to support families caring for children without status;
  - Consultation on settlement issues that assist with integration into society and the intersection of child protection and immigration.

- Raise awareness on the scope and importance of immigration status issues for children accessing services from societies
  - Deliver presentations that highlight early intervention;
  - Provide guidance and encouraging societies to enable and identify children with immigration issues;
  - Developing a social media presence and online pathways to enable societies to access to resources.

- Identify and develop partnerships and protocols with local, provincial and federal partners to resolve immigration issues
  - Identify opportunities for expediting processes/protocols and Memorandums of Understanding;
  - Streamline and improve access to federal government services Maintain up-to-date contacts with priority partners;
- Collect data and facilitate research to promote an improved understanding of the scope of immigration issues across the child welfare sector
  - Collect data and information from societies;
  - Conduct research with partners such as universities;
  - Connect and collaborate with institutions offering similar services;
  - Track and maintain information on immigration status issues.

- Develop resources that can be used by societies, families, children and youth
  - Create a resource directory of providers e.g., legal, counselling, settlement;
  - Create FAQs and how-to guides;

Program/service features

The Recipient will provide services in the functions described above.

Program goals

The Recipient will:

- Support children, youth and families with involvement in the child welfare system resolve immigration status and settlement issues;
- Support child welfare workers that require assistance with resolving immigration and settlement issues for children, youth and families receiving child welfare services;
- Build awareness of the intersection between child welfare and immigration Research the impact of services delivered;
- Maintain a focus on data intelligence;
- Promote equitable outcomes for children, youth, and families Services will be:

- o Reflective and responsive to child/youth, family, including community strengths and needs;
- o Accountable to children and youth served, to their families and their communities;
- o Staffed by individuals with the appropriate skills and abilities necessary to respond effectively to the needs of children and youth experiencing immigration status issues;
- o Based on the assessed needs and preferences of the eligible children and youth who receive services, and available society, community and contracted ministry resources.

Ministry expectations

The Recipient is responsible for the following activities:
- Overall administration and delivery, including agreed upon program deliverables;
- Financial and service performance reporting, including submission of required and requested reports within established time frames;
- Developing appropriate policies and procedures for protecting the privacy of personal information collected from eligible children and youth The policies and procedures that are developed by the Service Provider shall comply with the confidentiality provisions relating to children who are the subject of a child welfare proceeding under the *Child, Youth, and Family Services Ac*t, 2017 and the *Youth Criminal Justice Act*, including Part 6, when the information and records relate to young persons as defined by the *Youth Criminal Justice Act*.

Reporting requirements

At each reporting period, provide to the ministry an executive summary on:

Program description

- Briefly describe the program as it relates to your community. This section can include community characteristics, profile of eligible children and youth served

(e.g., main sub-populations by continent of origin and immigration status), sector response to the program; changes in access to immigration pathways and supports for eligible children, youth and families; results from inter-agency and sector collaborations;

- Describe direct services provided to children, youth and families who are experiencing immigration and settlement issues and receiving/have received child welfare services;

- Describe the emerging trends and needs of children, youth and families who are receiving/have received child welfare services and the intersections with immigration/settlement services;

- Describe how the Recipient develops partnerships between other societies, the federal government and immigration/settlement organizations in the province;

- Describe capacity building services provided to society staff to increase their knowledge of the immigration system and strategies for promoting proactive and responsive service to address children, youth and families experiencing immigration and settlement issues.

Summary and interpretation of performance measures:

- Provide an overview and analysis of the annual results and outcomes achieved on the performance measures outlined below.

Successes

- Describe what makes Recipient work well, including examples of successful service delivery to help children, youth and families, capacity building to support society workers and partnerships formed in the immigration and settlement sector, the federal government and other community resources. Examples could include quotes and/or anecdotes (with identifying information removed).

Challenges

- Describe the challenges encountered in planning and delivering services and the strategies employed, or planned, to overcome the challenges.

Recommendations

- Describe recommendations for non-financial supports the ministry could provide to support the Recipient.

Summary

- Briefly summarize the key information in the report. This section could include the service provider's reflections/learning from planning and delivering the program.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of child welfare workers participating in CWICE capacity building activities	Total number of child welfare workers that participated in training and awareness activities provided by CWICE.
Number of client referrals received by CWICE service type: Other – Please explain	The total Number of client referrals received by CWICE service type: Other – Please explain
Number of client referrals received by CWICE service type: Cases Abroad	The total Number of client referrals received by CWICE service type: Cases Abroad

Number of client referrals received by CWICE service type: Citizenship Inquiries	The total Number of client referrals received by CWICE service type: Citizenship Inquiries
Number of client referrals received by CWICE service type: General Services	The total Number of client referrals received by CWICE service type: General Services
Number of client referrals received by CWICE service type: Immigration Inquiries	The total Number of client referrals received by CWICE service type: Immigration Inquiries
Number of client referrals received by CWICE service type: Newcomer/Settlement	The total Number of client referrals received by CWICE service type: Newcomer/Settlement
Number of client referrals received by CWICE service type: Referral to community services	The total Number of client referrals received by CWICE service type: Referral to community services
Number of client referrals received by CWICE service type: Resource services	The total Number of client referrals received by CWICE service type: Resource services
Number of client referrals received by CWICE service type: Urgent status issues	The total Number of client referrals received by CWICE service type: Urgent status issues

Number of client referrals received by referral source: Children's aid societies in Ontario	The number of client referrals received by referral source: Children's aid societies in Ontario
Number of client referrals received by referral source: Client/self-referrals	The number of client referrals received by referral source: Client/self-referrals
Number of client referrals received by referral source: Community Agencies	The number of client referrals received by referral source: Community Agencies
Number of client referrals received by referral source: Education/Schools	The number of client referrals received by referral source: Education/Schools
Number of client referrals received by referral source: Federal/Immigration Partners	The number of client referrals received by referral source: Federal/Immigration Partners
Number of client referrals received by referral source: Health	The number of client referrals received by referral source: Health
Number of client referrals received by referral source: Justice/police	The number of client referrals received by referral source: Justice/police

Number of client referrals received by referral source: Other professionals	The number of client referrals received by referral source: Other professionals
Number of client referrals received by referral source: Settlement sector	The number of client referrals received by referral source: Settlement sector
Number of client referrals received by source: Child welfare agencies across Canada/Internationally	The number of client referrals received by referral source: Child welfare agencies across Canada/Internationally
Number of clients at time of closing by immigration status type: Canadian citizen	The number of clients at time of closing by immigration status type: Canadian citizen
Number of clients at time of closing by immigration status type: Convention refugee	The number of clients at time of closing by immigration status type: Convention refugee
Number of clients at time of closing by immigration status type: Denied Refugee Claimant	The number of clients at time of closing by immigration status type: Denied Refugee Claimant

Number of clients at time of closing by immigration status type: No Status (incl foreign national)	The number of clients at time of closing by immigration status type: No Status (incl foreign national)
Number of clients at time of closing by immigration status type: Other – Please explain	The number of clients at time of closing by immigration status type: Other – Please explain
Number of clients at time of closing by immigration status type: Permanent Resident	The number of clients at time of closing by immigration status type: Permanent Resident
Number of clients at time of closing by immigration status type: Refugee Claimant (Asylum Seeker)	The number of clients at time of closing by immigration status type: Refugee Claimant (Asylum Seeker)
Number of clients at time of closing by immigration status type: Temporary resident - Student visa	The number of clients at time of closing by immigration status type: Temporary resident - Student visa
Number of clients at time of closing by immigration status type: Temporary resident - Visitor visa	The number of clients at time of closing by immigration status type: Temporary resident - Visitor visa

Number of clients at time of closing by immigration status type: Temporary resident – Work permit	The number of clients at time of closing by immigration status type: Temporary resident – Work permit
Number of clients receiving CWICE services by immigration status type: Canadian citizen	The total number of clients receiving CWICE services, by immigration status type: Canadian citizen
Number of clients receiving CWICE services by immigration status type: Convention refugee	The total number of clients receiving CWICE services, by immigration status type: Convention refugee
Number of clients receiving CWICE services by immigration status type: Denied refugee claimant	The total number of clients receiving CWICE services, by immigration status type: Denied refugee claimant
Number of clients receiving CWICE services by immigration status type: No Status (incl foreign national)	The total number of clients receiving CWICE services, by immigration status type: No Status (incl foreign national)

Number of clients receiving CWICE services by immigration status type: Other – Please explain	The total number of clients receiving CWICE services, by immigration status type: Other – Please explain
Number of clients receiving CWICE services by immigration status type: Permanent resident	The total number of clients receiving CWICE services, by immigration status type: Permanent resident
Number of clients receiving CWICE services by immigration status type: Refugee claimant (asylum seeker)	The total number of clients receiving CWICE services, by immigration status type: Refugee claimant (asylum seeker)
Number of clients receiving CWICE services by immigration status type: Temporary resident - Student visa	The total number of clients receiving CWICE services, by immigration status type: Temporary resident - Student visa
Number of clients receiving CWICE services by immigration status type: Temporary resident - Visitor visa	The total number of clients receiving CWICE services, by immigration status type: Temporary resident - Visitor visa

Number of clients receiving CWICE services by immigration status type: Temporary resident – Work permit	The total number of clients receiving CWICE services, by immigration status type: Temporary resident – Work permit
Number of CWICE capacity building activities	Total number of training and capacity building sessions or presentations provided by CWICE.
Number of referral requests received: VYSA	Total numbers by referral requests to CWICE for services /resources. The list of referral requests by child welfare case: VYSA
Number of referral requests received: Adoption	Total numbers by referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Adoption
Number of referral requests received: CCSY	Total numbers by referral requests to CWICE for services /resources. The list of referral requests by child welfare case: CCSY
Number of referral requests received: Child in care – Extended society care	Total numbers by referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Child in care – Extended society care
Number of referral requests received: Child in care (exclude extended society care)	Total numbers by referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Child in care (exclude extended society care)
Number of referral requests received: Child in kinship service placement	Total numbers by referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Child in kinship service placement

Number of referral requests received: Family in need of ongoing services	Total numbers by referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Family in need of ongoing services
Number of referral requests received: Investigation	Total numbers by referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Investigation
Number of referral requests received: Not a current client of CW	Total numbers by referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Not a current client of CW
Number of referral requests received: Youth formerly in care (exclude CCSY)	Total numbers by referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Youth formerly in care (exclude CCSY)
Number of Societies participating in CWICE capacity building activities:	Total number of adoptive families registered for information/awareness sessions by location or online: West
Percentage of referral requests received: Adoption	The percentage of referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Adoption
Percentage of referral requests received: CCSY	The percentage of referral requests to CWICE for services /resources. The list of referral requests by child welfare case: CCSY
Percentage of referral requests received: Child in care – Extended society care	The percentage of referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Child in care – Extended society care

Percentage of referral requests received: Child in care (exclude extended society care)	The percentage of referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Child in care (exclude extended society care)
Percentage of referral requests received: Child in kinship service placement	The percentage of referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Child in kinship service placement
Percentage of referral requests received: Family in need of ongoing services	The percentage of referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Family in need of ongoing services
Percentage of referral requests received: Investigation	The percentage of referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Investigation
Percentage of referral requests received: Not a current client of CW	The percentage of referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Not a current client of CW
Percentage of referral requests received: VYSA	The percentage of referral requests to CWICE for services /resources. The list of referral requests by child welfare case: VYSA
Percentage of referral requests received: Youth formerly in care (exclude CCSY)	The percentage of referral requests to CWICE for services /resources. The list of referral requests by child welfare case: Youth formerly in care (exclude CCSY)

Services delivered: parent2parent support network

Component: Provincial Initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (*CYFSA*)*

Service objectives

To provide adoptive parents who have adopted a child through a children's aid society ("society") with the connections and support they need to allow them to have opportunities to share with, and learn from, other adoptive families who are facing similar challenges presented by their adopted children.

Service description

Program staff (i.e., Parent Liaisons) provide individual and integrated support to adoptive families to find, navigate and access supports needed to better meet their children's needs. This includes providing adoptive parents with information; advocating on their behalf and supporting adoptive parents to advocate for themselves when engaging services in other service sectors (e.g., education, mental health); establishing and supporting adoptive parents to establish parent support groups in their communities; and connecting adoptive families with other adoptive families who have similar experiences to help them learn from each other.

The Parent2Parent Support Network includes the provision of information and resources through Community Engagement Liaisons; Regional Parent Liaisons to help create and enhance existing local adoptive parent peer support groups and provide individualized integrated system navigation and advocacy support; a database which includes a directory of local resources (e.g., mental health providers, counselors with adoption and trauma expertise) that may be accessed by adoptive parents through their parent liaison; and a buddy and mentor program to help adoptive parents connect with, and learn from, each other.

Program/service features

The services are directed at persons who adopt children through children's aid societies.

The transfer payment recipient will:
- continue supporting parent peer support groups;
- increase the number of post-adoption parent support groups across the province, where possible;
- increase the number of adoptive parents accessing post-adoption supports to meet the needs of their children;
- provide a supportive environment for adoptive parents to acquire knowledge, share information, learn about and access resources to assist them in caring for their children;
- increase knowledge about available post-adoption parent peer supports for adoptive parents among societies and professionals in other sectors (i.e., mental health professionals);
- increase awareness about post-adoption supports available to adoptive parents (i.e., through advertising, engaging societies and adoptive parents, and through adoption exchange events (AREs)).

The program/services contracted by the ministry will reflect the following features.

Program goals

- Provide parents who adopt through children's aid societies with opportunities to access post-adoption services and supports to meet the needs of their children
- Adoptive parents have increased awareness and knowledge about post-adoption supports (e.g., mental health) needed and available to them

Services will be:
- Reflective and responsive to child/youth, family and community strengths and needs;
- Accountable to the child/youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Staffed by individuals with the appropriate range of skills and abilities necessary to effectively develop and deliver training to meet the needs of children, youth and families.

Ministry expectations

The transfer payment recipient must:
- Manage, deliver and promote the Parent2Parent Support Network as a vehicle for mentoring, providing guidance, sharing information and connecting children and adoptive families to post-adoption peer support groups and other community resources (e.g., mental health professionals with training and expertise in helping adoptive families);
- Deliver the program across the province in areas where adoptive parents require post-adoption supports;
- Provide support to adoptive parents who have adopted a child through a society to establish and sustain peer support group programs in their communities, including providing training to group leads and supporting/hosting monthly parent support meetings, as needed;
- Provide continued mentorship to prospective adoptive parents, including those seeking to adopt children with special needs, throughout the adoption transition period (i.e., from the time they are matched until adoption finalization) by connecting them with experienced adoptive families through the Mentor Program:
  - Through the Mentor Program, new adoptive families will be able to communicate with, and be mentored by more experienced adoptive families. The mentor family will help the new adoptive parent navigate through the transition period until the adoption is finalized (i.e., help new adoptive parents to better understand their children's needs, engage/work with schools, and help adoptive parents and children to form stronger attachment).

- Provide continued peer support to adoptive parents beyond the adoption transition period by pairing them with other families who have similar needs through the Buddy Program;
  - Through the Buddy Program, adoptive families will be paired with other adoptive families based on similar adoption experiences. For example, families who are raising children with fetal alcohol spectrum disorder (FASD) or Reactive Attachment Disorder (RAD), or families raising transracially adopted children or sibling groups will be paired with similar families. Pairing like families helps normalize the adoption experience and empowers families to help themselves as they help each other. Buddy matching will foster knowledge exchange between families about supports, services, therapies and parenting strategies, and provide encouragement as families gain firsthand knowledge of other families who have successfully navigated the challenges they and their children face.

- Provide information on post-adoption supports and resources to prospective adoptive parents and adoptive parents, society adoption workers and private practitioners (e.g., training, local mental health practitioners who have experience working with adoptive families);
- Provide information and support to adoptive parents in advocating for their children's unique needs (e.g., with schools, societies, community service providers, mental and medical health professionals);
- Conduct marketing and recruitment campaigns (e.g., through flyers, media campaigns, engagement of societies and families) targeted to societies, prospective adoptive parents and adoptive families who adopted through societies to help raise awareness about supports available to prospective and adoptive parents in Ontario (i.e., from the point of adoption placement);
- Maintain a database to track, report and manage services provided to adoptive parents;
- Respond to e-mails and phone calls from adoptive families and directing these families to parent peer support groups and/or community resources and professionals based on their needs, as appropriate;

- Provide information to prospective adoptive parents at provincial and regional ARE Resource Villages about post adoption supports available through the Parent2Parent Support Network.

Reporting requirements:

The transfer payment recipient is expected to monitor and evaluate program performance and to confirm that program objectives and deliverables are being met.

At each reporting period, provide an interim report on the project objectives, services and outcomes.

On an annual basis, provide a report which details program activities conducted by the transfer payment recipient in support of the initiative, including objectives, services and outcomes. The transfer payment recipient will monitor and evaluate training to confirm that program goals and service objectives are being met.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of adoptive families refer. to post-adoption training programs: Pathways to Permanence 2 training	Total number of adoptive families referred to post-adoption training programs: Pathways to Permanence 2 training: Number of sessions

Number of adoptive families refer. to profess. and partner orgs., for therapies /supports and services	Total number of adoptive families referred to professionals and partner organizations, for therapies and other supports and services
Number of adoptive families provided advocacy and one-on-one support	Total number of adoptive families provided advocacy and one-on-one support
Number of child. in adoptive families regist. on database categories: Behavioural issues	Total number of children in adoptive families registered by type of children: Behavioural issues
Number of child. in adoptive families regist. on database categories: Birth history	Total number of children in adoptive families registered by type of children: Birth history (i.e., Genetic) risk factors
Number of child. in adoptive families regist. on database categories: Med diagnosis and/or develop. delays	Total number of children in adoptive families registered by type of children: Medical diagnosis and/or developmental delays
Number of child. in adoptive families regist. on database categories: Older child – 10-14 years of age	Total number of children in adoptive families registered by type of children: Older child – 10-14 years of age

Number of child. in adoptive families regist. on database categories: Older child – 15-18 years of age	Total number of children in adoptive families registered by type of children: Older child – 15-18 years of age
Number of child. in adoptive families regist. on database categories: Older child – 19-21 years of age	Total number of children in adoptive families registered by type of children: Older child – 19-21 years of age
Number of child. in adoptive families regist. on database categories: Older child – 3-5 years of age	Total number of children in adoptive families registered by type of children: Older child – 3-5 years of age
Number of child. in adoptive families regist. on database categories: Older child – 6-9 years of age	Total number of children in adoptive families registered by type of children: Older child – 6-9 years of age
Number of child. in adoptive families regist. on database categories: Older child – age 21 and older	Total number of children in adoptive families registered by type of children: Older child – age 21 and older

Number of child. in adoptive families regist. on database categories: Part of a sibling group	Total number of children in adoptive families registered by type of children: Part of a sibling group
Number of child. in adoptive families regist. on database categories: Post adoption depression	Total number of children in adoptive families registered by type of children: Post adoption depression
Number of child. in adoptive families regist. on database categories: Racial or cultural identity	Total number of children in adoptive families registered by type of children: Racial or cultural identity
Number of adoptive families referred to post-adoption training programs: Other (specify)	Total number of adoptive families referred to post-adoption training programs: Other (specify)
Number of adoptive parents interested in establishing a parent support group	Total number of adoptive parents interested in establishing a parent support group
Number of enquiries about parent supports by type: A4L Website	Total number of enquiries about parent supports by type: A4L website

Number of enquiries about parent supports by type: Facebook Page	Total number of enquiries about parent supports by type: Facebook page
Number of enquiries about parent supports by type: Facebook Private Groups	Total number of enquiries about parent supports by type: Facebook Private Groups
Number of enquiries about parent supports by type: In-person	Total number of enquiries about parent supports by type: In-person
Number of enquiries about parent supports by type: Phone	Total number of enquiries about parent supports by type: Phone
Number of information/awareness sessions with professionals and community service providers	Total number of information/awareness sessions with professionals and community service providers
Number of information/awareness sessions with societies by MCCSS region: Central	Total number of information/awareness sessions with societies by MCCSS region: Central
Number of information/awareness sessions with societies by MCCSS region: East	Total number of information/awareness sessions with societies by MCCSS region: East

Number of information/awareness sessions with societies by MCCSS region: North	Total number of information/awareness sessions with societies by MCCSS region: North
Number of information/awareness sessions with societies by MCCSS region: Toronto	Total number of information/awareness sessions with societies by MCCSS region: Toronto
Number of information/awareness sessions with societies by MCCSS region: West	Total number of information/awareness sessions with societies by MCCSS region: West
Number of parent support group meetings facilitated by MCCSS region: Central	Total number of parent support group meetings facilitated by MCCSS region: Central
Number of parent support group meetings facilitated by MCCSS region: East	Total number of parent support group meetings facilitated by MCCSS region: East
Number of parent support group meetings facilitated by MCCSS region: North	Total number of parent support group meetings facilitated by MCCSS region: North

Number of parent support group meetings facilitated by MCCSS region: Toronto	Total number of parent support group meetings facilitated by MCCSS region: Toronto
Number of parent support group meetings facilitated by MCCSS region: West	Total number of parent support group meetings facilitated by MCCSS region: West
Of the total Number of newly regist. adoptive parents, numbers refer. by: Children's Mental Health Professional	Total number of newly registered adoptive parents by referral source: Children's Mental Health Professional
Of the total Number of newly regist. adoptive parents, the numbers refer. by: Medical/Family Doctor	Total number of newly registered adoptive parents by referral source: Medical/Family Doctor
Of the total Number of newly regist. adoptive parents, the numbers referred by: Self-referral	Total number of newly registered adoptive parents by referral source: Self-referral - A4L Website or Facebook Page or other

Of the total Number of parent support groups by A4L Regional Parent Liaison, the numbers by East	Total number of parent support groups established by A4L Regional Parent Liaison by MCCSS region: East
Of the total Number of parent support groups by A4L Regional Parent Liaison, the numbers by Central	Total number of parent support groups established by A4L Regional Parent Liaison by MCCSS region: Central
Of the total Number of parent support groups by A4L Regional Parent Liaison, the numbers by North	Total number of parent support groups established by A4L Regional Parent Liaison by MCCSS region: North
Of the total Number of parent support groups by A4L Regional Parent Liaison, the numbers by Toronto	Total number of parent support groups established by A4L Regional Parent Liaison by MCCSS region: Toronto
Of the total Number of parent support groups by A4L Regional Parent Liaison, the numbers by West	Total number of parent support groups established by A4L Regional Parent Liaison by MCCSS region: West

Of the total Number of parent support groups est. by adoptive parents, with A4L support, the numbers by Central	Total number of parent support groups established with A4L by MCCSS region: Central
Of the total Number of parent support groups est. by adoptive parents, with A4L support, the numbers by East	Total number of parent support groups established with A4L by MCCSS region: East
Of the total Number of parent support groups est. by adoptive parents, with A4L support, the numbers by North	Total number of parent support groups established with A4L by MCCSS region: North
Of the total Number of parent support groups est. by adoptive parents, with A4L support, the numbers by Toronto	Total number of parent support groups established with A4L by MCCSS region: Toronto
Of the total Number of parent support groups est. by adoptive parents, with A4L support, the numbers by West	Total number of parent support groups established with A4L by MCCSS region: West

Of the total Number of newly regist. adoptive parents, the #referby: Another Adoptive Parent/Family	Total number of newly registered adoptive parents by referral source: Another Adoptive Parent/Family
Of the total number of newly registered adoptive parents, the numbers referred by: Children's Aid Society	Total number of newly registered adoptive parents by referral source: Children's Aid Society
Of the total number of newly registered adoptive parents, the number referred by: ACO Staff	Total number of newly registered adoptive parents by referral source: ACO Staff
Of the total number of newly registered adoptive parents, the number referred by: Adopt4Life staff	Total number of newly registered adoptive parents by referral source: Adopt4Life staff
Of the total number of newly registered adoptive parents, the number referred by: Family Member	Total number of newly registered adoptive parents by referral source: Family Member

The number of participants at each parent support group meeting held by MCCSS region: Central	The total number of participants at each parent support group meeting held by MCCSS region: Central
The number of participants at each parent support group meeting held by MCCSS region: East	The total number of participants at each parent support group meeting held by MCCSS region: East
The number of participants at each parent support group meeting held by MCCSS region: North	The total number of participants at each parent support group meeting held by MCCSS region: North
The number of participants at each parent support group meeting held by MCCSS region: Toronto	The total number of participants at each parent support group meeting held by MCCSS region: Toronto
The number of participants at each parent support group meeting held by MCCSS region: West	The total number of participants at each parent support group meeting held by MCCSS region: West

Total number of adoptive parents matched with an adoptive parent buddy	Total number of adoptive parents matched with an adoptive parent buddy
Total number of new adoptive families registered by MCCSS region: Central	Total number of new adoptive families registered by MCCSS region: Central
Total number of new adoptive families registered by MCCSS region: East	Total number of new adoptive families registered by MCCSS region: East
Total number of new adoptive families registered by MCCSS region: North	Total number of new adoptive families registered by MCCSS region: North
Total number of new adoptive families registered by MCCSS region: Toronto	Total number of new adoptive families registered by MCCSS region: Toronto
Total number of new adoptive families registered by MCCSS region: West	Total number of new adoptive families registered by MCCSS region: West
Total number of new adoptive parents matched with an adoptive parent mentor	Total number of new adoptive parents matched with an adoptive parent mentor

Services delivered: Adoption Resource Exchange

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To deliver an Adoption Resource Exchange (ARE) program that best meets the needs of the children and youth available for public adoption and supports the development of lifelong connections and supports for children and youth through stable, permanent homes.

Service description

The transfer payment recipient will deliver an ARE program that best meets the needs of children and youth in the extended care of societies that are available for adoption and their adoptive families. Program staff will work with adoption professionals to explore the best recruitment strategies to find the best possible match for a specific child/youth. All ARE events will be delivered in a manner that streamlines processes, achieves efficiencies, and offers more consistent and responsive adoption experiences for children, youth and families.

Provincial ARE

The provincial ARE conference has been in existence for over 60 years and is a forum for matching children and youth in the extended care of children's aid societies (societies) with prospective adoptive parents considering adoption as a means to expand their family. The provincial ARE conference is a tool to help societies expand the search for prospective adoptive parents for a child or youth who is available for public adoption, beyond their local area. Under Ontario's public adoption system, prospective adoptive parents considering public adoption adopt through their local society; therefore, the provincial ARE conference is a way for families to access and learn about the children available for public adoption from across the province.

Prospective adoptive parents at any stage in their adoption journey are invited to attend. The provincial ARE includes an education component, panel presentation and presentations from society workers on children/youth they are seeking adoptive families for. A secure, Online Platform is utilized for prospective adoptive parents to view the pictures, videos (if available) and profiles of the children/youth presented, with the ability for families to submit an expression of interest form.

Regional ARE

Regional ARE events support local families to have the opportunity to be considered for children/youth from the region in which they live (North, Grand River Zone, Central, East and Southwest). The regional ARE events are smaller in scale and tailored to societies who may not have the resources to attend the provincial ARE. They include an educational/panel presentation component, presentations of children and youth from adoption workers, and the opportunity for families to ask questions. In addition, the Online Platform is available for prospective adoptive parents to view the pictures, videos (if available) and profiles of the children/youth presented, with the ability for families to submit an expression of interest form.

Child and youth profile events

Child and youth profile events are online events focused on one-two children or a sibling group that needs permanency, and their specific needs. The educational/panel discussion is tailored to the specific needs of the child/youth and includes a presentation from the adoption worker on the child's/youth's personality, day-to-day needs and matching criteria. Prospective adoptive parents are invited to this event based on the matching criteria for the child/youth and have an opportunity to ask questions directly to the adoption worker. In addition, the Online Platform is available to prospective adoptive parents to view the pictures, videos (if available) and profiles of the child/youth presented, with the ability for families to submit an expression of interest form.

Online adoption events

Online adoption events are designed as an additional targeted recruitment strategy to identify a permanent home for waiting children and youth in Ontario. These events highlight older youth, sibling groups, racial and cultural backgrounds, etc. Five to six children are presented at online adoption events. The events include a presentation from society workers in combination with a presentation from a speaker through a panel/educational component. Prospective adoptive parents will have the opportunity to connect directly with the society workers who are presenting the children and youth. In addition, the Online Platform will be available for prospective adoptive parents to view the pictures, videos (if available) and profiles of the children and youth presented, with the ability for families to submit an expression of interest form.

Family profile events

Family profile events feature Adopt Ready families through a webinar presented to adoption workers across the province. Each webinar profiles one-two families who are specifically open to the needs of the children and youth requiring adoption and permanency. These presentations highlight who the parent(s) are, their journey, attributes, resources, openness and more. The adoption workers/practitioners are invited to participate and share information about the families presented.

Program/service features

The services are directed at children and youth in extended society care under the CYFSA for whom adoption is an appropriate permanency plan and prospective adoptive families seeking to build their families through adoption. The program/services contracted by the ministry will reflect the following features.

Program goals

- promote the development of lifelong connections and supports for children and youth in the extended care of societies, through stable, permanent homes;

- broaden matching opportunities to increase the chance of adoption for eligible children and youth;

- offer a more consistent and responsive adoption experience for children, youth and prospective adoptive parents by supporting them on their adoption journeys;

- work in communication with Societies and other organizations to maximize partnership opportunities in leveraging the AdoptOntario Waypoint model for child recruitment;

- provide an efficient, effective system for matching prospective adoptive families with children and youth available for adoption in the province;

- increase co-operation and collaboration between societies and private adoption practitioners to encourage the exchange of information and resources to assist them in their work and explore networking opportunities in order to optimize adoption placements for children and youth;

- provide a forum to increase public awareness and understanding about all aspects of adoption to adoption workers/practitioners and members of the public;

- the Recipient shall ensure that each ARE event should have the goal of increasing opportunities to achieve stability and permanency for children and youth through adoption using the following approaches:

  o promote the placement of children and youth in foster care who have complex needs through child-centered approaches where additional resources and recruitment strategies may help identify a family;

  o increase opportunities for education for prospective adoptive parents across the province to support lifelong permanency for waiting children and youth;

  o identify support for workers by using technology, the online platform and virtual events to identify prospective adoptive parents and make connections for permanency;

- o increase outcomes for children and youth by measuring and tracking success of events to improve events to suit the specific needs of the children and youth being profiled;
- o identify targeted recruitment events to meet the needs of children and youth with complex needs;
- o support families all across the province in having multiple opportunities to be considered for children within their region or with specific identified matching considerations.

Services will be:
- reflective and responsive to child/youth, family and community strengths and needs;
- accountable to the child/youth, family and community;
- sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to effectively develop and deliver training to meet the needs of children, youth and families.

Ministry expectations

The transfer payment recipient will do the following:

- facilitate the matching of children and youth in extended society care available for public adoption with prospective individuals/families seeking to expand their family through adoption in order to support the development of lifelong connections and supports for children and youth through stable, permanent homes;
- make enhancements to the ARE program in order to offer a consistent and responsive adoption experience for children, youth and prospective adoptive parents, by exploring the feasibility of accessing the Recipient's youth and adult adoptee groups to inform the design of the ARE program;

- host and deliver at least one provincial ARE conference (virtual or in-person), at least two regional ARE events, at least three child/youth profile events, at least four online adoption events, and at least two family profile events during the fiscal year;

- design and create more focused and tailored ARE events that target specific families that meet the matching criteria for children and youth based on region, topic or specific needs. ARE events should meet the evolving needs in adoption recruitment, matching and consider the education/training and partnership needed to support these goals;

- track the families and children profiled at ARE events, in order to measure the number of matches and adoptions created, to make informed improvements year-to-year to serve the cohort of children profiled;

- utilize an evaluation form/survey for all ARE attendees and for adoption workers and professionals that includes sections for ease of use, event day execution, online platform, presentations/speakers, resource village, etc;

- provide information on adoption to prospective adoptive parents, society adoption workers and private adoption practitioners;

- host information and education/training sessions for families, society adoption workers and private adoption practitioners across the province;

- build relationships with society workers across the province to ensure more children and youth receive responses and to design ARE events that effectively meet societies' needs and optimize support;

- use the AdoptOntario ARE Online Platform for all children and youth presented at ARE events. The Online Platform should provide greater opportunity for families to expand on their interest in a child and research and consult about a child's specific needs prior to submitting an Expression of Interest (EOI) form to a worker, as workers have reported that the additional information included in the EOI submitted online is helpful to have. The Online Platform should act as a vehicle for matching children and adoptive families and for information sharing for families and adoption workers/practitioners from the private and public sectors. The Recipient should also use the Online Platform to improve the experience of families attending ARE events;

- promote adoption to AdoptReady and prospective adoptive families to help raise public interest in waiting children in Ontario;
- lead and chair the ARE Committee with representatives from Private Practitioners, Adoption Workers, Wendy's Wonderful Kids Recruiters, Adopt4Life and individuals;
- with lived/living adoption experience with the following goals:
  - the Recipient will work with CAS leadership, supervisors, and front-line staff to determine their needs with the goal of increasing their agency involvement and registration of children;
  - identify and mitigate challenges that may have prevented the involvement of CAS agencies and/or registration of children;
  - the Recipient will work with Private Practitioners to determine their needs with the goal of increasing their involvement and registration of children;
  - the Recipient will work with OACAS and the OACAS Permanency and Adoption Steering Committee and Wendy's Wonderful Kids to design marketing and communication approaches;
  - to work in partnership on best practice approaches in the key areas of outreach, marketing, recruitment and matching strategies for the ARE;
  - demonstrate capacity of the AdoptOntario ARE Online Platform in connecting families with workers of waiting children throughout the year;
  - the Recipient will work with the OACAS Permanency and Adoption Steering Committee to develop a communication plan for the contract period;
  - the Recipient will communicate with regional adoption leads to determine best schedule for regional and online events that complement the timing of the provincial ARE;
  - the Recipient will collaborate with the ARE Committee to redefine the focus of ARE to be child and youth focused and develop education and material to inform families and professionals of the needs of waiting children and youth.

Reporting requirements

The transfer payment recipient will monitor and evaluate the program to ensure that

program goals and service objectives are being met.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of adopt ready families	The total number of adopt ready families registered for the ARE during the reporting period
Number of attendees at resource village/panel discussions	The total number of attendees that participated in the Resource Village/Panel Discussions during the reporting period
Number of child & youth awaiting placement as a result of child and youth profile events (current fiscal year)	The total number of children and youth awaiting placement as a result of child and youth profile events from the current fiscal year
Number of child & youth placed for adoption as a result of child-specific ARE event (current fiscal year)	Total number of child videos uploaded to the databank
Number of children and youth awaiting placement as a result of provincial ARE event (current fiscal year)	The total number of children and youth awaiting placement as a result of a provincial ARE event

Number of children and youth awaiting placement as a result of provincial ARE event (last fiscal year)	The total number of children and youth awaiting placement as a result of a provincial ARE event
Number of children and youth awaiting placement as a result of provincial ARE event (prior fiscal year)	The total number of children and youth awaiting placement as a result of a provincial ARE event
Number of children and youth awaiting placement as a result of Regional ARE event (current fiscal year)	The total number of children and youth awaiting placement as a result of a regional event
Number of children and youth awaiting placement as a result of regional ARE event (last fiscal year)	The total number of children and youth awaiting placement as a result of regional ARE event
Number of children and youth awaiting placement as a result of regional ARE event (prior fiscal year)	The total number of children and youth awaiting placement as a result of regional ARE event

Number of children and youth placed for adoption as a result of a provincial ARE event (last fiscal year)	The total number of children and youth placed for adoption as a result of a provincial ARE event
Number of children and youth placed for adoption as a result of regional ARE events (current fiscal year)	The total number of children and youth placed for adoption as a result of regional ARE event
Number of children and youth placed for adoption as a result of regional ARE events (last fiscal year)	The total number of children and youth placed for adoption as a result of regional ARE event
Number of children and youth placed for adoption as a result of regional ARE events (prior fiscal year)	The total number of children and youth placed for adoption as a result of regional ARE event
Number of children and youth registered	The total number of children and youth available for public adoption that were profiled during an ARE event during the reporting period

Number of children and youth registered/presented at child and youth profile events (current fiscal year)	The total number of children and youth registered/presented at child and youth profile events
Number of children and youth registered/presented at provincial ARE (current fiscal year)	The total number of children and youth registered/presented at the provincial ARE
Number of children and youth registered/presented at provincial ARE (last fiscal year)	The total number of children and youth registered/presented at the provincial ARE
Number of children and youth registered/presented at provincial ARE (prior fiscal year)	The total number of children and youth registered/presented at the provincial ARE
Number of children and youth registered/presented at regional ARE events (current fiscal year)	The total number of children and youth registered/presented at child and youth profile events

Number of children and youth registered/presented at regional ARE events (last fiscal year)	The total number of children and youth registered/presented at regional ARE events
Number of children and youth registered/presented at regional ARE events (prior fiscal year)	The total number of children and youth registered/presented at regional ARE events
Number of children and youth that received a response	The total number of children and youth that received a response during the reporting period
Number of children and youth who did not receive a response	The total number of children and youth that did not receive a response during the reporting period
Number of completed surveys at educational event/webinar	The total number of completed surveys by professionals that attended education events/webinars during the reporting period
Number of completed surveys at resource village/panel discussions	The total number of completed surveys at the Resource Village/Panel Discussions during the reporting period
Number of EOI's received from families per ARE event	The number of Expressions of Interest received from families for each ARE event during the reporting period

Number of families attending their first ARE event	The total number of families attending the ARE for the first time during the reporting period
Number of placements	The total number of placements that occurred as a result of Expressions of Interest received during the reporting period
Number of professional attendees at an educational event/webinar	The total number of professional attendees at an educational event/webinar during the reporting period
Number of prospective adoptive parents	The total number of prospective adoptive parents registered for the ARE during the reporting period
Number of societies involved in the ARE events	The total number of societies that participated in ARE events during the reporting period
Number of child & youth placed for adoption as a result of a provincial ARE event (current fiscal year)	The total number of children & youth placed for adoption as a result of a provincial ARE event (current fiscal year)
Number of children & youth placed for adoption as a result of a provincial ARE event (prior fiscal year)	The total number of children & youth placed for adoption as a result of a provincial ARE event (prior fiscal year)
Ages of children profiled: 0-2	The ages of the children and youth profiled at ARE events during the reporting period: 0- 2

Ages of children profiled: 11-14	The ages of the children and youth profiled at <u>ARE</u> events during the reporting period: 11-14
Ages of children profiled: 15+	The ages of the children and youth profiled at <u>ARE</u> events during the reporting period: 15+
Ages of children profiled: 3-5	The ages of the children and youth profiled at <u>ARE</u> events during the reporting period: 3- 5
Ages of children profiled: 6-10	The ages of the children and youth profiled at <u>ARE</u> events during the reporting period: 6- 10
Average age of child sought	The average age of child sought during the reporting period
Data on the needs of the children and youth presented per event	The data on the specific needs of the children and youth profiled for each <u>ARE</u> event during the reporting period
Educational session included with event – by topic	The topic of the educational session during the reporting period
Geographical area of societies	The number of geographical areas of societies in attendance at <u>ARE</u> events during the reporting period
Requests for other education/training topics	The topics that were requested for future education/training events
Socio-economic data of families based on review of feasibility to begin to collect this data	The socio-economic data of registered prospective adoptive parents

Specific needs of the children categories: Requirement for openness with birth family	The breakdown of specific needs of the children and youth profiled at <u>ARE</u> events during the reporting period
Specific needs of the children categories: Medical diagnosis and/ or developmental delays	The breakdown of specific needs of the children and youth profiled at <u>ARE</u> events during the reporting period
Specific needs of the children profiled in the following categories: Physical diagnosis	The breakdown of specific needs of the children and youth profiled at <u>ARE</u> events during the reporting period
Specific needs of the children profiled in the following categories: Older child: 11-14	The breakdown of specific needs of the children and youth profiled at <u>ARE</u> events during the reporting period
Specific needs of the children profiled in the following categories: Older child: 15+	The breakdown of specific needs of the children and youth profiled at <u>ARE</u> events during the reporting period
Specific needs of the children profiled in the following categories: Older child: 3-5	The breakdown of specific needs of the children and youth profiled at <u>ARE</u> events during the reporting period

Specific needs of the children profiled in the following categories: Older child: 6-10	The breakdown of specific needs of the children and youth profiled at <u>ARE</u> events during the reporting period
Specific needs of the children profiled in the following categories: Part of a sibling group	The breakdown of specific needs of the children and youth profiled at <u>ARE</u> events during the reporting period
Specific needs of the children profiled in the following categories: Racial or cultural minority	The breakdown of specific needs of the children and youth profiled at <u>ARE</u> events during the reporting period
Survey data from educational event/webinar	Survey data that was collected from the education event/webinar during the reporting period
Survey data from Resource Village/Panel Discussions	The survey data that was collected from the Resource Village/Panel Discussions during the reporting period
# of unique child & youth awaiting placement as result of online adoption events(curr. fiscal year)	# of unique children and youth awaiting placement as a result of online adoption events from the current fiscal year

# of unique child & youth placed for adoption as result of online adoption events (curr. fiscal yr)	# of unique children and youth placed for adoption as a result of online adoption events from the current fiscal year
# of unique children and youth presented at online adoption events (current fiscal year)	# of unique children and youth presented at online adoption events during the current fiscal year
# of unique children and youth registered at online adoption events (current fiscal year)	# of unique children and youth registered at online adoption events during the current fiscal year

Services delivered: AdoptOntario

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To increase the number of children in extended society care adopted through the matching of children and youth available for adoption with Ontarians seeking to build their families, and encouraging collaboration and the sharing of resources between adoption professionals (i.e., public and private).

Service description

AdoptOntario is a bilingual website consisting of two parts:

(1) a public information site, which includes a Waiting Children Photo listing; and

(2) a professional site, which includes the Adoption Resource Databank ("the databank").

1. The public-facing site provides general information and education for families interested in adoption and allows registered users to securely view photo listings of children who are available for adoption. Information about Parent Resources

    for Information, Development and Education (PRIDE) training opportunities is also provided on the website;

2. The professional site allows both society adoption workers and private adoption practitioners the opportunity to search a databank of families and to use a sophisticated matching tool designed to match family strengths and competencies to the needs of children waiting for adoption. The site also includes a news bulletin and resources for professionals, as well as a message board for the exchange of information between public and private adoption professionals.

AdoptOntario expands the range of adoption options for families and increases the possibility of finding a match for prospective adoptive parents seeking to build their families through adoption as the website allows for ongoing searches and easier matching of children with prospective adoptive parents who are registered on the AdoptOntario Resources Databank across regional and children's aid society (society) boundaries.

AdoptOntario staff (i.e., Clinical Coordinators) work with adoption practitioners to find the best possible match for families and with options for getting the word out about the specific child that is being sought by a family for adoption if a match has not been found within a reasonable amount of time.

Program/service features

The services are directed at children in extended society care under the CYFSA available for adoption and prospective adoptive parents seeking to build their families through adoption.

The program will:
- support permanence and adoption for Ontario's children;
- promote more timely adoption placements for Ontario's children where adoption is in their best interest;
- support adoptive placements of children with special needs;
- provide an efficient, effective system for matching prospective adoptive families with children available for adoption in the province;
- provide a place for all society adoption workers and private adoption practitioners to exchange information and resources to assist them in their work;
- provide a forum to increase public awareness and understanding about all aspects of adoption to adoption workers/private adoption practitioners and members of the public; and;
- encourage co-operation and collaboration between societies and private adoption practitioners in finding adoption placements for children.

The program/services contracted by the ministry will reflect the following features.

Program goals

- increase the number of children in extended society care matched with prospective adoptive families for adoption;
- improve awareness and knowledge about adoption related matters (e.g., adoption process, understanding special needs) by families, society adoption workers and private adoption practitioners.

Services will be:

- reflective and responsive to child/youth, family and community strengths and needs;
- accountable to the child/youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to effectively develop and deliver training to meet the needs of children, youth and families.

Ministry expectations

The transfer payment recipient must:

- operate, maintain and promote the enhanced AdoptOntario as a vehicle for matching children and prospective adoptive parents and for information sharing for families and adoption workers/practitioners from the private and public sectors;
- match children in extended society care available for adoption with prospective adoptive parents seeking to adopt;
- Support adoptive placements of children with special needs, including providing educational information to support families in understanding the parenting of children with specific special needs;

- provide clinical support to society adoption workers and private adoption practitioners to match children in extended society care to prospective adoptive parents;

- assist society adoption workers to use the databank by connecting prospective adoptive parents to societies, and by providing a number of child specific recruitment options for society adoption workers;

- provide information on adoption to prospective adoptive parents, society adoption workers and private adoption practitioners;

- provide service to francophones and translation of information on the public website to French;

- use the AdoptOntario website, including the Online Platform, to provide support to regional and provincial Adoption Resource Exchange (ARE) events/conferences by managing online registration of adopt-ready families and other processes (e.g., preparation and presentation of child profiles and videos) to improve the experience of families and increase the number of children in extended society care adopted through ARE events/conferences;

- conduct comprehensive and expansive outreach and education programs for adoption workers/practitioners (e.g., online webinars for professional users) and prospective adoptive parents (e.g., webinars, e-newsletters and individual support from clinical coordinators) on the usage of AdoptOntario;

- advertise to AdoptReady and prospective adoptive parents to help raise public interest in waiting children in Ontario;

- respond to e-mails and phone calls from families interested in adopting a child in Ontario and redirecting these families to societies as deemed appropriate to the circumstance; and

- consult with privacy experts to ensure ongoing compliance with privacy standards and identification of privacy implications for online recruitment of adoptive homes for children.

Reporting requirements

The transfer payment recipient is expected to monitor and evaluate program

performance and to confirm that program objectives and deliverables are being met.

At each reporting period, provide a detailed report on the project objectives, services, and outcomes for the AdoptOntario.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of attendees (i.e., families) at education seminars and webinars	Total number of attendees to education seminars and webinars
Number of child videos uploaded to the databank	Total number of child videos uploaded to the databank
Number of child. on the databank broken down by status: Children in extended society care without access	Total number of children on the databank by status: Children in extended society care without access
Number of child. posted category: medical diagnosis and/or developmental delays	Total number of children posted by type and age: medical diagnosis and/or developmental delays

Number of child. previous on databank, now removed, by status: Child. in ext. care without access	Total number of children previously on the databank, but have now been removed, by status: Children in extended society care without access
Number of child. previous. on databank, now removed, by status: Children in ext. society care with access	Total number of children previously on the databank, but have now been removed, by status: Children in extended society care with access
Number of child. previous. on databank, now removed, by status: Unavailable	Total number of children previously on the databank, but have now been removed, by status: Unavailable
Number of child. removed from databank and reason: Pending closure on the databank for adoption	Total number of children removed from the databank and for what reason: Pending closure on the databank for adoption
Number of child. removed from databank and reason: Placed for adoption w/family through another method	Total number of children removed from the databank and for what reason: Placed for adoption with a family found through another method such as society outreach to another society, etc.

Number of child. removed from databank and reason: Placed for adoption with family through an ARE event	Total number of children removed from the databank and for what reason: Placed for adoption with a family found through an ARE event
Number of child. removed from databank and reason: society placed child for adoption	Total number of children removed from the databank and for what reason: Local society placed child for adoption with one of their adoptive homes (i.e., not with foster parent or kin)
Number of child. removed from databank reason: Placed for adoption with AdoptOntario family	Total number of children removed from the databank and for what reason: Placed for adoption with AdoptOntario family, through databank or expression of interest
Number of children on the databank broken down by status: Children in extended society care with access	Total number of children posted by type and age
Number of children on the databank broken down by status: Consent	Total number of children on the databank by status: Consent
Number of children on the databank broken down by status: Unavailable	Total number of children on the databank by status: Unavailable

Number of children posted for each of the following categories: 11-14	Total number of children posted by type and age: 11-14
Number of children posted for each of the following categories: 15+	Total number of children posted by type and age: 15+
Number of children posted for each of the following categories: 3- 5	Total number of children posted by type and age: 3-5
Number of children posted for each of the following categories: 6- 10	Total number of children posted by type and age: 6-10
Number of children posted for each of the following categories: age of child by age group	Total number of children posted by type and age: age of child by age group
Number of children posted for each of the following categories: behavioural or environmental issues	Total number of children posted by type and age: behavioural or environmental issues

Number of children posted for each of the following categories: genetic risk factors	Total number of children posted by type and age: genetic risk factors
Number of children posted for each of the following categories: part of a sibling group	Total number of children posted by type and age: part of a sibling group
Number of children posted for each of the following categories: racial or cultural minority	Total number of children posted by type and age: racial or cultural minority
Number of children posted on the Online ARE Platform for an ARE event	Total number of children posted on the Online ARE Platform for an ARE event
Number of children previously on the databank, but have now been removed, broken down by status: Consent	Total number of children previously on the databank, but have now been removed, by status: Consent

Number of children removed from the databank and for what reason: No longer pursuing adoption	Total number of children removed from the databank and for what reason: No longer pursuing adoption
Number of children removed from the databank and for what reason: Other (specify) or no reason given	Total number of children removed from the databank and for what reason: Other (specify) or no reason given
Number of children removed from the databank and for what reason: Placed for adoption with foster parent	Total number of children removed from the databank and for what reason: Placed for adoption with foster parent
Number of children removed from the databank and for what reason: Placed for adoption with kin	Total number of children removed from the databank and for what reason: Placed for adoption with kin
Number of families previously registered but have now been removed from the databank	Total number of families previously registered on the databank who completed a SAFE homestudy and PRIDE training (i.e., AdoptReady) but have now been removed from the databank

Number of families registered on databank completed a <u>SAFE</u> and <u>PRIDE</u> training (i.e., AdoptReady families)	Total number of families registered on the databank who have completed a <u>SAFE</u> home study and <u>PRIDE</u> training
Number of families who are registered public users who have completed a <u>SAFE</u> homestudy and <u>PRIDE</u> training	Total number of families who are registered public users who have completed a <u>SAFE</u> homestudy and <u>PRIDE</u> training
Number of families who completed online profiles through the public site	Total number of families who completed online profiles through the public site
Number of formal express. of interest made (after receiving addition. info on child from AdoptOntario)	Total number of formal expressions of interest made to societies
Number of matches of private families to society children on the databank	Total number of matches of private families to society children on the databank
Number of new professional users	Total number of new professional users

Number of online platform responses made to societies (after viewing child online for an <u>ARE</u> event)	Total number of online platform responses made to societies after an <u>ARE</u>
Number of professionals who completed online training sessions, broken down by status: Licensee	Total number of professionals who completed online training sessions by status: Licensee
Number of professionals who completed online training sessions, broken down by status: Other	Total number of professionals who completed online training sessions by status: Other
Number of professionals who completed online training sessions, broken down by status: Society supervisor	Total number of professionals who completed online training sessions by status: Society supervisor
Number of professionals who completed online training sessions, by status: Private adoption practitioner	Total number of professionals who completed online training sessions by status: Private adoption practitioner

Number of professionals who completed online training sessions, by status: Society adoption worker	Total number of professionals who completed online training sessions by status: Society adoption worker
Number of registered users (current fiscal year)	Total number of registered users (current fiscal year)
Number of respon. to child. by regist. public users who make a prelim response to a child's profile	Total number of responses to children by registered public users who make a preliminary response to a child's profile (on the Waiting Children section of the site)
Number of responses to child profiles on Gabby (private adoption site)	Total number of responses to child profiles on Gabby (private adoption site)
Number of unique views of Kids Korner	Total number of unique views of Kids Korner
Number of views of child profiles on the online ARE platform	Total number of views of child profiles on the Online ARE Platform
Number of views of child profiles on waiting children photolisting (public site)	Total number of views of child profiles on Waiting Children photolisting (public site)

Number of views of child videos on the online ARE platform	Total number of views of child videos on the Online ARE Platform
Number of views of child videos on Waiting Children photolisting (public site)	Total number of views of child videos on Waiting Children photolisting (public site)
Number of visitors www.adoptontario.ca (current fiscal)	Total number of visitors to www.adoptontario.ca (current fiscal year)
Amount of time child. profiles are posted on databank and/or website prior to being removed	Amount of time children's profiles are posted on the databank and/or website prior to being removed for adoption placement
Average Number of pages visited per visitor www.adoptontario.ca (current fiscal)	Average number of pages visited per visitor www.adoptontario.ca (current fiscal year)
Average Number of visitors to the public site per day (current fiscal)	Average number of visitors to the public site per day (current fiscal year)
Of the Number of families registered who completed SAFE Homestudy and PRIDE, numbers new register. on the databank (i.e., new AdoptReady families)	Total number of newly registered families on the databank who have completed a SAFE homestudy and PRIDE training

Of the total Number of child. on databank, Number of new child cases created by status: in ext. care w/access	Of the total number of children on the databank, the number of new child cases created on the databank, by status: Children in extended society care with access
Of the total Number of child. on databank, number of new child cases created by status: in ext.care w/o access	Of the total number of children on the databank, the number of new child cases created on the databank, by status: Children in extended society care without access
Of the total Number of child. on databank, Number of new child cases created by status: Unavailable	Of the total number of children on the databank, the number of new child cases created on the databank, by status: Unavailable
Of the total Number of child. on the databank, the Number of new child cases created by status: Consent	Of the total number of children on the databank, the number of new child cases created on the databank, by status: Consent
Of the total Number of families, the total numbers that are: opening registration on the databank	Total number of families who are registered public users who have completed a SAFE homestudy and PRIDE training by type: opening registration on the databank

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Of the total Number of families, the total #that are: new registered public users (cumulative last report)	Total number of families who are registered public users who have completed a SAFE homestudy and PRIDE training by type: newly registered public users (cumulative change since last report)
Of the total Number of registered users, the Number of users that are newly registered (cumulative since last report)	Total number of users that are newly registered (cumulative change since last report)
Website hits broken down by page: Number of completed public site surveys	Total number of website hits by webpage: Total number of public site surveys completed
Website hits broken down by page: Number of new Twitter followers	Total number of website hits by webpage: Total number of Twitter followers
Website hits broken down by page: Adopting through AdoptOntario	Total number of website hits by webpage: Adopting through AdoptOntario
Website hits broken down by page: ARE online platform	Total number of website hits by webpage: ARE online platform
Website hits broken down by page: Events	Total number of website hits by webpage: Events

Website hits broken down by page: Online ARE events	Total number of website hits by webpage: Online ARE events
Website hits broken down by page: Other page views	Total number of website hits by webpage: Other page views
Website hits broken down by page: Photolisting	Total number of website hits by webpage: Photolisting
Website hits broken down by page: PRIDE training schedule	Total number of website hits by webpage: PRIDE training schedule
Website hits broken down by page: Understandings special needs	Total number of website hits by webpage: Understanding special needs

Services delivered: pathways

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide post-adoption training to children's aid society (society) adoptive parents to develop the knowledge and skills they need to respond to the challenges related to the development, psychological, emotional or behavioral issues presented by their adopted children as a result of early trauma, loss, deprivation, maltreatment, or multiple placements as part of their history.

Service description

Pathways to Parenting 2: Parenting Children who have Experienced Trauma and Loss Curriculum (Pathways) is a formal post-adoption family support training program for adoptive families who are parenting children from care who have experienced trauma and loss. The program builds on the pre-adoption training received during the adoption process. Pathways is aimed at providing adoptive parents with the knowledge, skills and tools needed to recognize, identify, and address challenges and behaviours of their children that often emerge after the finalization of the legal process.

The Pathways program is a comprehensive curriculum that consists of eight modules delivered in a classroom setting or online. To complete the curriculum, participants need to take all eight modules over the course of eight days for a total of 24 hours (i.e., 3 hours per module over 8 days). Parents who adopt children and youth in extended society care (i.e., formerly Crown wards) through societies are eligible to register for Pathways training. Parents are eligible for training from the point of adoption placement of the child in the home (i.e., also referred to as the start of the adoption probationary period). This includes kin and foster parents from the point at which they transition from kinship or foster placement to adoption placement of the child in the home.

Program/service features

Post-adoption training are directed at families who adopt children and youth in extended society care through societies.

The program will:
- provide post-adoption training to adoptive families;
- increase the number of adoptive parents trained to meet the needs of their children;
- provide information and supports to adoptive parents to establish parent support groups that meet their needs, as needed;
- provide a learning environment for adoptive parents to acquire knowledge, share information and learn about resources to assist them in caring for their children; and;
- increase knowledge and referral to available post-adoption training for adoptive parents among societies and professionals in other sectors (i.e., mental health professionals).

The program/services contracted by the ministry will reflect the following features.

Program goals

- provide post-adoption training to adoptive parents;
- increase the number of adoptive parents trained to meet the needs of their children.

Services will be:

- Reflective and responsive to child/youth, family and community strengths and needs;

- Accountable to the child/youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;

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- Staffed by individuals with the appropriate range of skills and abilities necessary to effectively develop and deliver training to meet the needs of children, youth and families.

Ministry expectations

The transfer payment recipient must:
- manage and promote the Pathways program as a vehicle for training, information sharing and connecting children and adoptive families to post-adoption support groups and other community resources, where requested (i.e., mental health professionals with training and expertise in helping adoptive families);
- recruit and deliver post-adoption training to parents who have adopted children and youth from society care to increase the number of adoptive parents trained to address the needs of their children;
- deliver the modernized Pathways curriculum to adoptive parents in all five regions of the province through at least 35 Pathways offerings in-person or online and/or as agreed with the ministry;
- provide support to adoptive parents participating in Pathways training to establish or connect to parent support groups to meet their needs, where requested;
- inform adoptive parents participating in Pathways training about post-adoption supports available through Adopt4Life to help them respond to the challenges of their adoptive families;
- provide service to Francophones, including supporting connections to Francophone community resources, Adopt4Life and parent support groups, and translation of support materials and information on the ACO website to French
- increase awareness about the Pathways training program among adoptive families and children's aid societies through marketing and recruitment campaigns;
- respond to e-mails and phone calls from adoptive families interested in participating in the Pathways training sessions and directing these families to Adopt4Life and parent support groups for additional supports, as appropriate.

Reporting requirements

The transfer payment recipient is expected to monitor and evaluate program performance and to confirm that program objectives and deliverables are being met.

At each reporting period, a service data report on the project objectives, services, and targeted outcomes.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Of the total number of regist. adoptive parents, by type: Children's mental health professional	Total number of newly registered adoptive parents by referral source: Children's mental health professional
Of the total number of registered adoptive parents, the number referred by type: ACO staff	Total number of newly registered adoptive parents by referral source: ACO Staff
Of the total number of registered adoptive parents, the number referred by type: Children's aid society	Total number of newly registered adoptive parents by referral source: Children's aid society

Of the total number of registered adoptive parents, the number referred by type: Colleague	Total number of newly registered adoptive parents by referral source: Colleague
Of the total number of registered adoptive parents, the number referred by type: Court	Total number of newly registered adoptive parents by referral source: Court
Of the total number of registered adoptive parents, the number referred by type: Family members	Total number of newly registered adoptive parents by referral source: Family members
Of the total number of registered adoptive parents, the number referred by type: Medical/family doctor	Total number of newly registered adoptive parents by referral source: Medical/family doctor
Of the total number of registered adoptive parents, the number referred by type: Other (please specify)	Total number of newly registered adoptive parents by referral source: Other (please specify)

Of the total number of registered adoptive parents, the number referred by type: Parent support group	Total number of newly registered adoptive parents by referral source: Parent support group
Of the total number of registered adoptive parents, the number referred by type: Self- referral	Total number of newly registered adoptive parents by referral source: Self-referral
Number of adopt. families regist. for info/awareness sessions by location or online: Electronic (online)	Total Number of adoptive families registered for information/awareness sessions by location or online: Electronic (online)
Number of adopt. parent particip. in train. of total numbers not complete, the numbers that completed 6 or 7 modules	Total number of adoptive parents participating in training by type: Of the total Number of participants that did not complete the full training, the numbers that: Completed 6 or 7 of the 8 modules
Number of adopt. parent particip. in train. of total number of not complete, percentage that completed 6 or 7 modules	Total number of adoptive parents participating in training by type: Of the total Number of participants that did not complete the full training, the numbers that: Completed 6 or 7 of the 8 modules

Number of adopt. parent particip. train. of total numbers not complete full train., the percentage of completed<6 modules	Total number of adoptive parents participating in training by type: Of the total Number of participants that did not complete the full training, the percentage that: Completed less than 6 modules
Number of adopt. parents participants in train.: Reason didn't complete all sessions (number): Sickness/health	Total number of adoptive parents participating in training by type: Reasons participants didn't complete all 8 sessions of the training program (provide number): Sickness/health issues
Number of adopt. parents particip. in train.: Reasons didn't complete all sessions (number): Childcare issues	Total number of adoptive parents participating in training by type: Reasons participants didn't complete all 8 sessions of the training program (provide number): Childcare issues
Number of adopt. parents particip. in train.: Reasons didn't complete all sessions (number): Family crisis	Total number of adoptive parents participating in training by type: Reasons participants didn't complete all 8 sessions of the training program (provide number): Family crisis (related to child)
Number of adopt. parents particip. in train.: Reasons didn't complete all sessions (number): Other Events	See Service Objectives for full definition -Total number of adoptive parents participating in training by type: Reasons participants didn't complete all 8 sessions of the training program (provide number): Other events (e.g. death in family, vacation)

Number of adopt. parents particip. in train.: Reasons didn't complete all sessions (number): Work schedules	Total number of adoptive parents participating in training by type: Reasons participants didn't complete all 8 sessions of the training program (provide number): Work schedules
Number of adopt. parents particip. in train.: Reasons didn't complete all sessions (%): Childcare issues	Total number of adoptive parents participating in training by type: Reasons participants didn't complete all 8 sessions of the training program (provide %): Childcare issues
Number of adopt. parents particip. in train.: Reasons didn't complete all sessions (%): Family crisis	Total number of adoptive parents participating in training by type: Reasons participants didn't complete all 8 sessions of the training program (provide %): Family crisis (related to child)
Number of adopt. parents particip. in train.: Reasons didn't complete all sessions (%): Other events	See Service Objectives for full definition - Total number of adoptive parents participating in training by type: Reasons participants didn't complete all 8 sessions of the training program (provide %): Other events (e.g. death in family, vacation)
Number of adopt. parents particip. in train.: Reasons didn't complete all sessions (%): Sickness/health	Total number of adoptive parents participating in training by type: Reasons participants didn't complete all 8 sessions of the training program (provide %): Sickness/health issues
Number of adopt. parents particip. in train.: Reasons didn't complete all sessions (%): Work schedules	Total number of adoptive parents participating in training by type: Reasons participants didn't complete all 8 sessions of the training program (provide %): Work schedules

Number of adopt. parents participating in training: Of the total number, the numbers by type: Two-parent	Total number of adoptive parents participating in training by type: Of the total Number of participants, the Number of participants by parent type: Two- parent
Number of adoptive families registered for information/aware ness sessions by location or online: East	Total number of adoptive families registered for information/awareness sessions by location or online: East
Number of adoptive families registered for information/aware ness sessions by location or online: Central	Total number of adoptive families registered for information/awareness sessions by location or online: Central
Number of adoptive families registered for information/aware ness sessions by location or online: North	Total number of adoptive families registered for information/awareness sessions by location or online: North
Number of adoptive families registered for information/aware ness sessions by location or online: Toronto	Total number of adoptive families registered for information/awareness sessions by location or online: Toronto

Number of adoptive families registered for information/awareness sessions by location or online: West	Total number of adoptive families registered for information/awareness sessions by location or online: West
Number of adoptive parents participating in training: Of the total number, the numbers by region: East	Total number of adoptive parents participating in training by type: Of the total Number of participants, the Number of participants by region: East
Number of adoptive parents participating in training: Of the total number, the numbers by region: North	Total number of adoptive parents participating in training by type: Of the total Number of participants, the Number of participants by region: North
Number of adoptive parents participating in training: Of the total number, the numbers by region: Central	Total number of adoptive parents participating in training by type: Of the total Number of participants, the Number of participants by region: Central
Number of adoptive parents participating in training: Of the total number, the numbers by region: Toronto	Total number of adoptive parents participating in training by type: Of the total Number of participants, the Number of participants by region: Toronto

Number of adoptive parents participating in training: Of the total number, the numbers by region: West	Total number of adoptive parents participating in training by type: Of the total Number of participants, the Number of participants by region: West
Number of adoptive parents participating in training: Of the total number, the % that Completed training	Total number of adoptive parents participating in training by type: Of the total Number of participants, the % that Completed the training program (all 8 modules)
Number of adoptive parents participating in training: Of the total, the numbers that Completed the training	Total number of adoptive parents participating in training by type: Of the total Number of participants, the numbers that Completed the training program (all 8 modules)
Number of adoptive parents registered for training	Total number of adoptive parents registered for training
Number of child. in adopt. families particip. in training: category Special needs emotion/psychological	Totally number of children in adoptive families participating in training session by type: Special needs – emotional/psychological
Number of child. in adopt. families participating in training: category Racial/cultural minority	Totally number of children in adoptive families participating in training session by type: Racial or cultural minority

Number of child. in adopt. families participating in training: category Special needs – behavioural	Totally number of children in adoptive families participating in training session by type: Special needs – behavioural
Number of child. in adopt. families participating in training: category Special needs – social	Totally number of children in adoptive families participating in training session by type: Special needs – social
Number of child. in adopt. families participating in training: category Special needs-cognitive	Totally number of children in adoptive families participating in training session by type: Special needs – cognitive
Number of child. in adopt. families participating in training: category Special needs/develop. delays	Totally number of children in adoptive families participating in training session by type: Special needs – developmental delays
Number of child. in adopt. families participating in training: category Special needs/medical diagnosis	Totally number of children in adoptive families participating in training session by type: Special needs – medical diagnosis

Number of children in adoptive families participating in training sessions by age group: 0- 2 years	Totally number of children in adoptive families participating in training session by age of child by age group: 0-2 years
Number of children in adoptive families participating in training sessions by age group: 10- 14 years	Totally number of children in adoptive families participating in training session by age of child by age group: 10-14 years
Number of children in adoptive families participating in training sessions by age group: 19- 21 years	Totally number of children in adoptive families participating in training session by age of child by age group: 19-21 years
Number of children in adoptive families participating in training sessions by age group: 21 and older	Totally number of children in adoptive families participating in training session by age of child by age group: 21 and older
Number of children in adoptive families participating in training sessions by age group: 3- 5 years	Totally number of children in adoptive families participating in training session by age of child by age group: 3-5 years

Number of children in adoptive families participating in training sessions by age group: 6- 9 years	Totally number of children in adoptive families participating in training session by age of child by age group: 6-9 years
Number of children in adoptive families participating in training sessionsby age group: 15- 18 years	Totally number of children in adoptive families participating in training session by age of child by age group: 15-18 years
Number of information/awareness sessions by location (i.e., by MCCSS region) or online: Central	Total number of information/awareness sessions by location or online: Central
Number of information/awareness sessions by location (i.e., by MCCSS region) or online: East	Total number of information/awareness sessions by location or online: East
Number of information/awareness sessions by location (i.e., by MCCSS region) or online: North	Total number of information/awareness sessions by location or online: North

Number of information/awareness sessions by location (i.e., by MCCSS region) or online: Toronto	Total number of information/awareness sessions by location or online: Toronto
Number of information/awareness sessions by location (i.e., by MCCSS region) or online: West	Total number of information/awareness sessions by location or online: West
Number of information/awareness sessions by location or online: Electronic (online)	Total number of information/awareness sessions by location or online: Electronic (online)
Number of parent leaders identified through Pathways training sessions	Total number of parent leaders identified through Pathways
Number of participants who would recommend Pathways to others: Definitely would	Likelihood of participants who would recommend Pathways to others: Definitely would
Number of participants who would recommend Pathways to others: Might or might not	Likelihood of participants who would recommend Pathways to others: Might or might not

Number of participants who would recommend Pathways to others: Probably would	Likelihood of participants who would recommend Pathways to others: Probably would
Number of participants who would recommend Pathways to others: Probably wouldn't	Likelihood of participants who would recommend Pathways to others: Probably wouldn't
Number of participants who would recommend Pathways to others: Would not recommend	Likelihood of participants who would recommend Pathways to others: Would not recommend
Number of training enquiries on the ACO website	Total number of training enquiries on the ACO website
Number of training sessions delivered	Total number of training sessions delivered
Number of adopt. parent particip. in train. of total numbers not complete full train., numbers that complete<6 modules	Total number of adoptive parents participating in training by type: Of the total Number of participants that did not complete the full training, the numbers that: Completed less than 6 modules

Number of adopt. parents participating in training: Of the total Number of participants, by type: Single- parent	Total number of adoptive parents participating in training by type: Of the total Number of participants, the Number of participants by parent type: Single- parent
Of the total Number of regist. adoptive parents, by type: Parent Associations (A4L, CANGRANDS)	Total number of newly registered adoptive parents by referral source: Parent Associations (A4L, CANGRANDS)
Overall rating of the Pathways courses by participants (provide number): Excellent	Overall rating of Pathways courses by participants (Provide numbers): Excellent
Overall rating of the Pathways courses by participants (provide number): Fair	Overall rating of Pathways courses by participants (Provide numbers): Fair
Overall rating of the Pathways courses by participants (provide number): Good	Overall rating of Pathways courses by participants (Provide numbers): Good
Overall rating of the Pathways courses by participants (provide number): Poor	Overall rating of Pathways courses by participants (Provide numbers): Poor

Overall rating of the Pathways courses by participants (provide number): Very Good	Overall rating of Pathways courses by participants (Provide numbers): Very Good
Overall rating of the Pathways courses by participants (provide %): Excellent	Overall rating of Pathways courses by participants (Provide %): Excellent
Overall rating of the Pathways courses by participants (provide %): Fair	Overall rating of Pathways courses by participants (Provide %): Fair
Overall rating of the Pathways courses by participants (provide %): Good	Overall rating of Pathways courses by participants (Provide %): Good
Overall rating of the Pathways courses by participants (provide %): Poor	Total number of adoptive families registered for information/awareness sessions by location or online: West
Overall rating of the Pathways courses by participants (provide %): Very Good	Overall rating of Pathways courses by participants (Provide %): Very Good

Services delivered: Indigenous child welfare initiatives

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To work on certain Ministry and Indigenous child welfare initiatives that builds capacity in the Indigenous child welfare sector to enhance services to Indigenous children, youth and families.

Service description

The transfer payment recipient will work with the Ministry to develop and implement certain Indigenous child welfare initiatives described below, to build capacity in the Indigenous child welfare sector to enhance services to Indigenous children, youth and families.

Program/service features

The services are mainly directed at staff employed by Indigenous children's aid societies ("societies") to build organizational capacity in Indigenous societies and enhance service delivery to Indigenous children, youth and families. The transfer payment recipient will work on the following key priorities and initiatives in 2022-2023:

- Collaborate with the Ministry on child welfare redesign; which may include developing new child protection tools that focus on outcomes for Indigenous communities;
- Offer the new Indigenous Authorized Worker training program to Indigenous societies;
- Support the implementation of Helping Establish Able Resource-Homes Together (HEART) and Strong Parent Indigenous Relationships Information Training (SPIRIT);

- Develop training programs to work towards reducing the over-representation of Indigenous children in care as well as frameworks that reflect Indigenous community needs;
- Develop a Memorandum of Understanding with the Ontario Association of Children's Aid Societies to gain a clearer understanding of the number of children, youth and families served by non-Indigenous societies and strategies to deliver culturally-appropriate services, and enhance collection of identity-based data;
- Collaborate with the Ministry to develop and design an Indigenous data management strategy to capture outcome measures for children, youth and families served by Indigenous societies; and;
- Develop a plan with its member societies to build financial capacity within the sector.

The program/services contracted by the ministry will reflect the following features.

Program goals

Improve societies performance in the areas of:

- the delivery of culturally based child protection services and programs; and financial and data management;

Services will be:
- Reflective and responsive to child/youth, family and community strengths and needs;
- Accountable to Indigenous societies, children, youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Staffed by individuals with the appropriate range of skills and abilities necessary to deliver on key priorities and initiatives.

Ministry expectations

Child Welfare Redesign

- The transfer payment recipient will participate in Ministry child welfare redesign engagements and meetings, and will work with the ministry to develop new child protection tools that focus on outcomes for Indigenous communities.

New Child Protection Worker Training and Pathway to Authorization Process

- The transfer payment recipient will implement a new child protection worker training and pathway to authorization process, including train-the-trainer sessions for Indigenous and non-Indigenous societies.

Helping Establish Able Resource-Homes Together (HEART) and Strong
Parent Indigenous Relationships Information Training (SPIRIT)
Implementation

- The transfer payment recipient will conduct activities to support implementation and roll-out of HEART and SPIRIT to Indigenous and non-Indigenous children's aid societies provide-wide including:
  - As stated in policy directive 003-20, the Ontario Practice Model (OPM) has expanded to include HEART and Strong Parent SPIRIT as a culturally appropriate alternative(s) to the Structured Analysis Family Evaluation (SAFE) and Parent Resources for Information, Development and Education (PRIDE), for the purpose of assessing and training Indigenous and non-Indigenous caregivers who are caring for Indigenous children and youth determined to be in need of protection;
  - Societies must be trained in the use of HEART and SPIRIT by ANCFSAO, as ANCFSAO retains the sole right to authorize the use of the tools by any party. Training and program expertise regarding SAFE, PRIDE and Ontario LookingAfter Children (OnLAC) is available through the Ontario Association of Children's Aid Societies (OACAS).

The transfer payment recipient will:
- Organize the delivery and administration of HEART and SPIRIT training, as required across the province

- Train and support trainers to facilitate the delivery of <u>HEART</u> and <u>SPIRIT</u> Provide the materials required for training;
- Support staff in societies in the provision of training, including mentoring;
- and coaching on the use and delivery and evaluation of <u>HEART</u> and SPIRIT.
- Work with societies and First Nations, Inuit and Métis communities to customize HEART and <u>SPIRIT</u> to incorporate the community customs, specific cultural and historical contexts of different First Nations communities or communities of First Nations, Inuit and Métis people, for instance by including traditional stories and teaching, spiritual practices, and the role of elders; and
- Maintain and update a system to track and report on training attendance.

Develop and design new training programs to address the over-representation of Indigenous children in care
- The transfer payment recipient will develop and design new training programs with its member societies and community members to work towards reducing the over-representation of Indigenous children-in-care.

Develop a memorandum of understanding with the Ontario Association of Children's Aid Societies
- The transfer payment recipient will develop a Memorandum of Understanding with the Ontario Association of Children's Aid Societies in order to better capture data related to Indigenous children and families served by non-Indigenous societies through accurate collection of identity-based data.

Develop and design an Indigenous Child Welfare Data Management Strategy
- The transfer payment recipient will participate in Ministry-led meetings and working groups and will work on such initiatives and projects related to an Indigenous child welfare data management strategy as may be agreed upon by the Ministry and the transfer payment recipient.

Develop a plan with its member societies to build financial capacity within the Indigenous child welfare sector

- The transfer payment recipient will conduct activities to support the development of a plan with its member societies to build ongoing financial forecasting and financial management capacity within Indigenous societies.

Reporting requirements

Service data will be reported on at an Interim and Final stage in a supplementary report-back template and in TPON.

Services data name	Definition
Number of authorized societies	The number of societies who have acquired authorization from ANCFSAO to use HEART and SPIRIT.
Number of customized training	The number of societies ANCFSAO has assisted in customizing HEART and SPIRIT to incorporate local community customs, specific cultural and historical contexts.
Number of participants trained	Number of participants per society that received HEART and SPIRIT training
Number of societies that received training	The number of societies who have received training on the use of HEART and SPIRIT (including a breakdown of the numbers of individuals trained by society).

Services delivered: child welfare education services

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (<u>CYFSA</u>)*

Service objectives

To provide education and training to children's aid society (society) staff as well as to alternate caregivers (<u>e.g.</u>, foster parents, kinship caregivers), prospective adoptive parents, private practitioners and caregivers, and community professionals as required, to improve outcomes for children, youth, and families.

Service description

The Child Welfare Education Services program is a comprehensive training program structured to enable access to an appropriate range of curriculum modules for society trainers, society staff at all levels, foster, kinship care, prospective adoptive parents, private practitioners and community professionals as identified in service objectives and budgets agreed upon between the Ministry and the transfer payment recipient.

Training is delivered through a regional or society-based delivery system, supported by an integrated learning platform with current technology, to minimize travel, meal and accommodation costs incurred by the trainers, trainees and their societies.

The transfer payment recipient delivers the Child Welfare Education Services program, undertakes curriculum development/revision and creates and delivers new training courses in response to needs identified by the child welfare sector and the Ministry's policy goals and objectives, as required; agreed upon between the Ministry and the transfer payment recipient staff and as per agreed upon service objectives and budgets.

The transfer payment recipient maintains copyright and ownership of the

curricula in the Child Welfare Education Services Program. Any revisions/additions to the curriculum which include third party material must have the permission of the author and/or publisher and will be obtained by the transfer payment recipient.

Program/service features

The services are directed at child welfare professionals, managers and resource families to help educate and equip them to serve children, youth and families in the Ontario child welfare system.

The program will:
- Provide education and training programs that lead to practical and action-oriented knowledge about child welfare in Ontario, playing a vital role in creating reflective child welfare professionals, innovative leaders, and strong resource families (e.g., society and Outside Paid Resource (OPR) foster parents, kinship caregivers, prospective adoptive parents) across the province;
- Provide child welfare professionals, managers and resource families with the tools necessary to make critical decisions about child safety while simultaneously working alongside families towards better outcomes for children;
- Deliver a structured training program to societies to support consistency and quality service delivery by child welfare professionals to children, youth, families and resource parents;
- Develop knowledge, skills and competency of child welfare professionals at all levels (new child welfare professionals, authorized child protection workers, supervisors, managers, executive leaders) and resource caregivers (e.g., foster parents, kinship caregivers, prospective adoptive parents) to provide high-quality child welfare services to children, youth and their families;
- Provide a supportive learning environment for direct service child welfare professionals (both authorized child protection workers and new staff seeking authorization) and supervisors to acquire knowledge about child welfare practices to improve the delivery of child welfare services;

- Support greater consistency in service delivery through a number of diverse training curricula to help societies and caregivers build capacity and promote child safety and wellbeing.

The program/services contracted by the ministry will reflect the following features.

Program goals

- Provide child welfare staff (frontline workers, supervisors, managers) and resource families with the required knowledge, skills and learning tools to develop their capacity to serve children, families and communities
- Develop the competencies of child welfare professionals, managers and resource families to make critical decisions about child safety to achieve better outcomes for children

Services will be:
- Reflective and responsive to child/youth, family and community strengths and needs;
- Accountable to the child/youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Staffed by individuals with the appropriate range of skills and abilities necessary to effectively develop and deliver training to meet the needs of children, youth and families.

Ministry expectations

The transfer payment recipient must:
- Promote the Child Welfare Education Services program and identify where training may be needed within the child welfare sector that aligns with ministry policies, priorities and direction;
- Deliver/organize the delivery/administration of the training programs listed below, as well as any new programs or educational and training opportunities, as per ministry direction, as required across the province. All

offerings will be delivered in a timely and efficient manner in order to meet the growing needs of the sector;

- Continue to expand/deliver the PRIDE pre-service training program to all foster parents in Ontario, including OPR foster parents;
- Register and enroll up to 500 OPR foster parents per year for the PRIDE pre-service training program;

- Develop new courses and revise current courses to reflect up-to-date child welfare practices, as needed. The content of the curricula will be contemporary, diverse and relevant to the field of child welfare professionals and caregivers;
- Courses to be developed and revised will be determined and agreed with by the Ministry in the fiscal year;
- Structure training delivery to enable access to the full range of curriculum models to trainers, staff and other designated professionals and resource parents that include foster, kinship care, formal customary care and adoptive across Ontario;
- Support staff in Indigenous agencies in the provision of training, including mentoring and coaching;
- Ensure the child welfare education services program is delivered by qualified trainers and where possible, be delivered in a community-based format;
- Continue to partner with other child serving agencies to ensure the content of the child welfare education services program is meaningful. Maintain and update as necessary an enterprise learning system to track and report on training attendance. This includes, providing societies with access to reporting functionality for the purposes of identifying completed training related to their agency by worker name, course, and completion date;
- Deliver the child welfare curricula through a combination of classroom style training and web-based training. Courses will be compliant with all legislations and industry standards;
- Deliver the services in accordance with the ministry approved budget;
- Ensure forecasted spending for each budget line is allocated based on realistic monthly/quarterly projections of the work to be completed;

- Continue identifying subject matter experts from the sector and creating a structure to organize the online posting of emerging child welfare issues, topics and trends;
- Continue developing a Trainer Professional Development <u>OACAS</u> Learning Talks Series to continue building trainer capacity and utilize the Learning Management System to deploy training content;
- Facilitate society-based training where qualified trainers exist. The <u>OACAS</u> will recruit, train, support and evaluate a sufficient number of trainers to deliver approved training programs from within the child welfare field and subject matter experts and trainers external to the field;
- Hold the Ontario license for <u>SAFE</u> and <u>PRIDE</u> (Pre-service and In-service);
- Communicate quarterly with Ministry staff with respect to reports, present findings, review outcomes and achievements;
- Provide to the ministry, upon request, a detailed breakdown of spending within budget lines;
- Participate on any advisory or steering committee, as may be constituted by the ministry, to support the delivery, evaluation and content of the child welfare training program;
- Deliver the following learning activities and associated number of training sessions and training days as agreed with the Ministry.

Training category

- Education services learning activity
  - Foundations of child welfare practice;
  - Advanced child welfare practice;
  - Management and leadership;
  - Specialized child welfare practice;
  - Resource families;
  - Trainer development;
  - Mental health training.

- Build a learning culture within the child welfare sector by: administering a survey with agencies about organizational learning culture to identify organizational developmental needs; administering a survey to workers to evaluate post-learning impacts; and design and develop OACAS supports to develop and build capacity of staff and foster strong organizational learning cultures;
- Work collaboratively with societies to build capacity and provide responsive support, including knowledge dissemination to society management teams; observation, mentoring and approval of society-based and sessional trainers; and promotion of society-based training programs in all program streams and provision of support related to these initiatives;
- Engage in Quality Assurance efforts designed to ensure existing content in its course catalogue is adjusted to remain accurate and consistent with provincial child welfare directions, OACAS's strategic plan, provincial and national social justice efforts and in particular to combat Anti-Black Racism, support Truth and Reconciliation, and efforts in other sectors focused on improving social justice and well-being for all children, youth and families.

Reporting requirements

The transfer payment recipient is expected to monitor and evaluate program performance and to confirm that program objectives and deliverables are being met.

At each reporting period, a service data report on the program objectives, services, and targeted outcomes. The report should also include an explanation where there is a variance between the approved budget and actual expenditure for all budget lines as agreed with the ministry. On an annual basis, provide the following:

- Activity summary by training category (a summary of activity, for each training category, by region, OACAS zone and society name. It will display the completion status by number of learners by course title);
- Copies of new and revised Education curricula completed; and
- The most up-to-date copies of the SAFE, PRIDE, and OnLAC licenses.

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The following service data will be reported on at an Interim and Final stage.
Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of course registrations (all courses and formats)	Total number of course registrations by course and format
Number of new workers completing Authorization Worker Training and Authorization Candidacy Exam	Total number of new workers completing Authorization Worker Training and Authorization Candidacy Exam
Number of society trainers registered for the train the trainer sessions	Total number of society trainers registered for the Train the Trainer sessions
Number of staff training days (all courses)	Total number of staff training days for all courses
Number of staff training sessions delivered (all courses)	Total number of staff training sessions delivered for all courses
Number of train the trainer days delivered	Total number of Train the Trainer days delivered
Number of train the trainer sessions (all types)	Total number of Train the Trainer sessions for all types

Number of workers regist. for courses (unique/unduplic. all staff types new/authorized/supervisor manager)	Total unique number of workers registered for courses by type
Advanced child welfare practice: Number of participants	Total number of sessions, days of training, number of participants and total costs for the advanced child welfare practice courses: Number of participants
Advanced child welfare practice: Cost of training services	Total number of sessions, days of training, number of participants and total costs for the advanced child welfare practice courses: Cost of training services
Advanced child welfare practice: Days of training	Total number of sessions, days of training, number of participants and total costs for the advanced child welfare practice courses: Days of training
Advanced child welfare practice: Sessions	Total number of sessions, days of training, number of participants and total costs for the advanced child welfare practice courses: Sessions
Foundations of child welfare practice: Cost of training services	Total number of sessions, days of training, number of participants and total costs for the foundations of child welfare practice courses: Cost of training services
Foundations of child welfare practice: Number of participants	Total number of sessions, days of training, number of participants and total costs for the foundations of child welfare practice courses: Number of participants
Foundations of child welfare practice: Days of training	Total number of sessions, days of training, number of participants and total costs for the foundations of child welfare practice courses: Days of training

Foundations of Child Welfare Practice: Sessions	Total number of sessions, days of training, number of participants and total costs for the foundations of child welfare practice courses: Sessions
Management and leadership: Number of participants	Total number of sessions, days of training, number of participants and total costs for the management and leadership courses: Number of participants
Management and leadership: Cost of training services	Total number of sessions, days of training, number of participants and total costs for the management and leadership courses: Cost of training services
Management and leadership: Days of training	Total number of sessions, days of training, number of participants and total costs for the management and leadership courses: Days of training
Management and Leadership: Sessions	Total number of sessions, days of training, number of participants and total costs for the management and leadership courses: Sessions
Mental health: Number of participants	Total number of sessions, days of training, number of participants and total costs for the mental health training course
Mental health: Cost of training services	Total number of sessions, days of training, number of participants and total costs for the mental health training course: Cost of training services
Mental health: Days of training	Total number of sessions, days of training, number of participants and total costs for the mental health training course: Days of training
Mental health: Sessions	Total number of sessions, days of training, number of participants and total costs for the mental health training course: Sessions
Resource families: Number of participants	Total number of sessions, days of training, number of participants and total costs for the resource families courses: Number of participants
Resource families: Cost of training services	Total number of sessions, days of training, number of participants and total costs for the resource families courses: Cost of training services

Resource families: Days of training	Total number of sessions, days of training, number of participants and total costs for the resource families courses: Days of training
Resource families: Sessions	Total number of sessions, days of training, number of participants and total costs for the resource families courses: Sessions
Specialized child welfare practice: Number of participants	Total number of sessions, days of training, number of participants and total costs for the specialized child welfare practice courses: Number of participants
Specialized child welfare practice: Cost of training services	Total number of sessions, days of training, number of participants and total costs for the specialized child welfare practice courses: Cost of training services
Specialized child welfare practice: Days of training	Total number of sessions, days of training, number of participants and total costs for the specialized child welfare practice courses: Days of training
Specialized child welfare practice: Sessions	Total number of sessions, days of training, number of participants and total costs for the specialized child welfare practice courses: Sessions
Total training: Number of participants	Total number of sessions, days of training, number of participants and total costs for all courses: Number of participants
Total training: Cost of training services	Total number of sessions, days of training, number of participants and total costs for all courses: Cost of training services
Total training: Days of training	Total number of sessions, days of training, number of participants and total costs for all courses: Days of training
Total training: Sessions	Total number of sessions, days of training, number of participants and total costs for all courses: Sessions
Trainer development: Number of participants	Total number of sessions, days of training, number of participants and total costs for the trainer development courses: Number of participants

Trainer development: Cost of training services	Total number of sessions, days of training, number of participants and total costs for the trainer development courses: Cost of training services
Trainer development: Days of training	Total number of sessions, days of training, number of participants and total costs for the trainer development courses: Days of training
Trainer development: Sessions	Total number of sessions, days of training, number of participants and total costs for the trainer development courses: Sessions

Services delivered: child welfare redesign prototype

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide short-term funding to community-based organizations (including a broad range of sectors such as child welfare, education, municipal, health, etc.) to support the development and/or delivery and/or evaluation of community-driven initiatives that are intended to contribute to achieving the long-term goals of the Child Welfare Redesign (CWR) Strategy.

Service description

The program/services funded by the ministry will reflect the following features:

Program/service features

Specific types of programs/services include:

Early Development Seed Funding: To support community-based organizations to build capacity and/or conduct community-led research, engagement, data collection and other co-design activities that may contribute to the development of solutions to achieve the long-term goals of CWR; and/or

Intervention Implementation Funding: To support community-based organizations to design, deliver and test/evaluate new or existing services/models/initiatives that may contribute to the achievement of the long- term goals of CWR

Program goals

The long-term goals of the Child Welfare Redesign Strategy are:

- transforming child, youth and family services in communities to provide a holistic, prevention and early-intervention oriented child, youth and family services system that enhances child, youth and family well-being; and
- improving outcomes for children and youth that are in care.

Services will algin with the following guiding principles:

- Whole-of-Community: Community-led and cross-sectoral and/or cross-ministry approaches that develop/enhance shared responsibility and accountability for child, youth, family well-being;
- Child, Youth and Family Voice: Child, youth and family voice is central to policy and program development, prioritizing co-development methodologies;
- Equity & Evidence Driven: Informed by data & evidence and prioritizes embedding an equity and anti-racism lens across policies, programs and initiatives in order to eliminate disproportionalities and outcome disparities for equity seeking communities;
- Lifting & Shifting Resources: Align with the long-term goals of shifting funding, capacity and efforts to prevention and enhancing child, youth and family well-being and away from protection-focused approaches.

Ministry expectations

The transfer payment recipient will be expected to monitor and evaluate activity(ies), performance and to confirm that program objectives and deliverables are being met as per a workplan and evaluation framework that will be approved by the ministry.

Reporting requirements

The service and expenditure data will be reported on at an Interim and Final stage in a supplementary report-back template that will be provided by the ministry.

Services delivered: right to play

Component: Provincial Initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

- Support capacity-building of youth workers serving high needs First Nations communities in Ontario through Right To Play trainings for locally-hired Community Mentors and ongoing support from PLAY Program Officers;
- Provide support for community-based youth programming in Ontario First Nations communities through ongoing coaching of Community Mentors by PLAY Program Officers throughout the entire program year (September through August);
- Maintain the Remote Community Employability (RCE) project in Pikangikum First Nation, which complements regular PLAY programming in the community.

Service description

The PLAY program runs on a consistent, weekly basis in PLAY partner communities for a minimum of 8 hours/week from September through August. Community partners are selected based on an annual application process.

Funding from the ministry will support core PLAY programming in partnership with First Nations across Ontario.
- The RCE project will include regular PLAY programming for older youth (8 hours/week), with regular weekly programming and dedicated employability skills training (event planning, teambuilding, self-confidence, communication, problem solving);
- Programming will be run by the Community Mentor and RCE Program Coordinator;

- During the summer months, up to 10 Emerging Leaders will be hired from the regular RCE participants, and will be managed by the RCE Program Coordinator;
- Emerging Leaders will engage in community development projects while learning key employability skills over the course of their placement;
- Regular programming will continue and be augmented by in-community consultants and trainers that will provide additional workshops for youth participants based on their interests/needs;
- Please note that service delivery has been altered during this time period due to the pandemic.

Program/service features

- The services are PLAY program and serves First Nations communities across Ontario. Annual program partners are subject to change but will be clearly identified in our seasonal and year-end reports (we issue 4 reports each year). Right to Play will update MCCSS on annual program partners through these abovementioned reports;
- The RCE Program is a complementary project to the regular PLAY program The program/services contracted by the ministry will reflect the following features.

Program goals

- promote the health of children and youth: through the PLAY program, children and youth learn how to be and stay healthy;
- help children and youth enhance their positive identity: through the PLAY program, children and youth can explore their identity and culture;
- build children and youth's leadership capacity: through the PLAY program, youth learn and develop the skills needed to succeed as leaders within their community;
- support the reclamation of Indigenous culture: through the PLAY program, First Nations children and youth (re)connect with their culture and traditions.

Services will be:

- support capacity-building of youth workers serving high needs First Nations communities in Ontario through Right To Play trainings for locally-hired Community Mentors. and ongoing support from PLAY Program Officers;
- provide support for community-based youth programming in Ontario First Nations communities through ongoing coaching of Community Mentors by PLAY Program Officers throughout the entire program year (September through August);
- maintain the Remote Community Employability project which complements regular PLAY programming in the community.

Ministry expectations

The transfer payment recipient will:

- provide Programming to youth in Ontario in partner First Nation Communities;
- support capacity building withing communities through Community Mentors receiving training and support through PLAY;
- support Mental Health and Well-being in youth through PLAY;
- support the development of leadership and capacity building for youth through the Remote Community Employability Program;
- right To Play will also submit seasonal and year end reports as per organization practices (4 total throughout the year);
- reporting practices include survey data from youth participants and Community Mentors and anecdotal evidence from Community Mentors;
- take part in a supplementary program evaluation in collaboration partner ministries.

Reporting requirements

The transfer payment recipient will monitor and evaluate the interim and annual data collected through Transfer Payment Ontario to ensure service objectives are being met.

The following service data will be reported on at an Interim and Final stage.

Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Individuals served	Total number of adoptive families registered for information/awareness sessions by location or online: West
Number of hours of direct service	Total number of adoptive families registered for information/awareness sessions by location or online: West

Services delivered: amalgamation support

Component: Provincial Initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To implement activities to support the voluntary amalgamation of children's aid societies (societies).

Service description

The transfer payment recipient (societies) will use this funding to support the completion of tasks required in the voluntary amalgamation process for societies as outlined in the CYFSA.

Program/service features

The transfer payment recipient will work with the Ministry to:

- develop an amalgamation proposal for review and approval by the Minister;

- develop an amalgamation agreement that aligns with the Ministry-approved amalgamation proposal; and;

- implement the amalgamation agreement.

The program/services contracted by the ministry will reflect the following features.

Program goals

Voluntary amalgamations of societies support the broader Child Welfare Redesign Strategy by supporting enhanced sector sustainability and accountability, including addressing deficit management.

Services will be:
- related to amalgamation planning and implementation activities; and;

- aligned with the amalgamation requirements set out in the CYFSA.

Ministry expectations

The transfer payment recipient will:

- meet with the Ministry regularly to monitor progress toward amalgamation;
- engage with their internal and external stakeholders throughout the development of an amalgamation proposal and implementation of amalgamation;
- submit an amalgamation proposal, including a budget plan, for Ministry-approval prior to entering an amalgamation agreement; and;
- ensure all amalgamation activities are aligned with the goals of Child Welfare Redesign.

Reporting requirements

The service and expenditure data will be reported on an Interim and Final stage in a supplementary report-back template that will be provided by the ministry.

Services delivered: children at risk of exploitation (CARE) units

Component: Provincial Initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objective

To provide funding to children's aid societies participating in a prototype to strengthen youth supports and provide early intervention, prevention and child protection services to children and youth who are victims of sex trafficking.

Service description

The program/services funded by the ministry will reflect the following features:

Program/service features

Specific types of programs/services include:

- CARE Units pair child protection workers with police officers to identify, investigate, locate and engage and protect children and youth who are at high risk;
- victims of child sex trafficking, as well as investigate offenders;
- CARE Units will be culturally responsive to the needs of a diverse population of children and youth and will refer First Nations, Inuit, and Métis children and youth to the CARE Unit Indigenous Liaison worker program operated through the Indigenous societies;
- Indigenous Liaison workers will determine the services that will be provided to First Nations, Inuit and Metis children and youth at high-risk of sex trafficking;
- CARE Units will also:
  - Assess and investigate referrals related to concerns that a child or youth's safety and well-being is at risk due to sex trafficking in accordance with the Ontario Child Protection Standards (2016).
  - Use child welfare standardized assessment tools and the Sexually Exploited Youth (SEY) Risk Assessment Tool provided by the ministry to assess the likelihood that a child or youth is being sex trafficking and in need of protection.
  - Locate children and youth at high risk of sex trafficking and return them to their placements or caregivers in addition to supporting the child's primary case worker or caregiver by providing information and referrals to anti-human trafficking resources and services.
  - Liaise and work with societies to support the needs of located high-risk children in care.
  - Spend time in the community locating and engaging youth who are at high risk of being sexually exploited

- Work with guardians, children's aid societies (societies), anti-human trafficking and children and youth service providers, local police services and OPP, as appropriate.
- Identify and gather intelligence on trafficking, ensuring valuable information is shared with police services and societies, as permitted.

Program goals

The goal of CARE Units is to:

- Identify and locate children and youth who are at high risk of being sexually exploited and trafficked. High risk means the child is entrenched in trafficking;
- Prevent high risk children and youth from being further exploited and trafficked
- Intervene and provide support and resources to children and youth who are being sexually exploited and trafficked;
- Investigate traffickers and provide intelligence to appropriate police services and children's aid societies to support the safety of children and youth. The policies and procedures that are developed by the Service Provider shall comply with the confidentiality provisions relating to children who are the subject of a child welfare proceeding under the Child, Youth, and Family Services Act, 2017 and the Youth Criminal Justice Act, including Part 6, when the information and records relate to young persons as defined by the Youth Criminal Justice Act.

Target population

- children and youth ages 12-17 referred for being at risk of sex trafficking;
- child and youth in the care of the child welfare system;
- children identified as high-risk, or repeatedly reported missing.

Services will align with the following guiding principles:

- Whole-of-Community: Community-led and cross-sectoral and/or cross-ministry approaches that develop/enhance shared responsibility and accountability for child, youth, family well-being;

- Equity and Evidence Driven: Informed by data and evidence and priorities embedding an equity and anti-racism lens across policies, programs and initiatives in order to achieve better outcomes for equity seeking communities.

Ministry expectations

- The transfer payment recipient will be expected to monitor and evaluate activity(ies), performance and to confirm that program objectives and deliverables are being met as per a program and evaluation framework that will be approved by the ministry;
- The transfer payment recipient will be familiar with the requirements of the Anti-Racism Act and the Standards, applicable privacy legislation, and other legislative obligations relating to collecting, using, disclosing, de-identifying, managing, disposing, and reporting information, as well as establish protocols for privacy breaches and management response to security incidents.

Reporting requirements

The service and expenditure data will be reported on an Interim and Final stage in a supplementary report-back template that will be provided by the ministry.

Services delivered: CARE unit indigenous liaison program

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service description

To provide funding to Indigenous children's societies participating in Children at Risk of Exploitation (CARE) Units to strengthen youth supports and provide early intervention and prevention services to Indigenous children and youth who are

victims of sex trafficking.

People served

- Indigenous children and youth ages 12-17 referred for being at high risk of sex trafficking;
- Indigenous children and youth in the care of the child welfare system, and their families.

Program/service features

Specific types of programs/services include:

- CARE Unit Indigenous Liaisons will liaise and consult with CARE Units to ensure culturally responsive services are provided to First Nations, Inuit and Métis children and youth who are at high risk/ victims of child sex trafficking;
- Indigenous Liaisons will work in collaboration with Indigenous children's aid societies, police services and other community service providers to deliver dedicated and specialized supports to Indigenous children, youth and families involved in or at high risk of sex trafficking;
- Indigenous Liaisons will deliver culturally safe anti-human trafficking workshops and training to children's aid societies, police services and the communities they serve, if there are no anti-trafficking training or workshop programs otherwise funded by the Ministry of Children, Community and Social Services to deliver these activities.

Specific service provided

- Culturally responsive support services to First Nations, Inuit and Métis children, youth and families at high risk of sex trafficking.

Program goals

The goal of CARE Unit Indigenous Liaisons is to:

- Work with <u>CARE</u> Units to prevent high risk children and youth from being further sexually exploited and sex trafficked;
- Intervene and provide support and resources to children and youth who are being sexually exploited and trafficked;
- Raise awareness and build capacity within Indigenous and non-Indigenous children's aid societies, and community service providers to identify and address child sex trafficking, specific to Indigenous children and youth;
- Raise awareness of child sex trafficking, specific to Indigenous children and youth, through training and workshops, if there are no anti-trafficking training or workshop programs otherwise funded by the Ministry of Children, Community and Social Services to deliver these activities.

Ministry expectations

The transfer payment recipient will be expected to monitor and evaluate activity(ies), performance and to confirm that program objectives and deliverables are being met as per a program and evaluation framework that will be approved by the ministry.

The transfer payment recipient will be familiar with the requirements of the Anti- Racism Act and the Standards, applicable privacy legislation, and other legislative obligations relating to collecting, using, disclosing, de-identifying, managing, disposing, and reporting information, as well as establish protocols for privacy breaches and management response to security incidents.

Reporting requirements

The service and expenditure data will be reported on an Interim and Final stage in a supplementary report-back template.

Services delivered: adoptive family supports program — aggression toward family/caregivers in childhood and adolescence

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

- To provide adoptive parents and other family members who are experiencing aggression in their home initiated by their child /adolescent with early intervention and clinical supports, education and resources, coping strategies and skill development that will enable adoptive families to function effectively at home. To increase awareness among adoptive parents and professionals serving adoptive families of how to identify and address violence and aggression of children directed towards their family, provide clinical therapy to Adopt4Life staff serving adoptive families, and help adoptive parents navigate and connect to services required to address their specific needs;

- To build capacity across child welfare and other children and youth service sectors (e.g., mental health, special needs) by increasing knowledge and understanding of the intersection of services and supports provided to children and families to address similar issues experienced by adopted children and their families.

Service description

The Adoptive Family Supports Program - Aggression toward Family/Caregivers in Childhood and Adolescence (AFCCA) is a specialized support program to provide clinical/therapeutic support and resources to adoptive parents who have adopted a child through a children's aid society ("society") and have experienced or are experiencing violence and aggression directed to them and/or family members by their adopted child (that may result from a complexity of issues including

early childhood trauma, mental health issues and/or developmental delays)

The program provides counselling and therapy services to adoptive parents and their family to build family capacity to reduce the severity of, and/or address, the emotional, social, behavioural and self-regulation challenges of children and youth often displayed through violence and aggression toward family members. Services include intervention supports based on an assessment of the child, youth and family's multiple risks, needs and strengths, and individual and integrated support to adoptive families to find, navigate and access clinical and mental supports to address aggressive behaviours toward the family. Counselling and therapy services can include a range of modalities (e.g., individual, group, family or play-based) as well as clinical practices (e.g., cognitive-behaviour therapy). Services are provided within the context of the family, culture and community. They can be delivered in a range of settings, at varying frequencies.

Transfer payment recipients will ensure that the provision of counselling and therapy services to adoptive families will:

- Support children, youth and their families in the receipt of services designed to address identified needs;
- Reduce the need for more intensive and intrusive intervention;
- Reduce the severity of presenting issues associated with mental health and complex special needs;
- Strengthen adoptive parent knowledge, coping skills, improve family functioning and build stronger more resilient families;
- Help keep children and their adoptive families safe and reduce potential for adoption breakdown in families that are experiencing violence and aggression from children; and;
- Enhance awareness and understanding of the presenting problem.

People served

Families who adopt children and youth with complex and/or multiple special needs through children's aid societies, are registered for post-adoption support through the Parent2Parent Support Network Program and whose family is

experiencing violence and aggression in their home initiated by an adopted child /adolescent.

Program/service features

The program/services contracted by the Ministry will reflect the following features.

Program goals

- Provide families who adopt through children's aid societies with opportunities to access clinical services and supports to meet the needs of their children and family;
- Adoptive parents have increased awareness, ability to recognize the signs of, and knowledge about violence and aggression from children/adolescents (e.g., due to mental health, complex needs) and the supports needed and available to them;
- Professionals supporting children/youth and their families have increased awareness and knowledge of how to serve and support adoptive families experiencing AFCCA.

Specific service provided by transfer payment recipients

Services and supports provided by the transfer payment recipient include:
- Supports to, or for the benefit of, parents who adopt children through children's aid societies and have experienced or are experiencing violence and aggression from their children and their adopted children/adolescents;
- Adoptive families will be identified/referred for clinical supports through the Parent2Parent Support Network Program. This may include identifying the support needs and priority access for clinical services and supports;
- Services may be provided by the Clinical Leads, Practice Lead, community service agencies or professionals with the expertise to address the specific needs of the adoptive families or purchased by adoptive parents. Where services are purchased by adoptive parents, Clinical Leads will provide advice and guidance to adoptive parents in the selection of the community service agencies and/or professionals;

- Supports provided to adopted children, who are violent or have aggression towards their family/caregivers, as a result from trauma (e.g., through their involvement with the child welfare system, in or outside the adoptive home in the absence of, or alongside their adoptive parents) and/or complex special needs;

Children with complex special needs are:

- Under the age of 18 and require specialized services/supports to participate in activities of daily living, on a long-term, continuous and/or intermittent basis; and;

- Have two or more different special needs, requiring an integrated service approach that crosses sectors (health, education and social services);

- Have needs associated with a variety of conditions, which may include physical, intellectual, emotional and developmental disabilities, and chronic, severe and/or terminal illness.

- Complex special needs include but are not limited to: mental health disorders; developmental disabilities, including Fetal Alcohol Spectrum Disorder (FASD) and autism.

Services excluded

Supports for adopted children and adoptive parents in out-of-home settings that include short term overnight stay so as to afford the child or parent an opportunity for relief (i.e., for vacation, illness or short-term relief). Short term settings can include:

- summer camps;
- respite family homes; and
- motel/hotel arrangements paid by the service provider.

Delivery method

- Services may be provided in person, by telephone or by videoconference by the Clinical Leads and the Practice Lead. Information and education may be provided through the website, resources and training sessions;

- Agency staff coordinating or providing the clinical services are typically required to have certification in the human services field or related training or experience.

Transfer payment recipients will ensure that services will be:

- Reflective and responsive to child/youth, family and community strengths and needs.
- Accountable to the child/youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of adopted children/youth and their adoptive family;
- Based on the child/youth's and adoptive family's assessed needs and available individual agency, community and contracted ministry resources.

Ministry requirements of transfer payment recipients

Proactive Supports – building knowledge and capacity to support families
- Clinical Leads will:
  - conduct research, provide clinical supervision, case consultation and resources for adoptive families to Adopt4Life's Parent2Parent Support Network Regional Parent Liaisons (P2P RPLs) and provide mental health;
  - support to Adopt4Life's Regional Parent Liaison staff to help prevent vicarious trauma and burnout from their daily duties;
  - serve adoptive families (i.e., parents, family members and children) experiencing AFCCA:
    - Act as a resource to community service agencies, including mental health, complex special needs and developmental services agencies, regarding aggressive behaviours of children/adolescents toward adoptive parents/family members. This could include participating in case-conferences with other service system partners serving adoptive families;

- Build Adopt4Life's Parent Liaison staff capacity to better support adoptive families with children who have complex care needs through education, mentorship and support on specific cases, where needed. This could include leading weekly virtual consultative case-conference team meetings with Regional Parent Liaisons;

- provide clinical perspective/training to support professional development of Adopt4Life's Parent Liaison staff regarding aggression toward adoptive parents/family, including how these situations are impacted by mental health, trauma, attachment disorder, Fetal Alcohol Spectrum Disorder (FASD); as well as managing challenging behaviors, including self-harm, and self-care for adoptive parents and front-line workers;

- Other responsibilities as determined and agreed upon by the ministry and Adopt4Life.

- Practice Lead will:
  - Develop scalable processes and approaches to ensure the program maximizes reach and support by providing 'low touch' community wide engagement, education, and support (e.g., monitoring online groups, hosting live webinars);
  - Research, gather, and develop AFCCA specific resources, supports and services for adoptive families through regular consultation with the Clinical Leads and P2P Regional Parent Liaisons;
  - Consulting with the Clinical Leads, plan, develop, coordinate and deliver education/training for:

    - adoptive parents to build awareness of and destigmatize AFCCA;
    - professionals serving adoptive families experiencing AFCCA to build province wide capacity to understand the specialized needs of adoptive families and how to support and provide adoptive parents with strategies and skills needed to respond to their children with shared goals of stability and safety in the home; and

- Adopt4Life Parent Liaison staff to build knowledge to better support adoptive families. Training to include clinical information, strategies and approaches to develop trust with caregivers, and evidence-based strategies to address aggressive behaviours displayed by children.
    - Facilitate parent support group meetings for families experiencing violence and aggression established as part of the Parent2Parent Support Network Program;
    - Develop, implement, and facilitate a provincial AFCCA Community of Practice, which includes representatives from other sectors (e.g., special needs, mental health, FASD, clinical therapists, families with lived experience) and support development of best practices;
    - Lead organizational outreach to the community and partner organizations to grow awareness of AFCCA and the specific supports available through the program. Outreach activities may include running workshops, training engagements related to aggressive behaviours by children and building and maintaining collaborative working relationships with societies, service providers and associations working with families of children with complex needs;
    - Other responsibilities as determined and agreed upon by the ministry and Adopt4Life;
    - Intensive Supports – early intervention supports for adoptive families.
- Clinical Leads will collaborate with Parent2Parent Support Network Regional Parent Liaisons (P2P RPL) to provide one-to-one ('low-touch') early intervention supports to adoptive families experiencing AFCCA;
- Clinical Leads will provide clinical therapy sessions at parent support group meetings for families experiencing violence and aggression established as part of the Parent2Parent Support Network Program.

Crisis Supports – managing urgent cases, collaborating with other sectors (e.g., special needs, mental health) to support family preservation
- Clinical Leads will manage a small caseload of families experiencing highly complex issues around AFCCA, including developmental trauma, Fetal Alcohol

Spectrum Disorder (FASD), and mental health of the child/youth or caregiver which often co-exist with AFCCA;

- Practice Lead will build and maintain relationships between Ministry funded services providers and organizations such as Health Nexus, Surrey Place Centre, Parent's Lifeline (PLEO), Parents for Children's Mental Health (PCMH), Children's Hospital of Eastern Ontario (CHEO), and Coordinating Agencies providing Coordinated Service Planning and Fetal Alcohol Spectrum Disorder (FASD) Worker services, to facilitate knowledge transfer and coordination of services and supports to adoptive families of children with complex needs. The relationships and partnerships fostered will alleviate duplication of supports and services and improve coordinated referral and service provision to adoptive families in crisis.

Reporting requirements

The transfer payment recipient will monitor and evaluate the program to ensure that program goals and service objectives are being met.

At each reporting period, an interim report on the project objectives, services, and outcomes.

On an annual basis, provide a report that details activities undertaken to support implementation of the initiative, including collaborations with other ministry funded services and children and youth sectors to support families who adopt children with complex needs.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of adoptive families served by AFCCA Clinical Leads: Intensive supports	The total unique number of adoptive families who received intensive clinical support from AFCCA Clinical Leads. The same family should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.

Number of adoptive families served by AFCCA Clinical Leads: Case management	The total unique number of adoptive families who received this service from AFCCA Clinical Leads: # of cases managed. The same family should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.
Number of outreach activities for professionals	The total number of outreach activities held for professionals to increase awareness and knowledge of AFCCA
Number of training sessions for professionals	The total number of training sessions held for professionals to increase awareness and knowledge of AFCCA
Number of outreach activities for adoptive families	The total number of outreach activities held for adoptive families to increase awareness and knowledge of AFCCA
Number of training sessions for adoptive families	The total number of training sessions held for adoptive families to increase awareness and knowledge of AFCCA
Number of adoptive families referred to professionals and partner organizations for other supports and services	The total number of families who were referred by a Clinical Lead to other supports and services, external to the AFCCA program
Number of parent AFCCA support groups created	The total number of AFCCA support groups established by A4L
Number of participants in parent AFCCA support groups	The total number of participants attending parent AFCCA support groups established by A4L

Number of participants in the AFCCA Community of Practice	The total number of participants attending the AFCCA Community of Practice

Services delivered: centralized intake — adoption information and supports for prospective adoptive parents

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide prospective adoptive parents who are not currently involved with a children's aid society (society) and seeking to adopt through the public adoption system with adoption information at the enquiry stage of the adoption process and help them to complete their adoption application, where requested.

Service description

The primary role of Centralized Intake is to provide a single access point for prospective adoptive parents across the province who are not currently involved with a society and who are interested in adopting through societies to get clear and consistent information about adoption to help them determine and make an informed choice on whether public adoption is suitable for them.

Centralized Intake is an adoption information service, provided through a website and Centralized Intake staff, to educate and prepare prospective adoptive parents at the start of their adoption learning journey prior to contacting a society to complete the adoption application process.

For the purposes of this description, the information service is for the purpose of delivering a province-wide adoption orientation program for prospective adoptive parents that encompasses a broad range of activities that include providing standardized and consistent information, education resources on the website, setting and managing prospective adoptive parents' expectations about public adoption, providing prospective adoptive parents with an understanding of the public adoption system and the needs of the children available for public adoption, helping to complete the adoption application if requested by

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prospective adoptive parents, creating awareness about post-adoption supports available, and making referrals to private adoption practitioners, licensees and the ministry for families interested in private domestic and intercountry adoption.

People served

Prospective adoptive parents who are not currently involved with a children's aid society (society) and are seeking to adopt through the public adoption system.

*Note: Centralized Intake may help prospective adoptive parents seeking to adopt through the public adoption system to complete their adoption application **but will not** receive or process the completed adoption applications.

Program/service features

(The program/services contracted by the Ministry will reflect the following features.)

Program goals

- To provide prospective adoptive parents seeking to adopt through societies with timely and consistent information they need to help them determine if public adoption is suitable for them;
- Adoptive parents are educated about adoption and better prepared for the adoption process prior to completing an adoption application with their local society;
- Creation of a positive adoption experience for prospective adoptive parents pursuing public adoption from the start of their adoption journey, contributing to a broader ministry goal of increasing recruitment and retention of prospective adoptive parents in the public adoption system.

Specific service provided

Services and supports provided by the transfer payment recipient include:

1. Adoption Inquiry - Intake
   - Initial response to adoption enquiries and collection of information about the adoption interest and preferences of prospective adoptive parents to help them determine if public adoption is suitable for them;
   - Provide information to prospective adoptive parents that include at a minimum:
     - The types of adoption in Ontario (e.g., public, private domestic, intercountry);
     - General adoption information and education, including the needs and identities of the children available for public adoption and openness;
     - Eligibility requirements for public adoption and the process for applying to adopt through societies;
     - Financial and non-financial supports available to adoptive parents;
     - Refer prospective adoptive parents interested in private domestic or intercountry adoption to the government of Ontario's website for information on the private adoption process.

2. Pre-Application – Providing Navigation Assistance
   - Provide support to prospective adoptive parents to understand and navigate the adoption service system, including responding to information requests. This includes:
     - creating awareness about the adoption mechanisms available (i.e., AdoptOntario, Provincial and Regional Adoption Resources Exchange (ARE)) that can help increase their opportunity to be matched with a child in the care of a society outside of their local community or region;
     - helping prospective adoptive parents to identify and connect with their local society if requested (e.g., by providing the name of the society and contact information, which may include a specific society contact if known); and
     - informing/connect prospective adoptive parents to other ongoing learning supports, such as through Adopt4Life, AdoptOntario and other resources, including adoption webinars, that the Adoption Council of Ontario provides.

3. Application Support

- Provide information on where/how to go about getting documents from other service providers or individuals required for the home study (e.g., police records, references, medical report);
- Support prospective adoptive parents with completing the standardized adoption application form, if requested.

Services excluded

- Intake and adoption application support for caregivers already involved with a society and who may go on to adopt a child in their care (e.g., foster-to-adopt parents, kin and customary caregivers);
- Clinical and/or therapeutic information services and/or assessments to prospective adoptive parents for the purpose of addressing trauma or issues they have experienced or are experiencing to support them through the adoption process;
- Referrals for prospective adoptive parents to health professionals, including for mental health, medical or therapeutic services and supports;
- Accepting completed adoption applications from prospective adoptive parents for submission to societies;
- Information and services, including clinical and/or therapeutic supports, to birth parents/families and adoptees.

Delivery method

- Information/education may be provided through the Centralized Intake website, by email or by telephone;
- Agency staff providing adoption information services are typically required to have certification in social work or related training or experience in adoption.

Services will be:

- Reflective and responsive to child/youth, family and community strengths and needs;

- Accountable to the child/youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;

- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of adopted children/youth and their adoptive family.

The transfer payment recipient will ensure the following ministry requirements are satisfied:

- Manage, deliver and promote Centralized Intake, which includes the website, as a centralized access point for adoption information and education resources to prepare prospective adoptive parents interested in pursuing public adoption;

- Respond to adoption inquiries from prospective adoptive parents in a timely manner as agreed with the ministry through either the Centralized Intake website, email or by telephone;

- Refer prospective adoptive parents interested in private domestic or intercountry adoption to the Ontario government's website for more specific information about completing a private adoption;

- Develop and provide consistent adoption information on the Centralized Intake website and/or through Centralized Intake staff to prospective adoptive parents who are beginning their adoption learning journey to educate them about adoption prior to completing the adoption application with a society. The information will help set and manage their expectations about public adoption and will include at a minimum:
  o Overview of the adoption system, including what is adoption, adoption streams, steps/process and timeframes;
  o The children available for public adoption, including characteristics, needs, ages of the children, and identities of children involved in child welfare;
  o Explaining the mandatory assessment requirements (i.e., homestudy and parental training), including clarifying expectations regarding an adoption placement after completing these requirements;

- o The meaning of permanency, including why some children are adopted/not adopted;
- o Importance of openness in adoption for a child;
- o Adoption of older children;
- o Challenges that families may face post-adoption and where they can access services and supports to meet the needs of their children and family; and
- o Post-adoption supports available (financial; training; peer supports).

- Help prospective adoptive parents with completing adoption application, where requested;
- At the request of the Ministry, participate in meetings and other activities related to a review or enhancement of Centralized Intake, including creation of learning materials for prospective adoptive parents.

Reporting requirements

The transfer payment recipient will monitor and evaluate the program to ensure that program goals and service objectives are being met.

At each reporting period, an interim report on the project objectives, services, and outcomes.

On an annual basis, provide a report that details activities undertaken to support implementation of the initiative.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of new prospective adoptive parents served (first-time contact)	The unique/unduplicated number of prospective parents/individuals making first contact for adoption information.

Number of repeat prospective adoptive parent contacts	The unique/unduplicated number of prospective parents/individuals making repeat contact (i.e., contacting the Centralized Adoption Intake Service more than once) for adoption information.
Of the first-time contacts served, number referred by societies	The number of unique first-time contacts served that were referred by a society for adoption information to begin their adoption learning.
Of the first-time contacts served, number referred by other service providers (e.g., Adopt4Life)	The number of unique first-time contacts served that were referred by other agencies for adoption information to begin their adoption learning.
Number of societies referring prospective adoptive parents for adoption information	The number of unique societies that referred prospective adoptive parents to begin their adoption learning.
Number of prospective adoptive parents referred to private domestic or intercountry adoption	The number of unique prospective adoptive parents that were referred to the government's website for private domestic and intercountry adoption information

Services delivered: one vision one voice program

Component: Provincial initiatives

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objective

The purpose of the One Vision One Voice (OVOV) program is to support culturally appropriate service delivery for Black and African Canadian children, youth and families and to improve outcomes for Black and African Canadian children, youth and families involved with Ontario's child welfare system.

Service description

The transfer payment recipient originally developed and delivered three time-limited phases of the OVOV program, where Phase I focused on developing and releasing the OVOV Practice Framework, Phase II was focused on conducting a sector-wide anti- Black racism Needs Assessment, and piloting projects to improve culturally appropriate service delivery, and Phase III focused on the continued rollout of the OVOV Race Equity Practice framework in children's aid societies (societies) and ongoing piloting of projects.

Now established as a long-term program, the transfer payment recipient will continue to implement, manage and grow the OVOV program with a goal of working to identify, address and eliminate anti-Black racism and the outcome disparities and disproportionalities experienced by Black and African-Canadian children, youth and families involved in Ontario's child welfare system.

People served

- Child welfare staff and leaders to help them better understand and provide culturally appropriate care to Black and African Canadian children, youth and families;

- Black and African-Canadian child welfare staff and youth to ensure they feel heard, supported and can build peer relationships.

Program/service features

Specifically, the OVOV program will:

- Work with societies to fully implement and evaluate the effectiveness of the following sector-wide initiatives:
  - OVOV Race Equity Practice Framework to ensure the OVOV Equity Practices are practiced consistently by societies across the province;
  - OVOV African Canadian Service Delivery Model to ensure societies are consistently providing services and supports to Black and African Canadian children, youth and families in alignment with the Service Delivery Model; and;
  - OVOV African Canadian Leadership Mentoring Program to provide existing leadership structures across Ontario with a practice framework to gain in-depth understanding of how to address inherent biases and anti-Black racism in recruitment, hiring and succession planning for Black, African-Canadian and Caribbean employees.

- Support societies to enhance their engagement and capacity building with Black and African-Canadian communities and organizations in their local areas;
- Develop, implement and evaluate pilot projects that support the provision of culturally reflective and responsive care and support improved outcomes for Black and African-Canadian children, youth and families;
- Develop, maintain and deliver training to societies, the Ministry, and cross-Ministry partners to support improved outcomes for Black and African-Canadian children, youth and families in Ontario's child welfare system;
- Coordinate and facilitate events for Black and African-Canadian children and youth involved in the child welfare system, and Black and African-Canadian society staff to foster the development of peer relationships and to ensure they feel heard and engaged on their needs and experiences, and to inform future work of the OVOV Program;

- Coordinate and lead strategic committees, working groups and tables to inform and receive ongoing feedback about current and potential future work of the OVOV Program, and to identify opportunities to address outcome disparities, disproportionalities, and improve outcomes for Black and African-Canadian children, youth and families;
- Engage with Black and African-Canadian communities on their needs and experiences, to share OVOV work to date, and to inform future work of the OVOV Program;
- Conduct policy analysis to monitor and examine ongoing disparities and disproportionalities and identify priorities and actions to advance racial equity and improve outcomes for Black and African-Canadian children, youth and families in the child welfare system.

Specific service provided

The program/services contracted by the ministry will reflect the following features.

Program goals

- Increased sector capacity to address anti-Black racism and to support the elimination of the disproportionalities and disparities experienced by Black and African Canadians involved in child welfare in Ontario;
- Increased culturally relevant and safe supports, programs and services for Black and African Canadian youth and children, that addresses intersectionality and reflects trauma-informed practice;
- Increased sector engagement with Black and African Canadian communities;
- Highlight and support the transformation of policies, programs, initiatives and resources that generate, maintain and exacerbate disparities of Black and African Canadian involved in child welfare in Ontario.

Ministry expectations

To support the ongoing implementation and growth of the OVOV program, the

transfer payment recipient will:

- Provide ongoing support to societies to implement the OVOV Race Equity Practice Framework, the African Canadian Service Delivery Model, and the African Canadian Leadership Mentoring Program across the child welfare sector;
- Conduct measurement and evaluation of the OVOV Race Equity Practice Framework, the African Canadian Service Delivery Model, the African Canadian Leadership Mentoring Program, and other OVOV pilot projects, and utilize results to recommend and/or implement changes and to support the develop of new initiatives;
- Provide ongoing support to societies to effectively engage and built capacity with Black and African-Canadian communities and organizations;
- Develop, maintain and deliver anti-Black racism training and training to support culturally appropriate service delivery to society leaders and staff, cross-ministry partners, and the Ministry, where required/requested;
- Deliver tailored events for Black and African-Canadian youth involved in the child welfare system, including a Youth Power Up symposium, to ensure they feel heard and supported, to support the development of peer relationships, and to inform future work as part of the OVOV program;
- Deliver tailored events for Black and African-Canadian staff to support the development of peer relationships, and to ensure they feel heard and engaged on their needs, experiences, and to inform future work of the OVOV Program;
- Provide support to sector OVOV and equity leads, including developing and hosting event(s) to support collaboration and teamwork across the system;
- Coordinate and facilitate meetings of the Provincial Advisory Committee and Society Reference Group to inform and receive feedback on current and future work of the OVOV Program;
- Coordinate and facilitate broad community engagement activities (e.g., newsletters, social media, speaking at/attending community events) to inform and receive feedback on current and future work of the OVOV Program;
- Coordinate and facilitate Provincial Roundtable events to help improve coordination and consistency across systems towards the prevention of child abuse and neglect of Black and African-Canadian children and youth;

- Conduct policy work, including reviewing available data and existing policy and research, and engage with key stakeholders, to develop a better understanding of how disparities and disproportionalities are generated, maintained, and exacerbated, and to identify opportunities to transform policies and initiatives that lead to these inequities within the child welfare system.

Reporting requirements

The transfer payment recipient is expected to monitor and evaluate program performance and to confirm that program objectives and deliverables are being met.

At each reporting period, the transfer payment recipient must complete a service data report on the program objectives, services, and targeted outcomes. The report should also include an explanation where there is a variance between the approved budget and actual expenditure for all budget lines as agreed with the ministry.

At a mid-term (due end of January each year) and annual basis (due June 15 each year), the transfer payment recipient must complete:
- an Executive Summary of project progress and identification of variances from project activities for the reporting period;
- a completed Project Report, including detailed identification of variances from project activities, milestones, results and timelines for the reporting period and mitigation strategies;
- confirm completion of the project activities, timelines and outcomes, including submitting relevant supplementary materials as requested by the ministry.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition

Number of Black and African-Canadian staff who participated in staff events	Number of society staff who participated in OVOV staff events.
Number of Black and African-Canadian youth who participated in youth-focused events	Number of Black and African-Canadian youth who participated in OVOV youth-focused events.
Number of OVOV engagements held with societies	Number of OACAS-led engagements with societies to support OVOV implementation.
Number of staff who participated in Anti-Black racism training	Number of society staff who participated OVOV anti-Black racism training.

Services delivered: child protection services (cps) CAN-ON 22-23

Component: Provincial initiatives

Legislation: *French Language Services Act* (https://www.ontario.ca/laws/statute/90f32) (FLSA)

Service description

The Canada-Ontario (CAN-ON) Agreement on French-language services (FLS) is a bilateral agreement between the Government of Canada and the Province of Ontario. The purpose of the CAN-ON Agreement on FLS is to provide funding to ensure the continued development, enhancement and accessibility of quality French-language services for Ontario's Francophone community, in accordance with obligations under the *French Language Services Act*, 1986.

People served

Vulnerable Francophone populations, including children, youth and families.

Program/service features

CAN-ON supports projects that:
- Improve accessibility and quality of community and social services in French for vulnerable Francophone populations;
- Enhance the development of integrated services for vulnerable Francophone populations.

Specific service provided

Child Protection Services (CPS) – CAN-ON 22-23.

Ensure the optimal planning and delivery of FLS for vulnerable Francophone populations, including children, youth and families.

<u>Program goals</u>

Ensure access and quality of social and community services in French for vulnerable Francophone populations, including children, youth and families.

Ministry expectations

- Projects should be time-limited, and/or demonstrate sustainability beyond the one-time funding that is available;
- Projects should outline concrete outcomes, including performance measures that are <u>SMART</u> (specific, measurable, achievable, realistic and have a particular timeline);
- Projects should give consideration to partnerships, cross-sectoral/interministerial collaboration and creative/innovative thinking;
- Projects receiving <u>CAN-ON</u> funding are required to report that progress is being made toward attaining the stated objectives, interim and final reports are required for each project every year of the initiative's duration and must be submitted to the <u>MCCSS FLS</u> Unit within the prescribed timeframe. These reports are reviewed by the <u>MCCSS FLS</u> Unit to ensure that the terms and conditions of funding are being met.

Reporting requirements

- The full yearly contribution of federal funds is flowed to the ministry prior to the end of each fiscal year that the project is funded following the production of an interim financial report provided by the <u>MCCSS FLS</u> Unit detailing:
  - The actual expenditures incurred by each project prior to September 30;
  - The total expenditures anticipated until March 31 of the fiscal year in question.

Submission of the interim report must be done in the form provided by the <u>MCCSS FLS</u> Unit and as at the time communicated by the <u>MCCSS FLS</u> Unit.

- In addition, for each year that a project is funded, the ministry must submit a final report to the <u>FLS</u> Unit detailing:

- The results of the preceding fiscal year, based on the measures, performance indicators and outcomes set forth in the project submission, and;
- The actual expenditures up to March 31 of the preceding fiscal year.

Submission of the final report must be done in the form provided by the MCCSS FLS Unit and as at the time communicated by the MCCSS FLS Unit.

The interim and final reports must be certified by a duly authorized financial officer of the ministry

Services data name	Definition
CPS CANON Funds 22-23: Ministry-funded Agency Expenditures	Total funds for the transfer payment recipient to administer and/or deliver this project in the reporting year (cumulative)

Component: Supervised Access Program

Services delivered: Supervised Access Program (SAP)

Component: Supervised Access Program

Legislation: *Ministry of Community and Social Services Act and Children's Law Reform Act*

General expectations

French language services

Recipients providing services in non-designated areas

The Recipient is required to maintain a list of French language services (FLS) in their area and a referral process to ensure that requests for services in French are directed to appropriate FLS providers in the community.

Recipients providing services in designated areas

If the Recipient is responsible for services in one of the areas designated by the *French Language Services Act*, in addition to the above requirement, the Recipient will also demonstrate to the Province the following:

- Access to FLS: Initial incoming calls are answered in French and over-the-counter services are available in French at all times; there is signage and visibility of available services in French and appropriate means of communicating with the Francophone population;

- Communication with stakeholders: All correspondence sent to the Recipient in French receives a reply in French. All materials intended for public distribution are made available simultaneously in English and French. Any forum, meetings or consultation meetings are offered in both French and English;

- Written communication: Documents produced for public use are translated into French;

- Complaint resolution: A complaint mechanism is identified to support resolution of complaints/issues pertaining to the delivery of <u>FLS</u> that complies with the Complaints Resolutions section in this Service Objectives Document;

- Data collection/reporting: Data is collected and reported on regarding the number of individuals receiving <u>FLS</u>, the number of activities/consultations with the Francophone community and other related reporting as requested by the Regional Office.

In addition, Recipients that provide services in the areas designated by the *French Language Services Act* will collaborate with other service providers responsible for the delivery of French Language Services in order for both service providers to meet their obligations.

<u>Complaints resolution</u>

Below are the minimum requirements that transfer payment recipients are expected to meet. Reference should be made to the Implementing Complaints Resolution Best Practices for Service Delivery Guidance Document.

- The Recipient shall have a written service complaint and resolution process;
- The Recipient shall ensure the written service complaint and resolution process
    - Includes a process about how a complaint can be submitted anonymously to the agency;
    - Outlines the actions to be taken in response to a complaint;
    - Includes timelines for acknowledgement of complaints and for responses to complaints;
    - Outlines circumstances for when additional time is required for responses to complaints;
    - Outlines all potential internal and external avenues of escalation to be taken if a Client/Participant is not satisfied with the resolution;
    - Acknowledges the complaint and provides assurances that making a complaint with not affect a Client/Participant's access to services;

- Incorporates existing processes as outlined in the Serious Occurrence Reporting Procedures for transfer payment recipients.

- Information about this process will be publicly available and provided to the Province upon request;
- The Recipient will provide all clients/participants, including the parents/guardians and support persons of clients/participants with information about the service complaint and resolution process;
- The Recipient shall ensure that all processes and procedures relating to the service complaint and resolution process comply with all applicable accessibility, human rights, and French language services requirements;
- The written service complaint and resolution process shall be regularly reviewed and approved by the Governing Body;
- The Recipient will be responsible for retaining records in relation to complaints for seven years from the expiry of the Agreement;
- The Recipient will incorporate information and training on the service complaint and resolution process for all new employees and volunteers.

Coordination and collaboration

Below are the minimum requirements that transfer payment recipients are expected to meet. Reference should be made to the Implementing Coordination and Collaboration Best Practices for Service Delivery Guidance Document.

Providing clients with service information & overview of victim rights

- The Recipient will utilize and/or maintain an up-to-date inventory of relevant programs and services available in their community;
- The Recipient will make available to all Clients/Participants current resource and information materials on topics relevant to the Program/Service as well as other relevant community support services available in their community.

The Recipient will make information on victims' rights as outlined in Ontario's Victims' Bill of Rights and the Canadian Victims Bill of Rights available to all Clients/Participants.

Referrals & system navigation

- The Recipient will offer referrals proactively, as well as at the request of Clients/Participants, where appropriate, to:
    - Ensure Clients/Participants have access to inclusive services and supports that meet their diverse, linguistic, cultural, and accessibility needs; and;
    - Empower Clients/Participants to access their choice of service provider.
- The Recipient will provide assistance to Clients/Participants in accessing other service providers and will facilitate the connection, where appropriate, and with Client/Participant consent;
- The Recipient will coordinate with relevant Indigenous organizations and communities to facilitate access to culturally appropriate services for Indigenous Clients/Participants.

Partner engagement & collaborative networks

- The Recipient will participate in activities to build cooperative and mutually supportive relationships with other community groups and organizations;
- The Recipient will participate in outreach and service promotion activities in collaboration with other service providers to promote Clients'/Participants' awareness of, and access to services;
- The Recipient will build relationships with Indigenous service providers offering culturally appropriate services to Indigenous Clients/Participants;
- The Recipient will participate on committees, networks, or community tables that are relevant to the Program/Service where appropriate.

Service description

The Province provides funding to the Recipient for the delivery of the Supervised Access Program. This funding provides separating families with a safe, neutral and child-focused setting to facilitate orders or agreements for the supervision of visits and exchanges between children and other adults such as parents or grandparents where there is a safety concern for the child and/or the adults.

Supervised access centres provide a setting where visits and exchanges can take place under the supervision of trained staff and volunteers.

Supervised access centres address a number of different situations, which may arise in disputes about parenting time and/or decision-making. Supervised visits may be appropriate in cases where there are concerns about the safety of the child and/or a parent; a history of domestic violence; a parent has a drug or alcohol problem or a mental health problem; there has been a lengthy separation between the parent and the child; or there is a risk of abduction.

When there is unresolved conflict between the parents, a neutral place to exchange children for visits makes access easier to arrange and reduces tension for the child. Supervised exchanges may also be appropriate when it is necessary to determine if the parent who is visiting with the child is under the influence of drugs or alcohol. In other cases, there may be a concern about the safety of a parent during the exchange.

Provincially funded supervised access centres provide fully supervised on-site visits in a group setting, virtual visitation services and supervised exchanges when access occurs off-site.

People served

Supervised access centres funded by the Province supervise visits and exchanges in matters involving parenting time and decision-making. Funding is limited to the provision of services to separated families in which a parent or other person (not a Children's Aid Society) is legally responsible for the child.

Referrals to the program can be self-made and/or are accepted from lawyers, mediators, the courts, mental health professionals and other agencies.

A court order for supervised access is preferred but not required. If there is no court order, the parents must have some other signed written agreement.

Program/service features

Recipient policies and procedures

The Recipient will refer to and comply with the Supervised Access Program Standards (the "Standards") for the specific of service delivery. The Standards will be updated on a periodic basis as needed. The Recipient will use the Standards to create specific policies and procedures that apply to their centres.

Specific service provided

Supervised Access Centres do not make recommendations. They provide a place for visits and exchanges. Factual observations provided by the supervised access centre may, however, provide information to guide an assessor in making recommendations to the court or may assist the court in making orders that are in the best interest of the child.

The staff and volunteers at the supervised access centres do not provide services such as counselling, mediation, therapy, or parent education.

The staff and volunteers at the supervised access centres do not transport adult or child Participants to or from the service.

There is no limit on the period that a family may use the Centre. In some cases, families require supervised access over a long, or unspecified, period of time (e.g., cases where mental health concerns or violence are issues).

Each adult Participant will complete a separate intake interview and sign an agreement to follow centre policies and procedures and a release of information

form before using the service.

All services are pre-arranged.

The Supervised Access Program reserves the right to determine provision of service. Dates and times of visits/exchanges are determined by the availability of staff and the facility. All referrals are accepted on a first-come, first-served basis. If space is not available, families may be placed on a waiting list and contacted as soon as space becomes available.

The Supervised Access Program provides services that are accessible to the public both in terms of location and hours of operation, specifically evenings and weekend hours.

Program goals

The goals of the Supervised Access Program are:

- To provide a safe, neutral and child-focused setting for visits and exchanges between a child and a parent whose parenting time must be supervised or other family member;
- To provide for the safety of all participants, including staff;
- To provide trained staff and volunteers who are sensitive to the needs of the child;
- To provide reports of factual observations about the participants' use of the service.

Ministry expectations

Fees for visits and exchanges and reports

The recipient will collect fees for service and any other fees in accordance with the standards and as agreed to in Agreements for Service.

Safety

Safety and emergency measures must be followed in accordance with the Standards.

Staffing and training

The recipient will hire qualified staff and volunteers to provide the service and ensure that they are adequately trained and supervised.

Facilities

Supervised access services are provided in a physical space that is contained, safe and accessible, including providing physical facilities that comply with all provincial and municipal requirements, including but not limited to the Ontario Building Code and the Ontario Fire Code.

Build on existing community programs, facilities and funding whenever possible.

There are private office facilities for the Centre Coordinator (or program as a whole) to maintain confidential information and conduct intake interviews as required.

Workplan Items

The Recipient is responsible for completing all workplan activities identified by the ministry.

French language services

In addition to the requirements set out above that apply to all programs, the Recipient will also demonstrate to the Province the following:

- Supervised Access Notes and Reports;
- Translate supervised access notes and reports into French on request.

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim

and Final stage. Please refer to your final agreement for report back due dates and targets.

Additional data collection will be through iSAID.

Services data name	Definition
Ministry-funded Agency Expenditures: Supervised Access Program (SAP)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Supervised Access Program in the reporting year

Component: Indigenous child, youth and family community- based well-being

Services delivered: Indigenous child, youth, and family well-being

Component: Indigenous child, youth and family community- based well-being

Legislation: *Child, Youth and Family Services Act (CYFSA), 2017*

Service objectives

To provide funding to First Nations, Inuit and Métis communities and service providers to support a coordinated system of community-based prevention programs and services that are community designed and delivered to best meet the needs of First Nations, Inuit and Métis children and youth where they live.

Service description

Funding a suite of community-led, prevention-focused supports to improve the overall health and well-being of communities. Services provided support the delivery of culturally grounded, holistic and prevention-focused programs and services for Indigenous children, youth and families.

People served

Services provided support the delivery of culturally grounded, holistic and prevention- focused programs and services for Indigenous children, youth and families across the province.

Program/service features

- Specific funding programs may include:
  - Family Well-Being program: The long-term objectives of the program are to:

- End violence against Indigenous women;
- Reduce the number of Indigenous children in child welfare and the youth justice systems; and;
- Improve the overall health and well-being of Indigenous communities;
- Indigenous Systems Planning: To support First Nations, Inuit and Métis communities, nations and/or representatives who are pursuing the design, development, and/or;
- implementation of their own systems and/or models of child and family services systems;
- To support and enhance coordinated, community-based service delivery and/or partner-led program design and delivery to improve outcomes for Indigenous children, youth, families and communities.

  o First Nations Student Nutrition Program: To provide food to support learning and healthy child and youth development;
  o Indigenous Fetal Alcohol Spectrum Disorder/Child Nutrition: To support Fetal Alcohol Spectrum Disorder awareness and interventions, and promote nutrition and wellness for Indigenous children, youth, families and communities;
  o Integrated Rehabilitation for Northern, Remote First Nations Communities: The program supports the coordination, delivery and integration of services, including rehabilitation and special needs services, for children and youth living in northern remote First Nations communities;
  o Akwe:go and Wasa-Nabin Urban Indigenous Children and Youth Programs: these programs by the OFIFC address the mental, physical and emotional health and wellness of Indigenous children and youth in urban communities in a culturally relevant and holistic manner;
  o Prevention-focused customary are: The objectives of the funding are to:
    - Increase access to prevention-focused customary care arrangements;
    - Reduce the number of Indigenous children in the child welfare system; and;
    - Improve the overall health and well-being of Indigenous communities.

Community planning and goal setting

- First Nations, Inuit, Métis and Urban Indigenous organizations are best positioned to understand the unique cultural needs, geographic considerations, socioeconomic realities and effective service delivery practices for their communities. As such, partners design and deliver programs and services in line with community-determined needs and outcomes.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Indigenous Child, Youth, and Family Well-Being: Ministry- funded agency expenditures	Total ministry-funded expenses for the transfer payment recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: northwest prevention initiative

Component: Indigenous child, youth and family community-based well-being

Legislation: *Child, Youth and Family Services Act, 2017 ([CYFSA](#))*

Service objectives

To provide prevention services in 14 First Nations communities in the District of Kenora in northwestern Ontario

Service description

- Anishinaabe Abinoojii Family Services will deliver community-based prevention services including services in 14 First Nations communities in the Kenora District;
- The prevention services are directed at children, youth and families in the First Nations communities, and have a focus on health promotion, education, empowerment, healing, supporting parents and families, counseling, community development, and preservation of culture.

People served

- Community-based child welfare prevention services are delivered in 14 First Nation communities in the Kenora District (northwestern Ontario).

Program/service features

The initiative focuses on prevention practices for children and youth, parents, families, and communities:

- Provision of children and youth with learning experiences for healthy personal growth, development of character, opportunities for adolescent parents who are over-burdened with stress and capacity to live healthy lives;
- Programs which empower and heal children, such as cultural and language learning, healing circles, self-help, play groups and self-esteem building;

- Preventative programs for youth which encourage and educate youth on sex education, healthy life-style choices, healing, parenting skills, cultural practices, peer interaction, social and recreational activities and Aboriginal community interaction, particularly with Elders;

- Co-ordination of temporary co-parenting arrangements by Aboriginal families in conjunction with the healing and strengthening of parents;

- Programs that would provide individual and or family counseling and healing through traditional or contemporary methods such as professional and lay counseling, healing circles, spiritual consultation, sweat lodges and family networking;

- Programs for community members to build stronger internal community bonds, including forums for community problem-solving, positive identity and esteem, and information on healthy lifestyles;

- Enhancing the intergenerational wisdom, cultural values, sense of community and family values
  - Anishinaabe Abinoojii Family Services community-based prevention services workers will develop working relationships with child protection authorities, health services workers, community-based programs, schools, police and other authorities as deemed appropriate.

Community planning and goal setting

- The range of prevention services delivered by Anishinaabe Abinoojii Family Services should reflect meaningful input from First Nations leadership regarding the needs and services that will best meet the identified needs of the individual First Nation;

- Anishinaabe Abinoojii Family Services, in consultation with each First Nation, will develop a process to continually monitor and evaluate the program so that it is responsive to the needs of the First Nation.

Services will be:
- Reduce child maltreatment;

- Increase the capacity of First Nation families to cope with stress and provide the optimum level of care for their own children;

- Reduce the need for more intensive and costly protection services;

- Support First Nation communities in their efforts to provide improve social services to children and families.

Reporting requirements

The following service data will be reported on at an Interim and Final stage.
Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Northwest prevention initiative: Ministry-funded agency expenditures	Total ministry-funded expenses for the transfer payment recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: community support – native services on reserve

Component: Indigenous child, youth and family community-based well-being

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide community-based support and prevention services for Indigenous children, youth and their families, in the general reserve population.

Service description

People served

Prevention activities relate to Indigenous children and youth, under the age of 18 years, who are at risk of developing social, emotional, behavioural or psychiatric needs that require intervention.

Indigenous children, youth and their families who are members of the general reserve population.

Program/service features

The services are directed at children, youth and their families, in the general reserve community, and have a focus of support and/or prevention.

Community planning and goal setting:

Each community will have a current plan of prevention services that reflects an assessment of the community's needs and preferences. The community plan will identify the specific services/supports received by the community, and the expected outcomes.
Services will be:

- Reflective and responsive to child/youth, family and community strengths and needs;
- Accountable to the child/youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth and families;
- The support is based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and Final stage.
Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Community Support- Native Services on Reserve: Ministry-funded agency expenditures	Total ministry-funded expenses for the transfer payment recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of hours of direct service: Community Support: Native Services on Reserve	Number of hours of direct service. The total number of hours of "direct" service provided by staff to individuals during the fiscal year for a particular service under - Community Support- Native Services on Reserve. "Direct" Hours: The hours spent interacting, whether in a group or individually; face to face or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc.. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group. For example: 1 hour of group service with 5 participants equals one Hour of Direct Service. (Note: each individual in the group is recorded under 'no. of individuals served' where there is a record). Note: For detail code A592 (autism), "direct service" refers to the number of hours of IBI service provided to eligible children.
Number of children served: Community support: Native Services on Reserve	The number of children, age 0 - 6, that received services at some point during the fiscal year for Community Support - Native Services on Reserve. A child is reported in the initial quarter in which he/she received services and counted once during the fiscal year. This data element is only used when a child participates in an early learning activity. For example, in the first quarter if 15 children received service this would be reported at the end of the first quarter. If 5 additional new children received service during the second quarter a total of 20 children would be reported at the end of the second quarter.

Services delivered: child welfare native services on reserve

Component: Indigenous child, youth and family community- based well-being

Legislation: *Child, Youth and Family Services Act, 2017 (CYFSA)*

Service objectives

To provide 'on reserve' child welfare services, including the interaction with community leaders, in order to reduce the incidence of the removal of children from reserves

Service description

People served

- Children and youth, under 18 years of age, currently living on a Reserve.

Program/service features

Services provided, on Reserve, which are designed to reduce the necessity of children and youth entering into the care of the children's aid society.

Collaborative interaction with community leaders, and the local child welfare organization, in order to facilitate the development and implementation of prevention programs and services that are provided on a case specific basis.

Individual planning and goal setting

Each child and youth will have a current plan of care that reflects an assessment of his/her needs and preferences. The plan of care will identify the specific services/supports received by the child/youth, the expected outcomes and be based on the principles of person-centred planning, self-determination and choice.

Services will be:

- reflective and responsive to child/youth, family and community strengths and needs;
- accountable to the child/youth, family and community;
- sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth and families;
- the support is based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Number of individuals: Child welfare native services on reserve	Report the unique/unduplicated number of individuals that received services in the reporting year for child welfare Native Services on Reserve. An individual is counted only once per year for each service delivered where they received service. The same individual may be counted in more than one service delivered if they are receiving services from more than one service delivered.
Child welfare Native services on Reserve: Ministry-funded agency expenditures	Total ministry-funded expenses for the transfer payment recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of hours of direct service: Child welfare Native services on reserve	Number of hours of Direct Service for child welfare Native Services on Reserve. The total number of hours of "direct" service provided by staff to individuals during the fiscal year for a particular service. "Direct" Hours: The hours spent interacting, whether in a group or individually; face to face or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group. For example: 1 hour of group service with 5 participants equals one hour of direct service. (Note: each individual in the group is recorded under 'no. of individuals served' where there is a record).

Services delivered: child and family intervention — native services on reserve

Component: Indigenous child, youth and family community- based well-being

Legislation: *Child, Youth and Family Services Act (CYFSA), 2017*

Service objectives

To provide intervention services, on reserve, for Indigenous children and youth, who are experiencing social, emotional, behavioural or psychiatric problems in community, home and school settings, and their families

Service description

People served

- Indigenous children and youth, on reserve, with an identified social, emotional, behavioral or psychiatric need;
- children and youth - under 18 years of age living on their own or with their family.

Program/service features

- a range of counseling and supports, including coping and skill development training, that will enable the child or youth to function effectively at home, school and in the community;
- a variety of service approaches such as individual, group and/or family counseling and supports for children, youth and their families.

Individual planning and goal setting

Each child and youth will have a current plan of care that reflects an

assessment of his/her needs and preferences. The plan of care will identify the specific services/supports received by the child/youth, the expected outcomes and be based on the principles of person-centered planning, self-determination and choice.

Reporting requirements

The following service data will be reported on at an interim and final stage. Please refer to your final agreement for report back due dates and targets.

Services data name	Definition
Child & fam Intervention: Native Services on Reserve: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the transfer payment recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of individuals: child & fam intervention- Nat services in the reporting year for Child & Fam Intervention- Native Services on Reserve	Report the unique/unduplicated number of individuals that received services in the reporting year for Child & Fam Intervention- Native Services on Reserve. An individual is counted only once per year for each service delivered where they received service. The same individual may be counted in more than one service delivered if they are receiving services from more than one service delivered.

Development Services Adult
Component: Adults' DS Community Support
Services delivered: DS application entity

Component: Adults' DS Community Support Services

Legislation: *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (SIPDDA), 2008*

Service objectives

To provide access to ministry-funded adult developmental services for the geographic region in which they are designated.

Service description

The primary role of the Application Entity (Developmental Services Ontario) is to confirm eligibility for, and administer access to, ministry-funded adult developmental services and supports funded under the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)*.

For the purposes of this description, administering access to services encompasses a broad range of activities including, but not limited to, providing information, conducting needs assessments and coordinating the processes to connect people with developmental disabilities with available services and supports.

People served

People with developmental disabilities who reside in Ontario and are 16 years of age. Note: Application Entities may not facilitate referrals for applicants to ministry- funded adult developmental services and supports until they are 18 years of age and over, and their primary caregivers.

Specific services provided:

- Intake:

- o initial collection of basic applicant information;
- o Information provision;
- o provide information to persons with developmental disabilities and/or their representatives of choice, and the general public, about
  - eligibility requirements for ministry-funded adult developmental services and supports;
  - the process for applying for ministry-funded adult developmental services and supports;
  - ministry-funded adult developmental services and supports.

- o Providing navigation assistance (i.e., housing navigation and/or service navigation);
- o provide support to eligible adults with developmental disabilities and/or their representatives of choice to understand and navigate the adult developmental services and supports system:
  - this includes assisting individuals to identify relevant community-based services, including housing options (regardless of sector or funding source) available to persons with developmental disabilities in their local communities or region.
- o where requested, obtain and provide information about supports outside the local community or region;
- o respond to information requests from individuals awaiting assessment or service;
- o support integrated transition planning for youth with developmental disabilities.

- Outreach
  - o conduct outreach activities to increase awareness of the application entity's role in the developmental services sector;
  - o ensure DSO staff have access to up-to-date information about all relevant community-based services (regardless of sector or funding source) available to persons with developmental disabilities in the geographical area for which the application entity is designated.

- Triaging
  - initiate local urgent response processes when circumstances meet the criteria;
  - identify individuals most in need of assessment, based on ministry direction regarding assessment priority groups;
  - identify individuals, where appropriate, who should be referred to funded developmental services which can be accessed prior to the needs assessment.

- Confirmation of eligibility
  - confirm eligibility of applicants;
  - provide referrals to psychologists or psychological associates for the purpose of completing or reviewing a psychological assessment as necessary;
  - verify that psychologists and psychological associates are registered and in good standing with the college of psychologists of Ontario or an equivalent body from another Canadian province;
  - provide written notice of eligibility confirmation decisions to applicants;
  - review eligibility decisions as required and provide written notice of decisions of the eligibility review process;
  - re-direct non-eligible individuals to other appropriate supports.

- Assessment of support needs
  - maintain service standards for the assessment process and associated targets;
  - develop strategies (to be developed in partnership with the ministry) to address assessment backlogs/long wait times;
  - administer the application package to assess eligible applicants' support needs;
  - complete the assessor summary report;
  - enter assessment information into a provincial database of client records;
  - provide individuals or their representatives with information summarizing the services and supports they will be considered for following completion of the needs assessment, including information about the process of referral or connection to services;
  - conduct re-assessments as required based on changes in individual circumstances or needs.

- Connect individuals to available services
  - maintain a thorough knowledge of available local and regional ministry-funded adult services and supports, including service vacancies;
  - connect or refer eligible applicants to services and supports where available according to their services and supports profile;
  - work with agencies, families and individuals to confirm services accessed.

- Data management and reporting
  - maintain a provincial database (DSCIS) of client records and service registry, and ensure that the information is complete and accurate through regular validation and personal contact;
  - track supplemental client information outside of DSCIS, as required, on an interim basis;
  - respond to regular and ad hoc reporting requirements, as well as ministry information requests.

- Support for prioritization and planning processes
  - participate in community and regional planning processes such as, but not limited to, community networks and related committees;
  - ensure that substantive changes in individual circumstances or needs are updated in the provincial database;
  - support established processes which prioritize applicants, and ensure applicants are re-prioritized as required based on changes in individual circumstances or needs;
  - maintain a list of prioritized individuals awaiting service, based on established prioritization processes.

- Urgent response
  - be a point of contact for people with developmental disabilities, or their primary caregivers, in urgent need;
  - fulfill role in accordance with urgent response guidelines, including connecting people in urgent need with available resources and sharing

required information with members of the urgent response committees, as applicable;

- o document referrals through the urgent response process, and document the outcome of the urgent response process, as applicable.

- Engagement with DS sector and other partners
  - o build and maintain effective partnerships within the developmental services sector, and across sectors where appropriate;
  - o respond to information requests from the service sector.

- Implementation of provincial initiatives
  - o participate in ministry working groups; provide input and feedback during the development of ministry initiatives;
  - o support the implementation of ministry initiatives.

- Feedback processes
  - o gather feedback about the application entity, including an applicant's level of satisfaction with services received and address concerns raised;
  - o provide the ministry an annual summary of feedback gathered.

- Participate in DSO provincial network and sub-committees

Services excluded

- activities such as prioritization and development of service and support profiles for applicants;
- psychological assessment for the purpose of confirming eligibility for adult developmental services and supports;
- assessments that are provided in the context of other services, such as employment assessment in the context of employment supports;
- assessments by health professionals related to health and medical conditions requiring action or treatment;

- provision of direct funding to eligible applicants and management of direct funding agreements with individuals (pending proclamation of relevant sections of the legislation).

Delivery method

- services may be provided in person, or by other means (e.g., phone, email, mail, and videoconference);
- services are to be delivered as outlined in the policy directives for application entities and operational guidelines;
- services provided are aligned with the ministry's safety and security guidelines and expectations.

Services will be

- designed to address the needs of the individual and their family;
- respectful of the social, linguistic and cultural diversity of families and faith communities;
- staffed by individuals with the appropriate qualifications, training and range of skills necessary to respond effectively to the needs of individuals and their families;
- based on the individual's assessed needs, service requests and available individual, agency, community and contracted ministry resources;
- guided by the ministry's DS transformation vision, principles and priorities.

Program goals

Provision of access to ministry-funded adult developmental services and supports that promotes social inclusion, choice, independence and rights.

Ministry expectations

- DSOs are required to collect, access, and report on personal information stored in the Developmental Services Consolidated Information System (DSCIS);

- DSOs will be responsible for safeguarding the privacy and security of personal information;

- DSOs will ensure that only "authorized persons" will have access to and use personal information obtained from applicants, as required for the performance of their duties;

- DSOs will promote and strive for provincial consistency in service delivery based on jointly-developed best practices;

- where service standards are not met, the ministry reserves the right to adjust DSO funding accordingly;

- service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;

- the service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information, maintaining the security, integrity, consistency and validity of the information collected and maintained; and ensuring that data is accurate and kept up-to-date.

Privacy and security of confidential information

Each DSO shall create and adhere to privacy and security governance that aligns with the MCCSS privacy and security requirements and applicable guidelines, including guidelines related to consent. DSOs shall maintain the privacy and security of confidential information and shall comply with MCCSS security requirements and applicable guidelines where required.

With respect to any personal information on DS applicants and its collection, use, retention, disclosure, destruction or disposal, DSOs shall abide by all applicable

legislation and MCCSS requirements and take reasonable measures to observe the following information management requirements:

- any applicable legislation governing the protection of information;

- any relevant regulations, policies, standards, protocols or directives relating to the administrative, technical and physical safeguarding of personal information;

Privacy and security programs

The Board of Directors of each DSO is accountable for the privacy and security of personal information held by the DSO and the security of the information system holding that information. DSOs shall ensure that:
- a person within the organization (ideally from Senior Management) is designated to implement, and monitor the implementation, of privacy measures, on behalf of the organization;
- a person within the organization (ideally from Senior Management) is designated to implement, and monitor the implementation, of Security measures on behalf of the organization;
- a privacy program is in place. This program must be compliant with
  - the industry best practices;
  - when applicable, the *Personal Health Information Protection Act (PHIPA)*;
  - all other legal requirements.
- a security program is in place;
- this program must be in line with industry best practices;
- a security breach protocol is developed, maintained, and monitored, and its findings are reported in a yearly survey;
- the proper privacy & security governance is in place, approved by senior management and regularly reviewed;
- its staff is aware of its duties in terms of privacy & security requirements and it is documented in writing;
- they comply with any specific privacy & security requirements MCCSS may have.

Reporting requirements

The following service data will be reported on at an interim and final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of FTE active assessors: Application Entity for the year	The number of FTE active assessors in the Application Entity at the time of reporting (snapshot).
Application Entity: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

[1] Note: Application Entities may not facilitate referrals for applicants to ministry-funded adult developmental services and supports until they are 18 years of age

Services delivered: DS caregiver respite services and supports

Component: Adults' DS Community Support Services

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act (SIPDDA), 2008*

Service objectives

- To provide temporary relief to primary caregivers of adults with a developmental disability;
- To support the development of a personal Individual Support Plan (ISP) based on the principles of self-determination, social inclusion, citizenship, and choice and to provide services that are reflective of this plan.

Service description

People served

Services and supports are provided to, or for the benefit of, persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act*, 2008.

Individual support plan (ISP)

Each individual will have an ISP that is based on the assessed strengths, needs and preferences of the individual. The plan will identify the specific services/supports received by the individual, the expected outcomes and should be based on the principles of self-determination, social inclusion, citizenship, choice and other requirements outlined in Section 5 of Regulation 299/10.

Services and supports provided include

- Supports provided to adults with a developmental disability in their place of residence in the absence of, or alongside, the usual caregiver;
- Supports for adults with a developmental disability in a setting other than their place of residence;
- Supports for adults with a developmental disability in settings that include short term overnight stay so as to afford the usual caregiver an opportunity for relief (i.e. for vacation, illness or short-term relief);
- Short term settings can include, dedicated congregate (group) homes for respite, summer camps, respite family homes, motel/hotel arrangements paid by agencies.

Services excluded

- Temporary use of vacant group home spaces for caregiver respite services provided through DS temporary supports.

Delivery method

- Services may be provided in person or by video conference;
- Agency staff coordinating or providing the respite services are typically required to have certification in the human services field or related training or experience;
- Services are provided by a person other than, or in addition to, the primary caregiver for the purpose of providing temporary relief to the primary caregiver;
- Services provided are aligned with the ministry's safety and security guidelines and expectations;
- Services may be provided by agencies or purchased by individuals. Where services are purchased by individuals, agencies may provide financial and other administrative supports.

Services will be

- Designed to address the needs of the individual and their family;
- Respectful of the social, linguistic and cultural diversity of individuals, families and communities;
- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and their families;
- Based on the individual's assessed strengths, needs, preferences and available individual, agency, community and contracted ministry resources;
- Obtained through the application for adult developmental services and supports process, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

Program goals

To provide temporary relief for primary caregivers while also providing services and supports to adults with a developmental disability.

Ministry expectations

- Service agencies will inform the appropriate Developmental Services Ontario (DSO) office of resources and/or vacancy declaration as it becomes available;
- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;
- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information maintaining the security, integrity, consistency and validity of the information collected and maintained and ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets. For table of Service Data please refer to the excel spreadsheet provided

Service Data Name	Definition
Number of Respite Spaces: Respite	Total number of spaces for overnight stay at the end of the reporting period. Include all ministry-funded spaces at TPAs and third parties regardless of whether they are filled or not at the time of the count.
Number of Individuals Served: Respite	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.
Respite: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: DS community networks of specialized care (cnsc)

Component: Adults' DS Community Support Services

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act (SIPDDA), 2008>*

Service objectives

To support persons at least 18 years of age who have a developmental disability, reside in Ontario, and have high support and complex needs.

High support and complex care needs are currently defined as:

- A person with extraordinary medical and/or behavioural support needs: determined by scores on Supports Intensity Scale (SIS) sections 3A (medical scores of 7 or greater) and 3B (behavioural scores of 11 or greater); and
- High overall support needs: for people with overall SIS percentiles of greater than 70%; and
- Safety concerns: the caregiver has concerns about the person's safety due to his/her medical; and/or behavioural support needs (ADSS s6.3 and 6.5); and
- For only people with exceptional medical support needs, the person must require overnight support (people with extraordinary behavioural support needs do not necessarily need to require overnight support in order to meet the High Supports Complex Care Needs (HSCCN) definition.

Service description

People served

Services and supports are for persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008*. In addition to having their eligibility confirmed by Developmental Services Ontario,

people served will have high support and complex needs. Due to the nature of the DDJCM program, confirmed eligibility for MCCSS funded developmental services is not required. The diagnosis of a Developmental Disability and/or Dual Diagnosis should be suspected prior to entry into the diversion program, similar to Urgent Response.

A working definition of High Support and Complex Care Needs (HSCCN) will support the identification and referral for the Complex Support Coordination and Health Care Facilitator functions. The working definition will be revised over time.

High support and complex care needs is currently defined as:

- A person with extraordinary medical and/or behavioural support needs: determined by scores on SIS sections 3A (medical; scores of 7 or greater) and/or 3B (behavioural; scores of 11 or greater.); and;

- High overall support needs: For people with overall SIS percentiles of greater than 70; and;

- Safety concerns: the caregiver (family members and/or paid support persons) has concerns about the person's safety due to his/her medical and/or behavioural support needs (ADSS s6.3 and 6.5); and;

- For only people with exceptional medical support needs, the person must require overnight support (people with extraordinary behavioural support needs do not necessarily need to require overnight support in order to meet the HSCCN definition.

Program/service features

To provide direct support and services for people with developmental disabilities who have high support and complex care needs because their needs exceed the available developmental services and supports, and/or require coordination with inter-ministry service providers/partners, thus allowing resources to be focused on the person rather than the system.

To improve access to supports and services for adults with developmental disabilities who have high support and complex care needs by creating consistency in how complex support coordination and health care facilitation is provided across the

province

Specific service provided

CNSCs are expected to fulfill their mandate by ensuring the following four functions are available in every region across the province:
- Complex support coordination;
- Dual diagnosis justice case management Health care facilitation;
- Service system resources (videoconferencing/French language services).

To serve people with developmental disabilities with high support and complex care needs by:
- Coordinating support and service within and across sectors, by providing complex support coordination for people with high support and complex care needs;
- Acting as a resource to service agencies, Developmental Services Ontario and local planning tables (including urgent response and service solutions/case resolution);
- Building system capacity to better support people with high support and complex care needs through education, mentorship and support to other case managers and service agencies; and
- Providing provincial coordination of videoconferencing and French language services.

CNSCs will also be referred to as the accountable agency

It is expected that at least one agency in each region is accountable to the ministry for funding, coordinating, and overseeing the delivery of the four functions (with the exception of videoconferencing and French language services, which are each led by a single agency for the province).

The accountable agency may directly provide services or outsource service delivery to other provider(s) through service level agreement(s). Any such agreement must clearly specify funding parameters and service expectations.

Delivery agencies would report up to the accountable agency. The accountable agency would roll up the delivery agencies' reports, conduct appropriate analyses and report back to the ministry.

Services excluded

- Research activities or funding of research is not included as part of this service Training is not included as part of this service;
- Capacity building activities need to be reviewed and pre-approved by the regional office;
- Professional and specialized services and supports provided directly to people with a developmental disability;
- Such services are expected to be provided by professionals or specialized staff through DS professional and specialized services.

Delivery method

- Services are provided in person, over the phone and/or videoconference;
- Services provided are aligned with the ministry's policy directives, safety and security guidelines and expectations.

Services and supports will be

- Delivered following a person-centered approach;
- Empower people to achieve their full potential and their rights and choices will be informed and respected;
- Collaborative and integrative of other sector providers;
- Respectful of the social, linguistic, and cultural diversity of the person, families and communities;

- Staffed by professionals with the appropriate training, education, experience and skills necessary to respond effectively to meet the needs of people and their families;
- Based on the person's assessed needs, personal choices and available professional, agency, community, and contracted ministry resources;
- Obtained through the application for developmental services and supports process, which identifies the persons' support needs and priority access to service through a process that is objective, equitable and transparent.

Note: To gain access to Dual Diagnosis Justice case management diversion services and supports, the person's eligibility does not need to be confirmed by Developmental Services Ontario (DSO), but a developmental disability should be suspected, similar to Urgent Response.

Program goals

To provide direct support and coordinate services to meet the needs of people with a developmental disability who have high support and complex care needs that promote inclusion and respects and empowers the person to achieve their full potential.

Ministry expectations

- Service agencies will inform the appropriate Developmental Services Ontario (DSO) office of resources and/or vacancy declaration as it becomes available;
- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;
- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information, maintaining the security, integrity, consistency and validity of the information collected and maintained and ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals Served: Community Networks of Specialized Care	The unique number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should only be counted once per year.
Community Networks of Specialized Care: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the service agency to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: Development Service community participation services and supports

Component: Adults' <u>DS</u> Community Support Services

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (<u>SIPDDA</u>). Ministry of Community and Social Services (<u>MCSS</u>) Act* – applies to transition supports (Student Links)

Service objectives

Transfer payment agencies provide community participation services and supports for adults who have a developmental disability that include:

- Activities such as personal development, basic life skills training, social and recreational activities, volunteering and other activities that lead to community participation;
- Assistance for individuals who have left school, by providing innovative community participation supports;
- Supports to promote life-skills and community participation for individuals no longer in school;
- To support the development of a personal Individual Support Plan (<u>ISP</u>) based on the principles of self-determination, social inclusion, citizenship, and choice and to provide services that are reflective of this plan.

Transition supports (Student Links)

Student Links (formally Passport Mentoring Services) transfer payment agencies provide transition supports (Student Links) for students between the ages of 14 and 21, who have a developmental disability and are at the secondary school level.

Includes exposure to innovative community participation supports and opportunities.

Service description

People served

Community participation services and supports are provided to persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008*. Under the *MCSS Act*, transition supports (Student Links) are for students between the ages of 14 and 21, who have a developmental disability and are at the secondary school level.

Note: An Individual Support Plan (ISP) is not the same as Person-Directed Planning (PDP): Individual Support Plans should not be reported or counted/considered equivalent to a person-directed planning (or person-directed planning process). The two terms are used to describe different planning processes and should NOT be confused.

Individual support plan (ISP)

For DS Community Participation Services and Supports: Each individual will have an ISP that is based on the assessed needs and preferences of the individual. The plan will identify the specific services/supports received by the individual, the expected outcomes and should be based on the principles of self-determination, social inclusion, citizenship, choice and other requirements outlined in Section 5 of O. Reg. 299/10.

For transition supports (student links): The process for ISP is through consultations with students, families and schools. Students will self-identify areas of interest and opportunities that they want to explore and experience and/or link to. An individualized Mentor Plan will be developed and agreed upon by the student.

DS community participation services and supports include:

- Facilitate and support participation in community-based activities (e.g. social networking, recreational, peer counseling, faith-based and/or volunteer);

- Develop skills in utilizing community infrastructure such as transportation services, shopping, libraries, and recreational opportunities;
- Promote activities of community inclusion for individuals transitioning from the education system;
- Structured learning, and education to meet an individual's goals in the areas of functional independence and community participation and Development of Person-Directed Planning (PDP) services and supports to assist persons with;
- developmental disabilities in identifying their life vision and goals, and finding and using services and supports to meet their identified goals with the help of their families or significant others of their choice.

Note: To be reported as person-directed planning the process must align with the planning process outlined in the MCCSS November 2013 Person-Directed Planning and Facilitation Guide and must be a process which includes five accepted common steps (p.13) and fourteen core elements (p.43 of the Guide). Individual Support Plans should NOT be reported or counted as person-directed planning.
(https://www.mcss.gov.on.ca/documents/en/mcss/publications/developmental/Person_DirectedPlanning.pdf)

Transition supports (student links) include

- Coordination of Student Links:
  o This includes recruitment and linking of adult mentors who actively participate in their community to mentor students who have a developmental disability at a secondary school level;
  o Mentors provide students with direct exposure to career shadowing, interaction in meaningful community activities, volunteer options and the exploration of alternate post-school opportunities;
  o Opportunities to learn in both group and individual settings;
  o Opportunities to participate in the development of social relationships
  o Opportunities for family participation;
  o Community-based learning;

- o Exposure to an array of activities and experiences;
- o Work training and volunteer involvement;
- o Self-directed planning with links to IEP and student transitional plans
- o Development of community linkages and partnerships;
- o Focus on independence, participation, and inclusion;
- o Involvement of experienced adults who have a developmental disability in the design, development, and mentoring role for this initiative.

Transition supports (student links) description

Is an "in-school" opportunity to expose students, who have a developmental disability, at the secondary school level, to post-school experiences and options. It is intended to enhance their capacity to make informed post-school decisions prior to leaving school and is available to students between the ages of 14 and 21. This is achieved through adult mentors, and Mentor Coordinators, in concert with school personnel, parents, and community and support providers (where applicable).

Student Links is an opportunity for students to explore and experience a link with various options and opportunities that they may want to pursue upon leaving high school. Student Links will provide expertise to students, mentors, educators' community members and families.

Students will be better equipped to participate in planning for their future and will have had an opportunity to connect with people who have knowledge or experience in the students' identified area of interest. Mentor Coordinators will facilitate the engagement of students to mentors who can offer expertise and support to the development of capacity within students around a specific interest. The intention will be to expose them to roles that they may want to consider for their future once they have graduated. These roles would create opportunities for them to pursue in the future and that would enhance their participation in community life.

Experienced adult mentors work with the Mentor Coordinators to provide direct exposure to career shadowing, interaction in meaningful community activities, volunteer options and the exploration of alternate post-school opportunities. Additional in-school support includes exposure to and training in social interaction, relationship building, post-school transition adjustments, decision-making approaches

and exploration. Mentoring approaches are individualized for each student with a Mentor plan.

The process for ISP is through consultations with students, families and schools. Students will self-identify areas of interest and opportunities that they want to explore and experience and/or link to. An individualized Mentor Plan will be developed and agreed upon by the student before proceeding.

Community linkages and service collaboration (if applicable) will be achieved through the identified actions contained within the students' Mentor Plans. Student Links is delivered by Community Living Ontario in partnership with People First of Ontario and/or other self-advocacy organizations in the community. Evaluations and feedback from all stakeholders involved (i.e. students, families, schools, community linkage) will also take place to determine the effectiveness of the mentor plan.

Role of the Ministry of Children, Community and Social Services

- o Provide annualized funding to Community Living Ontario to design and implement Student Links;
- o Negotiate and monitor the agreement with Student Links agencies to assure compliance with Student Links guidelines, MCCSS policies/procedures and quality assurance and evaluation procedures.

Role of student links agencies

Student Links agencies will work in partnership with self-advocacy organizations in the community to:
- Administer and deliver Student Links;
- Introduce and provide the initiative to willing school boards and schools;
- Determine access to mentoring in consultation with Mentoring Teams, which includes students, families, educators, Mentor Coordinators, self-advocacy groups, and other relevant stakeholders;
- Gather all necessary information to determine outcome measures and quality assurance;

- Match students with mentors and provide the required support and training to ensure a successful match. Ongoing monitoring of the matches and progress checkpoints (and re-matching if required) would be strongly encouraged;
- Meet the implementation requirements within the capacity and resources that are available;
- Oversee spending of all allocated funds by the end of the fiscal year, and ensure that they are managed within spending guidelines;
- Develop and conduct an evaluation of the initiative;
- Adhere to all government program standards, including compliance with any quality assurance procedures and random spot audit checks.

Services excluded

- Employment supports that are provided to place, maintain, or change the employment of an individual in a work setting;
- Intake and assessments for the purposes of eligibility determination and funding allocation;
- Community participation supports provided by staff in a residential services setting.

Delivery method

- Services may be provided in person or by other means (e.g. phone, email, mail and videoconference) remotely/virtually;
- Staff providing services are typically required to have certification in the human services field including developmental services or related training or experience;
- Services provided are aligned with the ministry's safety and security guidelines and expectations;
- Activities are not fundable through ODSP employment supports;
- Community participation services and supports provided for adults with developmental disabilities may be provided by agencies or purchased by individuals;

- Where services are purchased by individuals, agencies may provide financial and other administrative supports;
- Transition services for school-aged youth cannot be purchased directly by individuals.

Services will be

- Designed to address the needs of the individual and their family;
- Respectful of the social, linguistic and cultural diversity of individuals, families and communities;
- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and their families;
- Based on the individual's assessed strengths, needs, preferences and available individual, agency, community and contracted ministry resources;
- Obtained through the application for adult developmental services and supports process, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

Program goals

To provide community participation services and supports to adults with a developmental disability that promote social inclusion, individual choice, independence and rights.

Ministry expectations

- Service agencies will inform the appropriate Developmental Services Ontario (DSO) office of resources and/or vacancy declaration as it becomes available;
- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements. The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and

maintenance of information, maintaining the security, integrity, consistency and validity of the information collected and maintained and ensuring that data is accurate and kept up to date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Passport Mentoring: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Mentors: Passport Mentoring	Mentors: The number of unique/unduplicated Mentors participating in Student Links during the reporting period where the coordinator has confirmed a new match or an active mentoring relationship (i.e., the relationship existed during the reporting period).
Number of Unmet Requests for Mentors: Passport Mentoring	Unmet Requests for Mentors: The number of unique/unduplicated students waiting for a Mentor in Student Links during the reporting period.
Number of Mentees: Passport Mentoring	Mentees: The number of unique/unduplicated students participating in Student Links during the reporting period where the coordinator has confirmed a new match or an active mentoring relationship (i.e., the relationship existed during the reporting period).
Community Participation: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of Individuals Served: Community Participation	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.

Services delivered: DS coordination processes

Component: Adults' DS Community Support Services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

To provide provision of access to ministry-funded adult developmental services and supports for adults with developmental disabilities.

Service description

This service is expected to be used on an interim basis until implementation activities related to transformation have been completed.

People served

Provision of access to ministry-funded adult developmental services and supports for adults with developmental disabilities who reside in Ontario and are at least 18 years of age and for their primary caregivers.

Program/service features

Specific service provided

This can include services related to programs, other than the Passport program, such as prioritization and allocation of funding.

Services excluded

- All services or functions related to the passport program;
- Psychological assessment for the purpose of confirming eligibility for adult developmental services and supports;

- Assessments that are provided in the context of other services, such as employment assessment in the context of employment supports;
- Assessments by health professionals related to health and medical conditions requiring action or treatment;
- Provision of direct funding to individuals and management of direct funding agreements with individuals (pending legislative authority).

Delivery method

- services may be provided in person, or by other means (e.g., phone, email, mail, and videoconference where possible or permissible);
- staff providing services are typically required to have certification in the human services field or related training or experience;
- services provided are aligned with the ministry's safety and security guidelines and expectations.

Services will be

- Designed to address the needs of the individual and their family;

- Respectful of the social, linguistic, and cultural diversity of families and communities;
- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and their families;
- Based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Obtained through the application for developmental services and supports process, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

Program goals

To provide access to ministry-funded adult developmental services and supports for adults with developmental disabilities that promotes social inclusion, individual choice, independence and rights.

Ministry expectations

- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;
- The service agency is responsible for utilizing the information technology specified by the Ministry for he collection and maintenance of information, maintaining the security, integrity, consistency and validity of the information collected and maintained; and ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Coordination Processes: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative). This includes the "Child Witness Program" and the "Counselling Services" program.

Number of calls: ReportON	The total number of times when service is provided by telephone for ReportON. This count represents continuous service to a client. It does not represent a count of unique individuals. This figure excludes calls that have a high likelihood of being auto dialers, static, or SPAM, and abandoned calls.
Number of Individuals Served: Coordination Processes	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative).

Services delivered: DS professional and specialized services

Component: Adults' DS Community Support Services

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA). Ministry of Community and Social Services (MCSS) Act*

Service objectives

To provide professional, specialized community-based supports and services for people with developmental disabilities. To support the development of a personal Individual Support Plan (ISP) based on the principles of self-determination, social inclusion, citizenship, and choice, and/or a behaviour support plan, based on requirements outlined in Ontario Regulation 299/10 and the Policy Directives for Service Agencies, and to provide services that are reflective of this/these plan(s).

Service description

People served

For professional, specialized community-based supports and services:

Persons with developmental disabilities, as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008*, who reside in Ontario, are at least 18 years of age, who may have a co-existing mental illness or behavioural challenges (dual diagnosis) and for their primary caregivers.

For psychological assessment services provided to persons who require eligibility confirmation for adult developmental services:

Persons who require eligibility confirmation for adult developmental services because they have not been determined to have a developmental disability or their supporting documentation (e.g., psychological assessment report) does not include a diagnosis of a developmental disability. This service falls under the *Ministry of Community and Social*

Services (MCSS) Act.

Individual support plan (ISP)

For professional, specialized community-based supports and services only:

Each individual will have an ISP that is based on the assessed needs and preferences of the individual. The plan will identify the specific services/supports received by the individual, the expected outcomes and should be based on the principles of self-determination, social inclusion, citizenship, choice, and other requirements outlined in Section 5 of O. Reg. 299/10.

Program/service features

Services and supports provided to persons who require eligibility confirmation for adult developmental services:
- Psychological assessment, by a psychologist or psychological associate, for individuals who are seeking to confirm eligibility for ministry-funded adult developmental services and supports.

Services and supports provided to adults with developmental disabilities include:
- Psychological and/or professional specialized assessment for individuals confirmed eligible;
- Development of clinical behavioural treatment plans to address needs in adaptive functioning (e.g., communication needs, co-existing mental health issues or behavioural challenges) and for use in daily settings;
- Behaviour support plans prepared and/or approved by a registered psychologist, psychological associate, or other clinicians with experience in behaviour intervention (as outlined in Ontario Regulation 299/10 and the Policy Directives for Service Agencies);
- Psychological, psychiatric, and/or behavioural interventions;
- Crisis stabilization;
- Speech therapy;

- Language and communication skills training, behavioural assessment, and intervention; and
- Assessment of needs in adaptive functioning.

Services and supports provided to individuals with developmental disabilities or families/primary caregivers:
- Handling speech and language problems;
- Counselling and teaching.

Delivery method

- Services may be provided in person, or by other means (e.g., phone, e-mail, mail, and videoconference);
- Services provided are aligned with the ministry's policy directives, safety and security guidelines and expectations;
- Services may be provided to individuals residing at home; in a DS supported group living residence; DS supported independent living; host family residence; DS specialized accommodation or DS intensive support residence;
- Services are provided by regulated health professionals when appropriate (e.g., psychologist) or by staff who have the required training/experience in specialized/clinical services (e.g., behavioral therapist);
- Psychological assessment for eligibility confirmation for adult developmental services must be completed by a psychologist or psychological associate only (see Application Entity policy directives for more information).

Services will be

- Designed to address the needs of the individual and their family;
- Respectful of the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and their families;

- Based on the individual's assessed needs, preferences and available individual, agency, community, and contracted ministry resources;
- Obtained through the application for developmental services and supports process, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

Program goals

To provide professional, specialized community-based supports and services to adults with a developmental disability that promotes social inclusion, individual choice, independence, and rights.

Ministry expectations

- Service agencies will inform the appropriate Developmental Services Ontario (DSO) office of resources and/or vacancy declaration as it becomes available;
- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;
- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information, maintaining the security, integrity, consistency, and validity of the information collected and maintained; and ensuring that data is accurate and kept up to date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Individuals Served: Specialized: Speech Therapy	The unique/unduplicated subset of "Specialized: Individuals Served (Total)" who received this type of Specialized service.
Number of Individuals Served: Specialized: Non-Eligibility Psych Assessment or Counselling	The unique/unduplicated subset of "Specialized: Individuals Served (Total)" who received this type of Specialized service.
Number of Individuals Served: Specialized: Eligibility Psych Review	The unique subset of "Specialized: Individuals Served (Total)" who received this type of Specialized service.
Number of Individuals Served: Specialized: Eligibility Psych Assessment	The unique/unduplicated subset of "Specialized: Individuals Served (Total)" who received this type of Specialized service.
Number of Individuals Served: Specialized: Behavioural Supports	The unique/unduplicated subset of "Specialized: Individuals Served (Total)" who received this type of Specialized service.
Number of Individuals Served: Specialized (any service)	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.

Number of Assessments Completed: Specialized: Eligibility Psych Assessment	Total # of psychological assessments completed for the purposes of determining eligibility for DS in the reporting year (cumulative).
Number of Reviews Completed: Specialized: Eligibility Psych Review	Total number of psychological reviews completed for the purposes of determining eligibility for DS in the reporting year (cumulative).
Specialized: Speech Therapy: Ministry- funded Agency Expenditures	The breakdown of specific needs of the children and youth profiled at ARE events during the reporting period
Specialized: Non-Eligibility Psych Assessment or Counselling: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Specialized: Eligibility Psych Review: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Specialized: Eligibility Psych Assessment: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Specialized: Behavioural Supports: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Sessions Completed: Specialized: Non-Eligibility Psych Assessment or Counselling	Total number of psychological assessment or counselling sessions completed for purposes other than determining eligibility for DS in the reporting year (cumulative).

Services delivered: Developmental Services specialized services — adult protective services

Component: Adults' Developmental Services Community Support Services

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)*

Service objectives

- To case manage and coordinate community resources, liaise with other service providers, and advocate for adults who have a developmental disability living in the community;
- To support the development of a personal Individual Support Plan (ISP) based on the principles of self-determination, social inclusion, citizenship and choice and to provide services that are reflective of this plan.

Service description

People served

Services and supports are provided to persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Individual support plan (ISP)

Each individual will have an Individual Support Plan (ISP) that is based on the assessed needs and preferences of the individual. The plan will identify the specific services/supports received by the individual, the expected outcomes and should be based on the principles of self- determination, social inclusion, citizenship, choice and other requirements outlined in Section 5 of Regulation 299/10.

Note: An Individual Support Plan (ISP) is not the same as Person-Directed Planning (PDP): Individual Support Plans should not be reported or considered equivalent to a

person-directed plan. The two terms are used to describe different planning processes and should NOT be confused.

Specific service provided

- Advocacy to:
  - support adults to understand and exercise their rights;
  - prevent abuse, disservice, or exploitation of individuals by assisting them in accessing or communicating the situation to appropriate authorities;
  - help eligible individuals access and maintain generic community supports and government-funded services and supports;
  - help individuals live safely and securely in the community.
- Support with problem-solving, life skills counseling (such as personal budgeting, use of transportation, employment), guidance, or group facilitation;
- Helping individuals in identifying their strengths and needs and providing information, referrals, and follow-up supports;
- Coordination and case management of community resources, service plans, mediation, and liaison with other service providers;
- Assisting or arranging for appropriate accommodation/housing, legal, health, social, financial, family or counseling supports; and
- Accompanying individuals and providing support at housing, legal, health, social, financial, counseling or family-related appointments or meetings.

Services excluded
- Case management services and support provided by staff in a residential setting or in day programs;
- Services provided through Professional and Specialized Services; and;
- services provided through the Community Networks of Specialized Care.

Delivery method

- Services may be provided in person, or by other means (e.g., phone, email, and/or videoconference);

- Staff providing services are typically required to have certification in the human services field including developmental services or related training or experience
- Services provided are aligned with the ministry's safety and security guidelines and expectations.

Services will be

- Designed to address the needs of the individual;
- Respectful of the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and, if appropriate, their families;
- based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Obtained through the application for developmental services and supports process, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

Program goals

To provide support to adults with a developmental disability to help them access and maintain developmental services and supports including community-based services and supports available to any member of the community.

Ministry expectations

- Service agencies will inform the appropriate Developmental Services Ontario (DSO) office of resources and/or vacancy declaration as it becomes available;
- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;

- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information, maintaining the security, integrity, consistency and validity of the information collected and maintained and ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Case Management: APSW: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Case Management: Non-APSW: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Individuals Served: Case Management: Non-APSW	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re- entered service during the year.
Number of Individuals Served: Case Management: PDP	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re- entered service during the year.

Case Management: PDP: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Individuals Served: Case Management: APSW	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re- entered service during the year.

Services delivered: Developmental Services temporary supports

Component: Adults' Developmental Services Community Support Services

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)* and *Ministry of Community and Social Services (MCSS) Act*

Service objectives

To provide temporary, time-limited support to adults with a developmental disability in urgent need where natural, social or community supports are not available.

Service description

People served

- Services and supports are provided to, or for the benefit of, persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008;*
- When an individual contacting an application entity (Developmental Service Ontario) is in urgent need of service, the application entity (Developmental Service Ontario) shall initiate the local process for resolving service issues for persons with developmental disabilities (such as urgent response) that may refer the individual to appropriate available, interim support;
- Where an individual has not previously completed the confirmation of eligibility process for ministry-funded adult developmental services and supports, the application entity (Developmental Service Ontario) shall follow-up with the individual to complete the eligibility confirmation process in accordance with the Act.

Specific service provided

- <u>DS</u> temporary supports are short term, time-limited supports and services provided to address risk factors where natural, social or community supports are not available to meet the individual support needs;

- Supports are tailored to meet the individual circumstance to mitigate risk;

- Supports are short term and temporary in nature designed to support the individual, wherever possible, in their usual environment, to address risk factors due to unexpected circumstances.

Services excluded

- Temporary use of ministry-funded vacant residential spaces;

- Planned, ongoing services and supports to adults with a developmental disability (<u>e.g. DS</u> community participation services and supports or <u>DS</u> caregiver respite services and supports).

Delivery method

- One agency per <u>MCCSS</u> region will be responsible for brokering funds to support eligible individuals;

- Agencies will typically be the service provider for <u>DS</u> temporary supports, although, in exceptional circumstances, services may be delivered by non-agency providers and/or brokered as direct funding;

- There must be agreement between the individual being served and the brokering agency to proceed with a non-agency service provision mechanism;

- Services may be provided in person, or by other means (<u>e.g.</u>, phone, email, mail, and videoconference where possible or permissible);

- Staff providing services are typically required to have certification in the human services field or related training or experience;

- Services provided are aligned with the ministry's safety and security guidelines and expectations.

Temporary services will be

- Designed to address the needs of the individual and their family;

- Respectful of the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and their families;

- Based on the individual's assessed needs (where available), preferences and available individual, agency, community and contracted ministry resources;

- Obtained through the Developmental Services Ontario office, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

Program goals

Temporary supports are intended to mitigate long-term reliance on more costly services such as residential group living and sustain the individual/family's current support system.

Ministry expectations

- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;

- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information, maintaining the security, integrity, consistency and validity of the information collected and maintained and ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
TSF: Ministry funding flowed from your TPA to other agencies (not direct funding)	Total amount of Temporary Supports Funding flowed to service agencies to support service delivery to clients.
Number of Individuals: TSF: TPA: Direct funding	Individuals Served by ministry funding flowed from your TPA (direct funding to clients/families): The subset of "Individuals Served (Total)" who received direct TSF funding.
Number of Individuals (total): TSF	The unique number of individuals served by Temporary Supports Funding (either through direct funding or agency based service). Do not double-count someone receiving both direct and agency-based TSF -
TSF: Ministry funding flowed from your TPA to clients/families (direct funding)	Total amount of Temporary Supports Funding flowed directly to clients/families.
Number of Individuals: TSF: funded agency-based service	Individuals Served by ministry funding flowed from your TPA (direct funding to clients/families): The subset of "Individuals Served (Total)" who received direct TSF funding.

Services delivered: Developmental Services — debt retirement

Component: Adults' Developmental Services Community Support Services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

The objectives of debt retirement funding are to provide financial resources to transfer payment agencies to retire outstanding debt.

Service description

People served

Debt Retirement will ensure that adults with a developmental disability will receive services and supports from transfer payment agencies that are free of outstanding debt.

Program/service features

Specific service provided

Debt Retirement funding is provided to transfer payment agencies on a time limited basis to pay-off outstanding debt such as a mortgage or other long-term loan provided to the agency against assets.

Program goals

Time limited funding is provided to pay-off outstanding debt.

Ministry expectations

Agencies receiving debt retirement funding will reduce their operating costs by the reduction of monthly payments for debt servicing costs.

Services delivered: Developmental Services (DS) CAN-ON 22–23

Component: Adults' Developmental Services Community Support Services

Legislation: *French Language Services Act (https://www.ontario.ca/laws/statute/90f32) (FLSA)*

Service description

The Canada-Ontario (CAN-ON) Agreement on French-language services (FLS) is a bilateral agreement between the Government of Canada and the Province of Ontario. The purpose of the CAN-ON Agreement on FLS is to provide funding to ensure the continued development, enhancement and accessibility of quality French-language services for Ontario's Francophone community, in accordance with obligations under the *French Language Services Act, 1986*.

People served

Vulnerable Francophone populations, including persons with developmental disabilities.

Program/service features

CAN-ON supports projects that improve accessibility and quality of community and social services in French for vulnerable Francophone populations and enhance the development of integrated services for vulnerable Francophone populations.

Specific service provided

Developmental Services (DS) CAN-ON 22-23.

Ensure the planning and optimal delivery of FLS for vulnerable Francophone populations, including persons with developmental disabilities.

Program goals

Ensure access and quality of social and community services in French for vulnerable Francophone populations, including persons with developmental disabilities.

Ministry expectations

- Projects should be time-limited, and/or demonstrate sustainability beyond the one-time funding that is available;
- Projects should outline concrete outcomes, including performance measures that are SMART (specific, measurable, achievable, realistic and have a particular timeline);
- Projects should give consideration to partnerships, cross-sectoral/interministerial collaboration and creative/innovative thinking;
- Projects receiving CAN-ON funding are required to report that progress is being made toward attaining the stated objectives, interim and final reports are required for each project every year of the initiative's duration and must be submitted to the MCCSS FLS Unit within the prescribed timeframe;
- These reports are reviewed by the MCCSS FLS Unit to ensure that the terms and conditions of funding are being met.

Reporting requirements

The full yearly contribution of federal funds is flowed to the ministry prior to the end of each fiscal year that the project is funded following the production of an interim financial report provided by the MCCSS FLS Unit detailing the actual expenditures incurred by each project prior to September 30, and the total expenditures anticipated until March 31 of the fiscal year in question. Submission of the interim report must be done in the form provided by the MCCSS FLS Unit and as at the time communicated by the MCCSS FLS Unit.

In addition, for each year that a project is funded, the ministry must submit a final

report to the FLS Unit detailing the results of the preceding fiscal year, based on the measures, performance indicators and outcomes set forth in the project submission, and the actual expenditures up to March 31 of the preceding fiscal year.

Submission of the final report must be done in the form provided by the MCCSS FLS Unit and as at the time communicated by the MCCSS FLS Unit. The interim and final reports must be certified by a duly authorized financial officer of the ministry.

Service Data Name	Definition
DS CAN-ON Funds 22-23: Ministry-funded Agency Expenditures	Total funds for the Transfer Payment Recipient to administer and/or deliver this project in the reporting year (cumulative)

Component: Developmental Services Self-Managed Support – Direct

Services delivered: Developmental Services — consolidated payments

Component: Developmental Services Self-Managed Support – Direct

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)*. *Ministry of Community and Social Services (MCSS) Act*

Service objectives

Note: This service is only to be used by the designated consolidated payment agency to administer the Passport program recipient reimbursements of admissible expenditures.

- To administer the back office financial functions of the ministry-funded Passport program for adults with developmental disabilities;
- To host and operate the client information system that holds the shared electronic records used by the Consolidated Payment Agency (CPA) and Passport agencies for the purpose of administering their respective functions of the Passport program;
- To work collaboratively with the Passport agencies, including through the Ontario Passport Agency Network, to deliver the Passport program.

Service description

Passport is a program that helps adults with a developmental disability be involved in their communities and live as independently as possible by providing funding for community participation services and supports, activities of daily living and person-directed planning. The program also provides funding for caregiver respite services and supports for primary caregivers of an adult with a developmental disability.

The consolidated payment agency, as the financial steward, will deliver all of the

payment functions for the Passport program. The consolidated payment agency will be responsible for:

- Administering all financial transactions in regard to invoicing and payments for the Passport program, including reimbursing funding recipients for admissible expenditures;

- Operationalizing the Risk Based Review (RBR) model for the review of admissible and inadmissible expenditures; and

- Implementing electronic invoicing and electronic signature capabilities for Passport recipients.

People served:

- Services and supports are for persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008* and their primary caregivers.

Specific service provided:

- Services related to administering the Passport program such as:
  o administration of direct funding budgets; and
  o administering all financial transactions in regard to invoicing and payments for the Passport program.

- Participate in the provincial expenditure resolution process in accordance with ministry guidelines and;

- Support passport agencies in accessing and using the client information system that holds the shared electronic records for the Passport agencies.

Services excluded

Client facing services (i.e. service and program navigational supports) provided by Passport agencies.

Delivery method

There are two reimbursement options in the Passport program.

- Recipients can choose to manage their own funding to develop their own support arrangements and hire their own support workers and service providers and/or
- Recipients and families arrange payments with their chosen service provider(s) (e.g. ministry-funded Transfer Payment Recipient).

Services will be

- Accessed through the application for developmental services and supports process at an application entity (Developmental Service Ontario), which assesses individuals' support needs
- Passport recipients that are approved for Passport funding by Passport agencies, are provided reimbursement for admissible expenditures through the consolidated payment agency

Program goals

To provide reimbursement for admissible expenditures associated with community participation, caregiver respite, activities of daily living and person-directed planning in accordance with ministry guidelines.

Ministry expectations

- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;
- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information, maintaining the security, integrity, consistency and validity of the information collected and maintained and ensuring that data is accurate and kept up-to-date.

Services delivered: DS self—managed support — direct (passport program)

Component: DS Self-Managed Support – Direct

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)* and *Ministry of Community and Social Services (MCSS) Act*

Service objectives

To administer the ministry-funded Passport program for adults with developmental disabilities. This service is the program administration of the Passport program by Passport agencies and the consolidated payment agency.

Note: This service is administered only by Passport agencies and the designated consolidated payment agency.

Service description

Passport is a program that helps adults with a developmental disability be involved in their communities and live as independently as possible by providing funding for

community participation services and supports, activities of daily living and person-directed planning. The program also provides funding for caregiver respite services and supports for primary caregivers of an adult with a developmental disability.

People served

Services and supports are for persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008* and their primary caregivers.

Specific service provided

Passport agencies are the primary point of contact with Passport recipients and their families for all aspects of the Passport program.

Passport agencies will:

- Provide services related to administering the Passport program that include:
  o issuing passport funding approvals in accordance with the ministry's operational directives;
  o managing the passport service registry.

- Calculate the individual funding amounts using the Passport Mapping Tool based on the information contained in the application package for adult developmental services, for individuals who are 18+ years of age, and who have an identified need for Community Participation Supports (CPS) and/or Caregiver Respite in the order in which they are received from the Developmental Services Ontario (DSO) office, on an ongoing basis. referrals should be mapped within 30 days from the date received by the passport agency;

- Administer the consolidated payment agency's service agreement and all applicable client forms with passport recipients;

- Provide passport recipients with information and guidance regarding admissible and inadmissible passport expenditures;

- Support passport recipients by identifying relevant community-based services (regardless of sector or funding source) available in their local communities or region that provide admissible services/supports under the passport program;

- Receive and respond to queries from passport recipients, their families, community agencies and the general public;

- Support passport recipients to utilize their funds by monitoring under-spending, caseload/regional trends, service gaps, and barriers;

- Follow up with the Passport recipient, person managing funds, and/or service provider regarding invoice review, as required;

- Participate in the provincial expenditure resolution process in accordance with the guidelines.

The consolidated payment agency will provide services related to the financial administration of the passport program that include:

- Managing the financial functions of the ministry-funded Passport program;

- Developing information and guidance on financial processes to support recipients in claim submission and processing for Passport Agencies, Passport recipients and person managing funds;

- Monitor and track the program administration costs related to the IT and human resource costs in administering the program;

- Participate in the provincial expenditure resolution process in accordance with the guidelines.

Services excluded

- All services provided by organizations that are not Passport agencies;

Delivery method

- Services may be provided in person, or by other means (e.g., phone, email, mail, and videoconference).

Services will be

- Accessed through the application for developmental services and supports process at an application entity (Developmental Service Ontario), which assesses individuals' support needs;
- Applicant's information will then be referred to Passport agencies to identify funding allocations and administer Consolidated Payment Agency's service agreement and all applicable client forms with Passport recipients.

Program goals

To provide funding to support: community participation, caregiver respite, activities of daily living and person-directed planning.

Ministry expectations

- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;
- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information maintaining the security, integrity, consistency and validity of the information collected and maintained and ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Passport Consolidated Payment Agency: Ministry-funded reimbursements for client expenditures	Total ministry funding reimbursed for Passport client expenditures in the reporting year (cumulative).
Passport TPAs: Ministry-funded Agency Expenditures for program administration	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Component: Broader Public Sector – Other – Developmental Services

Services delivered: broader public sector — other —Developmental Services

Component: Broader Public Sector – Other –Developmental Services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

The objectives of broader public sector pay equity funding are to support the pay equity adjustment costs of agencies that provide adults' developmental services.

Service description

People served

- Adults' developmental services agencies;
- Transfer Payment Recipients (TPRs) under the jurisdiction of the *Ministry of Community and Social Services Act* and the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA);*
- Staff employed by TPRs providing developmental services that use the proxy method of comparison for staff positions.

Program/service features: specific service provided

The TPRs will provide all eligible employees a proxy pay equity payment in compliance with the *Pay Equity Act*, as required by the TPRs' proxy pay equity plan. Required to ensure that proxy pay equity Transfer Payment Recipients (TPRs) continue to meet their pay equity obligations under the *Pay Equity Act*, until such time as they have achieved pay equity. The *Pay Equity Act* requires employers to make annual adjustments of a minimum of 1% of the previous year's payroll toward proxy pay

equity targets until pay equity has been achieved.

The government reached a mediated Memorandum of Settlement (MOS) with five unions in the spring of 2003 regarding the funding for proxy pay equity. The

Memorandum of Settlement covered the period between January 1, 1999 and December 31, 2005. Although the MOS has ended, existing pay equity base funding under the MOS will continue to be made available to TPRs. The TPRs are required to continue to meet their pay equity obligations on an ongoing basis after the MOS concluded. Proxy adjustments will be included in the salary and wages portion of the TPR's fiscal/operating plan, where applicable.

Delivery method

Pay Equity adjustment costs using the proxy method of comparison for staff positions that MCCSS does not fund and contract for, with the agency.

Program goals

Funding for proxy pay equity adjustment costs for agencies providing adults' developmental services.

Ministry expectations

Adult developmental service agencies receiving proxy pay equity funding under the terms of the Agreement will provide all eligible employees with a proxy pay equity payment in compliance with the *Pay Equity Act*.

Component: DSB – Employment Supports (Transition)

Services delivered: DS employment supports

Component: DSB – Employment Supports (Transition)

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)*

Service objectives

To prepare for, and support adults with a developmental disability in employment settings, which may lead to competitive employment in the community

To support the development of a personal Individual Support Plan (ISP) based on the principles of self-determination, social inclusion, citizenship and choice and to provide services that are reflective of this plan.

Service description

People served

Services and supports are provided to individuals who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Individual support plan (ISP)

Each individual will have an ISP that is based on the assessed needs and preferences of the individual. The plan will identify the specific services/supports received by the individual, the expected outcomes and should be based on the principles of self-determination, social inclusion, citizenship, choice and other requirements outlined in Section 5 of Regulation 299/10.

Specific service provided

- Supports to prepare individuals for employment;
- Transitioning individuals to competitive employment support programs;
- Facilitating and supporting education and training;
- Situational assessment;
- Job development;

- Job training;
- Job coaching;
- Intervention with employers for individuals to maintain employment;
- Supports needed to place, maintain, or change the employment of an individual in a work setting.

Services excluded

- Services for individuals who have achieved stable competitive employment;
- Services being provided through <u>ODSP</u> employment supports to obtain and maintain competitive employment.

Delivery method

- Services may be provided in person, or by other means (<u>e.g.</u>, phone, email, mail and videoconference);
- Staff providing services are typically required to have certification in the human services field including developmental services or related training or experience;
- Services provided are aligned with the ministry's safety and security guidelines and expectations.

Services will be

- Designed to address the needs of the individual and their family;
- Respectful of the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and their families;
- Based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Obtained through the application for developmental services and supports process, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

Program goals

To provide employment supports to adults with a developmental disability that promotes social inclusion, individual choice, independence and rights.

Ministry expectations

- Service agencies will inform the appropriate Developmental Services Ontario (DSO) office of resources and/or vacancy declaration as it becomes available;
- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirement;
- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information maintaining the security, integrity, consistency and validity of the information collected and maintained and ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals Served	The number of individuals for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.

Number of Individuals who achieved competitive employment	The unique/unduplicated number of individuals who achieved competitive employment based on the services provided by the TPA to prepare and support individuals in employment settings.

Component: DSSL - Adults' Community Accommodation

Services delivered: Developmental Services host family settings

Component: DSSL - Adults' Community Accommodation

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)*

Service objectives

- To provide accommodation, care and supervision to adults with a developmental disability in host family settings;

- To support the development of a personal Individual Support Plan (ISP) based on the principles of self-determination, social inclusion, citizenship and choice and to provide services that are reflective of this plan.

Service description

People served

- Services and supports are for persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008;*

- Individuals served are placed by a Transfer Payment Recipient in a family residence to reside and receive care, support and supervision from the host family, in exchange for remuneration provided to the host family by the Transfer Payment Recipient;

- Individuals served are not members of the host family as defined in the policy directives/operational guidelines for the host family program.

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Individual support plan (ISP)

Each individual will have an Individual Support Plan (ISP) that is based on the assessed strengths, needs and preferences of the individual. The plan will identify the specific services/supports received by the individual, the expected outcomes and should be based on the principles of self-determination, social inclusion, citizenship, choice and other requirements outlined in Section 5 of Regulation 299/10.

Specific service provided

- Contracting with host families to provide accommodation and supports for activities of daily living and caregiver respite where applicable;
- Host family training and case management;
- Screening and recruitment of families;
- Inspection and compliance with requirements for host living;
- Home visits, including unannounced visits;
- Supports to develop, review and implement an Individual Support Plan (ISP); supports for maintaining personal relationships and family connections, as desired by the individual;
- Promoting the health and safety of the individuals residing with host family.

Delivery method

- Services are provided in person;

- Recruiting of host families can be done by phone, local advertisements, conducting interviews and home visits;

- Transfer payment recipient staff is typically required to have certification in the human services field including developmental services or related training or experience;

- Services provided are aligned with the ministry's safety and security guidelines and expectations as per quality assurance measures.

<u>Services will be</u>

- Designed to address the needs of the individual and their family (where applicable);

- Respectful of the social, linguistic and cultural diversity of individuals, families and communities;

- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and their families (where applicable);

- Based on the individual's assessed strengths, needs, preferences and available individual, agency, community and contracted ministry resources;

- Obtained through the application for adult developmental services and supports process, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

<u>Program goals</u>

To provide community based supportive living accommodation services and supports to adults with a developmental disability that promotes social inclusion, individual choice, independence and rights.

Ministry expectations

- Service agencies will inform the appropriate Developmental Services Ontario (<u>DSO</u>) office of resources and/or vacancy declaration as it becomes available;

- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;

- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information, maintaining the security, integrity, consistency and validity of the information

collected and maintained and ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals Served: Host Family (total)	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.
Number of Individuals Served: Host Family (Respite)	The subset of "Individuals Served (Total)" who received respite through the supportive living service delivered by your TPA.
Host Family: Ministry- Funded Agency Expenditures (Respite)	The subset of "Ministry-funded Agency Expenditures (Total)" used to administer and/or deliver respite services to Host Families in the reporting year (cumulative).
Host Family: Ministry- funded Agency Expenditures (Total)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: Developmental Services intensive support settings

Component: DSSL - Adults' Community Accommodation

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)*

Service objectives

- To provide accommodation, care and supervision to adults with a developmental disability in intensive support settings;
- To support the development of a personal Individual Support Plan (ISP) based on the principles of self-determination, social inclusion, citizenship and choice and to provide services that are reflective of this plan.

Service description

People served

- Services and supports are for persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008;*
- Individuals served reside in an intensive support residence - a staff-supported residence operated by a Transfer Payment Recipient, in which one or two persons with developmental disabilities reside and receive intensive Individual support plan (ISP).

Each individual will have an Individual Support Plan (ISP) that is based on the assessed strengths, needs and preferences of the individual. The plan will identify the specific services/supports received by the individual, the expected outcomes and should be based on the principles of self-determination, social inclusion, citizenship, choice and other requirements outlined in Section 5 of Regulation 299/10.

Program/service features

An intensive support residence is a staff-supported residence operated by a Transfer Payment Recipient, in which one or two persons with developmental disabilities reside and receive intensive support.

Specific service provided

- Staffing support for residents;
- Accommodations for one or two residents;
- Supports to develop, review and implement an Individual Support Plan (ISP)
- Provision of all food (to meet all nutritional needs including those arising from medical conditions) and other supportive living supports (e.g. bedding, linens, furnishings, personal care items, etc.);
- Supports for activities of daily living such as assisting a person with personal hygiene, dressing, grooming, meal preparation, administration of medication, and includes training related to money management, banking, using public transportation and other life skills;
- Supports provided by supportive living staff for participation in community activities provided by supportive living staff;
- Supports for maintaining personal relationships and family connections, as desired by the individual;
- Providing/ensuring for the health, safety and wellness of individuals (health concerns, identifying safeguards, personal safety and security);
- Specialized behaviour management and/or medical supports that are provided under clearly defined/prescribed clinical supervision.

Note: Some supported group living settings may also provide specialized accommodation.

Services excluded

- Services provided in supported group living settings;

- Services funded under community participation supports and;

- Supported independent living settings that provide activities of daily living/ instrumental activities of daily living supports at less than 24 hours per day.

Delivery method

- Services are provided in person;

- Staff providing services are typically required to have certification in the human services field including developmental services and specialized training or experience;

- Services provided are aligned with the ministry's safety and security guidelines and expectations as per quality assurance measures.

Services will be

- Designed to address the needs of the individual and their family;

- Respectful of the social, linguistic and cultural diversity of individuals, families and communities;

- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and their families;

- Based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Obtained through the application for adult developmental services and supports process, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

Program goals

To provide community based supportive living accommodation services and supports to adults with a developmental disability that promotes social inclusion, individual choice, independence and rights.

Ministry expectations

- Service agencies will inform the appropriate Developmental Services Ontario (DSO) office of resources and/or vacancy declaration as it becomes available;
- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;
- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information, maintaining the security, integrity, consistency and validity of the information collected and maintained and ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Bed Days Available: Intensive Support (directly operated)	The cumulative number of days a supportive living space is available and staffed during the reporting period. Only includes ministry-funded beds directly operated by your TPA (not via a third party).
Number of Beds: Intensive Support (directly operated)	The total number of supportive living spaces for overnight stay at the end of the reporting period (snapshot), regardless of whether they are filled or not. Only includes ministry-funded beds directly operated by your TPA (not via a third party).
Number of Individuals Served: Intensive Support (Direct Supportive Living)	The subset of "Individuals Served (Total)" who received supportive living service delivered by your TPA.

Number of Individuals Served: Intensive Support (Direct Respite)	The subset of "Individuals Served (Total)" who received respite through the supportive living service delivered by your TPA.
Number of Individuals Served: Intensive Support (Third party)	The subset of "Individuals Served (Total)" who received supportive living service funded by your TPA but delivered by a third party (including other TPAs and for-profit OPRs).
Number of Individuals Served: Intensive Support (Total)	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). Includes TPA direct service and third party service delivery. The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.
Intensive Support: Ministry-funded Agency Expenditures (Third party brokering/admin fee)	The subset of "Ministry-funded Agency Expenditures ($) (Total)" used to administer or broker the purchase of supportive living services from a third party (including other TPAs and for-profit OPRs), above and beyond the value of the third party contracts.
Intensive Support: Ministry-funded Agency Expenditures (Third party contracts)	The subset of "Ministry-funded Agency Expenditures ($) (Total)" used to purchase supportive living services through a contract with a third party (including other TPAs and for-profit OPRs).
Intensive Support: Ministry-funded Agency Expenditures (Total)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative). Includes TPA direct service and third party service delivery.

Number of Supportive Living Resident Days: Intensive Support (Direct Service)	Number of days a permanent resident occupied the supportive living space in the reporting year (cumulative).
Number of Respite Resident Days: Intensive Support (Direct Service)	Number of days an individual receiving respite services occupied the supportive living space in the reporting year (cumulative).

Services delivered: Developmental Services specialized accommodation

Component: DSSL - Adults' Community Accommodation

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)*

Service objectives

- To provide specialized accommodation (transitional specialized settings and permanent specialized settings), including supportive living care, structured support, planning and treatment for individuals with a developmental disability who have a co-existing mental illness (dual diagnosis) or behavioural challenges;
- For transitional specialized settings: the objective is to build caregiver capacity to permanently support the individual at home or to find more appropriate placement;
- For permanent specialized settings the objective is to provide a safe, secure, therapeutic, long-term environment;
- To support the development of a personal Individual Support Plan (ISP) based on the principles of self-determination, social inclusion, citizenship and choice and to provide services that are reflective of this plan.

Service description

Note that specialized accommodation is a type of supported group living residence or intensive support residence, depending on the number of individuals and intensity of support provided to individuals who live in the residence.

People served

- Services and supports are for persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental*

Disabilities Act, 2008 and have co- existing mental health issues (dual diagnosis) and/or behavioural challenges;

- Individuals served reside in an agency operated, staff-supported residence with temporary, transitional spaces - individuals with a developmental disability with needs that exceed their own and/or their caregivers' ability to keep them safe from self-harm and/or harm to others, and who require temporary, transitional specialized accommodation as well as crisis and specialized respite support or;

- Individuals served reside in an agency operated, staff-supported residence with permanent spaces - individuals with a developmental disability with persistent, high-risk behaviour who need ongoing specialized support and permanent specialized accommodation.

Individual support plan (ISP)

Each individual will have an Individual Support Plan (ISP) that is based on the assessed strengths, needs and preferences of the individual. The plan will identify the specific services/supports received by the individual, the expected outcomes and should be based on the principles of self-determination, social inclusion, citizenship, choice and other requirements outlined in Section 5 of Regulation 299/10.

Program/service features

A type of supported group living residence or intensive support residence, specialized accommodation is an agency operated, staff-supported residence with either permanent spaces for adults with persistent, high-risk behaviour who need ongoing specialized support or temporary, transitional spaces to provide crisis and specialized respite services for adults whose needs exceed their caregivers' ability to keep them safe from self-harm and/or harm to others.

Such agencies house residents that have a developmental disability and mental illness (dual diagnosis) and/or challenging behaviour that requires specialized supports to meet their prescribed requirements. Examples of mental illness include conditions such as mood/anxiety/personality disorders, and depression. Challenging behaviour is defined in Ontario Regulation 299/10 as behaviour that is aggressive or injurious to self or to others or that causes property damage or both and that limits the ability of

the person with a developmental disability to participate in daily life activities and in the community or to learn new skills or that is any combination of them.

Specific service provided

- 24/7 staffing support for individuals;
- Professional assessment (e.g., psychiatric, psychological, primary care (medical), etc.);
- A continuum of temporary/transitional to long Transitional short-term accommodations to achieve specific treatment goals;
- Staff implementation of any clinical behavioural intensive treatment services/plans to stabilize mental health/behavioural functioning;
- Supports for activities of daily living such as assisting a person with personal hygiene, dressing, meal preparation, medication administration, etc;
- Supports to develop, review and implement an Individual Support Plan (ISP);
- Provision of all food (to meet all nutritional needs including those arising from medical conditions) and other supportive living supports (e.g. bedding, linens, furnishings, personal care items, etc.);
- Supports provided by supportive living staff for participation in community activities provided by supportive living staff;
- Supports for maintaining personal relationships and family connections, as desired and;
- Providing/ensuring for the health, safety and wellness of individuals (health concerns, identifying safeguards, personal safety and security);

Services excluded

- Services funded under community participation supports

Delivery method

- Services are provided in person;

- Services are provided by staff with required training or experience in specialized/clinical services (e.g. psychologist, behavioural therapist, psychiatric nursing);
- Services provided are aligned with the ministry's safety and security guidelines and expectations as per Quality Assurance Measures.

Services will be

- Designed to address the needs of the individual and their family;
- Respectful of the social, linguistic and cultural diversity of individuals, families and communities;
- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and their families;
- Based on the individual's assessed strengths, needs, preferences and available individual, agency, community and contracted ministry resources;
- Obtained through the application for adult developmental services and supports process, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

Program goals

To provide community based supportive living accommodation services and supports to adults with a developmental disability that promotes social inclusion, individual choice, independence and rights.

Ministry expectations

- Service agencies will inform the appropriate Developmental Services Ontario (DSO) office of resources and/or vacancy declaration as it becomes available;
- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;

- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information, maintaining the security, integrity, consistency and validity of the information collected and maintained and ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Bed Days Available: Specialized Accommodation (directly operated)	The cumulative number of days a supportive living space is available and staffed during the reporting period. Only includes ministry-funded beds directly operated by your TPA (not via a third party).
Number of Beds: Specialized Accommodation (directly operated)	The total number of supportive living spaces for overnight stay at the end of the reporting period (snapshot), regardless of whether they are filled or not. Only includes ministry-funded beds directly operated by your TPA (not via a third party).
Number of Individuals Served: Specialized Accommodation (Direct Supportive Living)	The subset of "Individuals Served (Total)" who received supportive living service delivered by your TPA.
Number of Individuals Served: Specialized Accommodation (Direct Respite)	The subset of "Individuals Served (Total)" who received respite through the supportive living service delivered by your TPA.

Number of Individuals Served: Specialized Accommodation (Third party)	The subset of "Individuals Served (Total)" who received supportive living service funded by your TPA but delivered by a third party (including other TPAs and for-profit OPRs).
Number of Individuals Served: Specialized Accommodation (Total)	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). Includes TPA direct service and third party service delivery. The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.
Specialized Accommodation: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the service agency to administer and/or deliver this service in the reporting year (cumulative). Includes TPA direct service and third party service delivery.
Specialized Accommodation: Ministry-funded Agency Expenditures (Third party brokering/admin fee)	The subset of "Ministry-funded Agency Expenditures ($) (Total)" used to administer or broker the purchase of supportive living services from a third party (including other TPAs and for-profit OPRs), above and beyond the value of the third party contracts.
Specialized Accommodation: Ministry-funded Agency Expenditures (Third party contracts)	The subset of "Ministry-funded Agency Expenditures ($) (Total)" used to purchase supportive living services through a contract with a third party (including other TPAs and for-profit OPRs).
Number of Supportive Living Resident Days: Specialized Accommodation	Number of days a permanent resident occupied the supportive living space in the reporting year (cumulative).

Number of Respite Resident Days: Specialized Accommodation	Number of days an individual receiving respite services occupied the supportive living space in the reporting year (cumulative).

Services delivered: Developmental Services supported group living settings

Component: DSSL - Adults' Community Accommodation

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)*

Service objectives

- To provide accommodation, care and supervision to adults with a developmental disability in group living settings;
- To support the development of a personal Individual Support Plan (ISP) based on the principles of self-determination, social inclusion, citizenship and choice and to provide services that are reflective of this plan.

Service description

People served

- Services and supports are for persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008;*
- Individuals served reside in a supported group living residence - a staff-supported residence operated by a Transfer Payment Recipient, in which three or more persons with developmental disabilities reside and receive services and supports from the agency.

Individual support plan (ISP)

Each individual will have an Individual Support Plan (ISP) that is based on the assessed needs and preferences of the individual. The plan will identify the specific services/supports received by the individual, the expected outcomes and should be

based on the principles of self-determination, social inclusion, citizenship, choice and other requirements outlined in Section 5 of Regulation 299/10.

Program/service features

A supported group living residence is a staff-supported residence operated by a service agency, in which three or more persons with developmental disabilities reside and receive services and supports from the agency.

Specific service provided

- 24/7 staffing support for residents;

- Accommodation for groups of three or more residents;

- Supports to develop, review and implement an Individual Support Plan (ISP);

- Provision of all food (to meet all nutritional needs including those arising from medical conditions) and other supportive living supports (e.g. bedding, linens, furnishings, personal care items, etc.);

- Supports for activities of daily living such as assisting a person with personal hygiene, dressing, grooming, meal preparation, administration of medication, and includes training related to money management, banking, using public transportation and other life skills;

- Supports provided by supportive living staff for participation in community activities provided by supportive living staff;

- Supports for maintaining personal relationships and family connections, as desired by the individual;

- Accommodation and supports for individuals who are temporarily placed in vacant group living home spaces for primary caregiver respite; and;

- Providing/ensuring for the health, safety and wellness of individuals (health concerns, identifying safeguards, personal safety and security);

Note: Some supported group living settings may provide specialized accommodation.

Services excluded

- Services that support supportive living outside of group living settings (e.g. housing not operated by DS agency); and
- Services funded under community participation supports.

Delivery method

- Services are provided in person;
- Staff providing services are typically required to have certification in the human services field including developmental services or related training or experience;
- Services provided are aligned with the ministry's safety and security guidelines and expectations as per quality assurance measures.

Services will be

- Designed to address the needs of the individual and their family;
- Respectful of the social, linguistic and cultural diversity of individuals, families and communities;
- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and their families;
- Based on the individual's assessed strengths, needs, preferences and available individual, agency, community and contracted ministry resources;
- Obtained through the application for adult developmental services and supports process, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

Program goals

To provide community based supportive living accommodation services and supports to adults with a developmental disability that promotes social inclusion, individual

choice, independence and rights.

Ministry expectations

- Service agencies will inform the appropriate Developmental Services Ontario (DSO) office of resources and/or vacancy declaration as it becomes available;
- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;
- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information, maintaining the security, integrity, consistency and validity of the information collected and maintained and, ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Bed Days Available: Group Living (directly operated)	The cumulative number of days a supportive living space is available and staffed during the reporting period. Only includes ministry-funded beds directly operated by your TPA (not via a third party).
Number of Beds: Group Living (directly operated)	The total number of supportive living spaces for overnight stay at the end of the reporting period (snapshot), regardless of whether they are filled or not. Only includes ministry-funded beds directly operated by your TPA (not via a third party).

Number of Individuals Served: Group Living (Direct Supportive Living)	The subset of "Individuals Served (Total)" who received supportive living service delivered by your TPA.
Number of Individuals Served: Group Living (Direct Respite)	The subset of "Individuals Served (Total)" who received respite through the supportive living service delivered by your TPA.
Number of Individuals Served: Group Living (Third party)	The subset of "Individuals Served (Total)" who received supportive living service funded by your TPA but delivered by a third party (including other TPAs and for-profit OPRs).
Number of Individuals Served: Group Living (Total)	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). Includes TPA direct service and third party service delivery. The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.
Group Living: Ministry-funded Agency Expenditures (Third party brokering/admin fee)	The subset of "Ministry-funded Agency Expenditures ($) (Total)" used to administer or broker the purchase of supportive living services from a third party (including other TPAs and for-profit OPRs), above and beyond the value of the third party contracts.
Group Living: Ministry-funded Agency Expenditures (Third party contracts)	The subset of "Ministry-funded Agency Expenditures ($) (Total)" used to purchase supportive living services through a contract with a third party (including other TPAs and for-profit OPRs).

Group Living: Ministry-funded Agency Expenditures (Total)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative). Includes TPA direct service and third party service delivery.
Number of Supportive Living Resident Days: Group Living (Direct Service)	Number of days a permanent resident occupied the supportive living space in the reporting year (cumulative).
Number of Respite Services Resident Days: Group Living (Direct Service)	Number of days an individual receiving respite services occupied the supportive living space in the reporting year (cumulative).

Services delivered: Developmental Service supported independent living

Component: DSSL - Adults' Community Accommodation

Legislation: Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA)*

Service objectives

- To provide personal support to adults with a developmental disability in supported independent living settings;
- To support the development of a personal Individual Support Plan (ISP) based on the principles self-determination, social inclusion, citizenship and choice and to provide services that are reflective of this plan.

Service description

People served

- Services and supports are for persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to Promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008;*
- Individuals served reside in a supported independent living residence - a residence in which one or more persons with developmental disabilities residealone or with others but independently of family members or of a caregiver and receive less than 24/7 services and supports from the service agency.

Individual support plan (ISP)

Each individual will have an Individual Support Plan (ISP) that is based on the assessed

needs and preferences of the individual. The plan will identify the specific services/supports received by the individual, the expected outcomes and should be based on the principles of self- determination, social inclusion, citizenship, choice and other requirements outlined in Section 5 of Regulation 299/10.

Program/service features

A residence in which one or more persons with developmental disabilities reside alone or with others but independently of family members or of a caregiver and receive less than 24/7 services and supports from the Transfer Payment Recipient.

Specific service provided

Supports for activities of daily living such as assisting a person with personal hygiene, dressing, grooming, meal preparation, administration of medication, and includes training related to money management, banking, using public transportation and other life skills.

Services are provided to individuals who are living in one of the following scenarios:
- Housing that is not operated by a developmental services agency (e.g. room and board, private rental, rent-geared-to-income housing);
- An individual's own home or in a family or caregiver housing but independently from family members or caregiver; or
- Where an agency leases or owns the homes and then sub-leases to individuals they support.

Services excluded

DS Supported Group Living Settings, Specialized Accommodation and Intensive Support Settings.

Delivery method
- Services are provided in person or over the phone/via alternative technological means;

- Staff providing services are typically required to have certification in the human services field including developmental services or related training or experience;
- Services provided are aligned with the ministry's safety and security guidelines and expectations as per quality assurance measures.

Services will be

- Designed to address the needs of the individual and their family;

- Respectful of the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals and their families;

- Based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Obtained through the application for adult developmental services and supports process, which identifies individuals' support needs and priority access to service through a process that is objective, equitable and transparent.

Program goals

To provide community based supportive living accommodation services and supports to adults with a developmental disability that promotes social inclusion, individual choice, independence and rights.

Ministry expectations

- Service agencies will inform the appropriate Developmental Services Ontario (DSO) office of resources and/or vacancy declaration as it becomes available;
- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;

- The service agency is responsible for utilizing the information technology specified by the Ministry for the collection and maintenance of information, maintaining the security, integrity, consistency and validity of the information collected and maintained and ensuring that data is accurate and kept up-to-date.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals Served: Supported Independent Living (Third party)	The subset of "Individuals Served (Total)" who received supportive living service funded by your TPA but delivered by a third party (including other TPAs and for-profit OPRs).
Number of Individuals Served: Supported Independent Living	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.
Supported Independent Living: Ministry-funded Agency Expenditures (3rd party brokering/admin fee)	Survey data that was collected from the education event/webinar during the reporting period

Supported Independent Living: Ministry-funded Agency Expenditures (3rd party contracts)	Survey data that was collected from the education event/webinar during the reporting period
Supported Independent Living: Ministry-funded Agency Expenditures (Total)	Survey data that was collected from the education event/webinar during the reporting period

Services delivered: repairs & maintenance

Component: <u>DSSL</u> - Adults' Community Accommodation

Legislation: *Ministry of Community and Social Services (<u>MCSS</u>) Act*

Service objectives

To conduct minor repairs and maintenance to achieve compliance with local building code, health and fire code requirements and to ensure support settings are safe for staff and for adults with developmental disabilities.

Service description

People served

Services and supports are for persons who reside in Ontario, are at least 18 years of age and have a developmental disability as defined by the Services and Supports to promote the *Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Program/service features

To effect purchases, repairs and maintenance in day support areas & supportive living settings as required and as described in documented repairs and maintenance requests to the ministry.

Services will be

Procured and /or provided in a manner that is consistent with professional trades standards for the repairs and maintenance being provided. Goods and services procured for the replacement of existing furnishings and equipment will meet <u>CSA</u> and other applicable industry and consumer safety and quality standards.

Component: Vocational Alternative Supports – Adult

Services delivered: vocational alternative support

Component: Vocational Alternative Supports – Adult

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

- To provide vocational training to assist adults with disabilities to increase
  independence and participation in community life and to prepare and support
  individuals for employment settings in the community;
- To support the development of an Individual Support Plan (ISP), where
  appropriate, based on the principles of self-determination, social inclusion,
  citizenship and choice and to provide services that are reflective of this plan.

Service description

People served

Services and supports are for persons with disabilities who reside in Ontario and are
at least 18 years of age.

*Note: there are no new applicants to this component. This program is only applicable
to agencies previously funded under this program with existing caseload.

Individual support plan (ISP)

Each individual will have a plan of care for rehabilitation services and supports as
required to meet their rehabilitation goals and needs.

Specific service provided

- Vocational supports which involve preparing individuals for employment;

- Transitioning individuals to competitive employment support programs;

- Facilitating and supporting education and training;

- Situational assessment;

- Job development;

- Job training;

- Job coaching;

- Intervention with employers for individuals to maintain employment;

- Supports needed to place, maintain, or change the employment of an individual in a work setting.

Services excluded

Services for individuals who have achieved stable competitive employment and services being provided through ODSP employment supports to obtain and maintain competitive employment.

Delivery method

- Services may be provided in person, or by other means (e.g., phone, email, mail, and videoconference);
- Staff providing services are typically required to have certification in the human services field including disability services or related training or experience;
- Services provided are aligned with the ministry's safety and security guidelines and expectations.

<u>Services will be</u>

- Designed to address the needs of the individual and their family;

- Respectful of the social, linguistic and cultural diversity of families and communities;

- Based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

<u>Program goals</u>

To provide vocational services and supports to persons with disabilities who reside in Ontario and are at least 18 years of age that promotes social inclusion, individual choice, independence and rights.

Ministry expectations

Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements.

Reporting requirements

The following service data will be reported on an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals Served: Vocational Alternative Supports	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.

Development Services Children
Component: Children's Developmental Services Community Support Services

Services delivered: respite supports children in-home supports

Component: Children's Developmental Services Community Support Services

Legislation: *Child, Youth and Family Services Act (CYFSA), 2017*

Service objectives

- To provide temporary personal support services to children with a developmental disability in their family/associate family home;
- To provide temporary relief to primary caregivers of children with a developmental disability;
- To support the development of a personal Plan of Care (POC) based on the principles of person-centered planning, self-determination and choice and to provide services that are reflective of this plan.

Service description

People served

- Child and youth with a developmental disability ;
- Child and youth - up to the age of 18 years;
- Living in their family home;
- In need of respite assistance in order to provide the usual caregiver temporary relief.

Program/service features

- Temporary 'In Home' respite;
- Services provided in the child's family home, consistent with the child's POC;
- Planned or emergency;
- Day or overnight.

Individual planning and goal setting

Each child will have a current POC that reflects an assessment of his/her needs and preferences. The POC will identify the specific services/supports received by the child, the expected outcomes and be based on the principles of person-centred planning, self- determination and choice.

Program goals

To provide temporary relief for primary caregivers while also providing services and supports to children and youth with a developmental disability.

Services will be

- Reflective and responsive to child, family and community strengths and needs Accountable to the child, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous;
- Communities;
- Provided by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families;
- Based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Ministry expectations

Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and

reporting requirements.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Respite Days: Respite In-Home	The number of 24 hour periods (or portions of 24 hour periods) for which people were provided respite care.

Number of Individuals Served: Respite In-Home	The number of young persons who are the recipients of the approved service for both secure custody and detention programs during the fiscal year (April 1st – March 31st).
	A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed.
	Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
	Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider.
	Same service is defined as a program delivered to a youth addressing one (original) charge.
	Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge.
	New service is defined as a program delivered to a youth to address a new charge.
	Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year.
	Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Respite In-Home: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: respite supports children out-of-home supports

Component: Children's <u>Developmental Services</u> Community Support Services

Legislation: *Child, Youth and Family Services Act (<u>CYFSA</u>), 2017*

Service objectives

- To provide temporary personal support services to children with a developmental disability in a residential setting other than their family/associate family home;
- To provide temporary relief to primary caregivers of children with a developmental disability;
- To support the development of a personal Plan of Care (<u>POC</u>) based on the principles of person-centered planning, self-determination and choice and to provide services that are reflective of this plan.

Service description

People served

- Children and youth with a developmental disability Children and youth – up to the age of 18 years;
- Living in their family home;
- In need of respite assistance in order to provide the usual caregiver temporary relief.

Program/service features

The program/services contracted by the ministry will reflect the following features

- Temporary 'Out of Home' respite;

- Services provided in either a group setting in a family home other than his/her own;
- Planned or emergency Day or over night;
- Creative, flexible, and responsive to the diverse individual needs of the child and;
- the family within existing resources;
- As integrated as possible in the community ;
- Offered in the child's home community, if possible.

Individual planning and goal setting

Each child will have a current POC that reflects an assessment of his/ her needs and preferences. The POC will identify the specific services/ supports received by the child, the expected outcomes and be based on the principles of person-centred planning, self- determination and choice.

Program goals

To provide temporary relief for primary caregivers while also providing services and supports to children and youth with a developmental disability.

Services will be

- Reflective and responsive to child, family and community strengths and needs;
- Accountable to the child, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Provided by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families
- Based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Ministry expectations

Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Respite Days: Respite Out-of- Home	The number of 24 hour periods (or portions of 24 hour periods) for which people were provided respite care.
Respite Out-of-Home: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of Individuals Served: Respite Out-of-Home	The number of young persons who are the recipients of the approved service for both secure custody and detention programs during the fiscal year (April 1st – March 31st).
	A young person will be counted as follows: One program start and completion in a fiscal year:
	A young person is counted once in a fiscal year where the service is completed.
	Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
	Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider
	Same service is defined as a program delivered to a youth addressing one (original) charge
	Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge
	New service is defined as a program delivered to a youth to address a new charge
	Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year.
	Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Services delivered: specialized community support — children assessment and counselling

Component: Children's DS Community Support Services

Legislation: *Child, Youth and Family Services Act (CYFSA), 2017*

Service objectives

- To counsel families with children with a developmental disability in identifying and accessing services;
- To assist in developing and implementing appropriate plans and to counsel children, with a developmental disability, and their caregivers;
- To support the development of a personal Plan of Care (POC) based on the principles of person-centred planning, self-determination and choice and to provide services that are reflective of this plan.

Service description

People served
- Child and youth with a developmental disability;
- Child and youth – up to the age of 18 years.

Program/service features

- Voluntary service that is accessed by the child, or their guardian/caregiver acting on the child's behalf;
- Assessment of the child's level of functioning and development of appropriate plans that are consistent with the assessment;
- Counselling of the child and guardian/caregiver concerning the service options;

- Supports are designed to assist the child in accessing community living and community participation.

Individual Planning and Goal Setting

Each child will have a current POC that reflects an assessment of his/her needs and preferences. The POC will identify the specific services/supports received by the child, the expected outcomes and be based on the principles of person-centred planning, self- determination and choice.

Program goals

To provide professional, specialized community-based supports and services to children with a developmental disability, and their families, that promotes social inclusion, individual choice, independence and rights.

Services will be

- Reflective and responsive to child, family and community strengths and needs Accountable to the child, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Provided by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families
- Based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Ministry expectations

- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements;

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals Served: Assessment and Counselling	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re- entered service during the year.
Assessment and Counselling Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment. Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: specialized community support — children — other

Component: Children's <u>Developmental Services</u> Community Support Services

Legislation: *Child, Youth and Family Services Act (<u>CYFSA</u>), 2017*

Service objectives

- To provide professional, specialized community-based supports and services – other than behaviour intervention, family support services, assessment and counselling, or speech and language services – for children who have a developmental disability;
- To support the development of a personal Plan of Care (<u>POC</u>) based on the principles of person-centred planning, self-determination and choice and to provide services that are reflective of this plan.

Service description

People served

- Activities relate to children and youth with a developmental disability
- Child and youth – up to the age of 18 years
- Services are specialized/technical and shown to be unavailable under existing ministry funded programs

Program/service features

- The services represent specialized or technical supports and are in addition to other specialized supports such as speech and language, and infant development.

Individual planning and goal setting

Each child will have a current POC that reflects an assessment of his/her needs and preferences. The POC will identify the specific services/supports received by the child, the expected outcomes and be based on the principles of person-centred planning, self- determination and choice.

Program goals

To provide professional, specialized community-based supports and services to children with a developmental disability that promotes social inclusion, individual choice, independence and rights.

Services will be

- Reflective and responsive to child, family and community strengths and needs;
- Accountable to the child, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Provided by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Ministry expectations

- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals Served: Other Community Support Services	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.
Other Community Support Services: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: specialized community support — child behaviour intervention

Component: Children's DS Community Support Services

Legislation: *Child, Youth and Family Services Act (CYFSA), 2017*

Service objectives

- To provide professional assessment, intervention, therapy and/or treatment in behavioural issues for children who have a developmental disability;

- To support the development of a personal Plan of Care (POC) based on the principles of person centred planning, self-determination and choice and to provide services that are reflective of this plan Service description.

People served

- Children and youth with a developmental disability;
- Children and youth – up to the age of 18 years.

Program/service features

- Individual assessment and/or treatment of behavioural issues that interfere with the ability of the child to function at home, school and in community settings
- Supports to the family and/or caregivers to implement strategies to encourage skill acquisition or behavioural change

Individual planning and goal setting

Each child will have a current POC that reflects an assessment of his/her

needs and preferences. The POC will identify the specific services/supports received by the child, the expected outcomes and be based on the principles of person-centered planning, self- determination and choice.

Program goals

To provide professional, specialized community-based supports and services to children and youth with a developmental disability that promotes social inclusion, individual choice, independence and rights.

Services will be

- Reflective and responsive to child, family and community strengths and needs. Accountable to the child, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Provided by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families;
- Based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Ministry expectations

Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals Served: Behaviour Intervention	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.
Behaviour Intervention: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: specialized community support — children's service coordination / case management

Component: Children's <u>Developmental Services</u> Community Support Services

Legislation: *Child, Youth and Family Services Act (<u>CYFSA</u>), 2017*

Service objectives

- To counsel families with children with a developmental disability in identifying and accessing services;
- To assist in developing and implementing appropriate plans and to counsel children, with a developmental disability, and their caregivers;
- To support the development of a personal Plan of Care (<u>POC</u>) based on the principles of person-centred planning, self-determination and choice and to provide services that are reflective of this plan.

Service description

People served

- Child and youth with a developmental disability;
- Child and youth – up to the age of 18 years.

Program/service features

- Voluntary service that is accessed by the child, or their guardian/caregiver acting on the child's behalf;
- Assessment of the child's level of functioning and development of appropriate plans that are consistent with the assessment;
- Counselling of the child and guardian/caregiver concerning the service options;

- Supports are designed to assist the child in accessing community living and community participation.

Individual Planning and Goal Setting

Each child will have a current POC that reflects an assessment of his/her needs and preferences. The POC will identify the specific services/supports received by the child, the expected outcomes and be based on the principles of person-centred planning, self- determination and choice.

Program goals

To provide professional, specialized community-based supports and services to children with a developmental disability, and their families, that promotes social inclusion, individual choice, independence and rights.

Services will be

- Reflective and responsive to child, family and community strengths and needs Accountable to the child, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Provided by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families
- Based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Ministry expectations
- Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals Served: Assessment and Counselling	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re- entered service during the year.
Assessment and Counselling: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Component: DSSL - Children's Community Accommodation

Services delivered: children's community living — associate living supports

Component: DSSL - Children's Community Accommodation

Legislation: *Child, Youth and Family Services Act (CYFSA), 2017*

Service objectives

- To provide accommodation, care and supervision to children with either a developmental or physical disability living in a host family setting;

- To support the development of a personal Plan of Care (POC) based on the principles of person centred planning, self-determination and choice and to provide services that are reflective of this plan.

Service description
People served

- Child and youth with a developmental disability;
- Child and youth - up to the age of 18 years;
- Not living in their family home or in a Group Living setting;
- Children in host family accommodation, who need supports and assistance with activities of daily living;
- Documented for priority placement through community access mechanism.

Program/service features

The Program/Services contracted by the ministry will reflect the following features.

Specific service provided

- Community based accommodation and supports for children living in a Host Family setting;
- Supervision and/or support up to 24 hours per day;
- Individual skill development is based on assessed needs and personal outcome plan;
- Residential, recreational and social supports provided by the host family
- The Transfer Payment Recipient provides program administration, host-family training and indirect supports.

Individual planning and goal setting

Each child will have a current POC that reflects an assessment of his/her needs and preferences. The POC will identify the specific services/supports received by the child, the expected outcomes and be based on the principles of person centred planning, self- determination and choice.

Program goals

To provide accommodation, care and supervision to children with either a developmental or physical disability living in a host family setting.

Services will be

- Reflective and responsive to child, family and community strengths and needs. Accountable to the child, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous;
- Communities;

- Supported by Transfer Payment Recipient staff with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families;
- Based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Available through the ministry designated access to service mechanism, which identifies individuals for priority access to service by means of a process, which is objective, equitable and transparent.

Ministry expectations

Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals Served: Associate Living	The unique/unduplicated number of individuals that received this type of service in any language in the reporting year (cumulative). The same person should be counted only once if they received more than one type of this service, or if they exited and re-entered service during the year.
Associate Living: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: children's community living — group living supports

Component: <u>DSSL</u> - Children's Community Accommodation

Legislation: *Child, Youth and Family Services Act (<u>CYFSA</u>), 2017*

Service objectives

- To provide accommodation, care and supervision in licensed group homes for children with a developmental disability;
- To support the development of a personal Plan of Care based on the principles of person-centred planning, self-determination and choice and to provide services that are reflective of this plan.

Service description

People served

- Child and youth with a developmental disability;
- Child and youth - up to the age of 18 years;
- Not living in their family home or in an Associate Family setting;
- In need of group living supports and assistance with activities of daily living;
- Documented priority for service.

Program/service features

The Program/Services contracted by the ministry will reflect the following features.

Specific service provided

- Community based licensed accommodation and supports for children living in a group care setting
- The agency is responsible for up to 24 hours or support per day as defined by the personal Plan of Care
- Individual personal and life skill development based on assessed needs

Individual planning and goal setting

Each child will have a current Plan of Care (POC) that reflects an assessment of his/her needs and preferences. The POC will identify the specific services/supports received by the child, the expected outcomes and be based on the principles of person centred planning, self-determination and choice.

Program goals

To provide accommodation, care and supervision in licensed group homes for children with a developmental disability.

Services will be

- Reflective and responsive to child, family and community strengths and needs;
- Accountable to the child, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Provided by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families;
- Based on the child's and youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Admission to service is obtained through the ministry designated access to service mechanism, which identifies individuals for priority access to

service by means of a process, which is objective, equitable and transparent.

Ministry expectations

Service agencies will comply with all relevant legislation, regulations, policy directives, program guidelines, funding agreement(s), accountability and reporting requirements

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Group Living: Ministry-funded Agency Expenditures (Third party brokering/admin fee)	The subset of "Ministry-funded Agency Expenditures ($) (Total)" used to administer or broker the purchase of supportive living services from a third party (including other TPAs and for-profit OPRs), above and beyond the value of the third party contracts.
Number of Respite Resident Days: Group Living (Direct Service)	Number of days an individual receiving respite services occupied the supportive living space in the reporting year (cumulative).

Supports to Community Living

Component: Domiciliary Hostels

Services delivered: small water works domiciliary hostels

Component: Domiciliary Hostels

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

To assist agencies to meet their obligation to provide safe drinking water at locations from which ministry funded or licensed services are provided.

Program/service features

The Transfer Payment Recipient is expected to meet all its obligations under the Safe Drinking Water Act, 2003 and the Drinking Water Systems Regulation (O.Reg. 170/03) and the preceding Drinking Water Protection Regulation for Smaller Waterworks Serving Designated Facilities (O.Reg. 505/01) at all sites that it uses to deliver ministry funded or licensed services that are subject to these regulations.

People served

People of Ontario

Delivery method

- The Transfer Payment Recipient will obtain and maintain in force such insurance as is necessary and reasonable to meet their service obligations;

- The Transfer Payment Recipient will provide services or the results expected in accordance with the project criteria, policies, guidelines and requirements of Ontario as communicated to it;
- The Transfer Payment Recipient will maintain service records and submit, annually or at such intervals as requested by the ministry, a report respecting this project, acceptable to ministry staff, which shall include the results achieved, relevant financial information, any other services related information, as required;
- The Transfer Payment Recipient will maintain financial records and books of account with respect to the delivery of services;
- The Transfer Payment Recipient will, unless the ministry indicates otherwise, submit a reconciliation report with respect to funding at the end of the fiscal year and any unspent grant funds and/or funds that have not been expended in accordance with the terms of this component shall be returned to the ministry;
- The Transfer Payment Recipient will abide by Ontario's policies on the recovery of funds and the treatment of revenues and expenditures and Ontario's policies with respect to financial reporting;
- The Transfer Payment Recipient will allow ministry staff or such other persons authorized by Ontario to inspect and audit books and records related to delivery of this component.

Component: Homelessness Initiatives and Other Community Services
Services delivered: Ontario community services information and referral service

Component: Homelessness Initiatives and Other Community Services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

- To provide a free, 24 hours a day, seven days a week, 365 days a year, non- emergency information and referral service, using various service delivery channels including telephone and website, regarding community, social, health, and related government services;
- To maintain and enhance Ontario 211's technology infrastructure for Ontario 211 staff and for an effective 211 online experience (navigated search) for the public, and community agencies, etc.

Program/service features

- Telephone service is available to all areas of Ontario, 24 hours a day, 7 days a week, 365 days a year, in English and French, and in over 150 languages through a tele- interpreter service. Service in other service delivery channels and the Ontario 211 website are available in English and French;
- High-quality customer service;
- Provision of information and referral to appropriate services regarding community, social, health, and related government services;
- Maintaining and providing access to a high-quality, comprehensive database of human services data, including listings of community, social, health, and related government services (including those funded by government and those that are community-based and supported);
- Provincial outreach and grass-roots community engagement strategy to raise awareness across Ontario.

People served

People of Ontario

Delivery method

Services are delivered using various service delivery channels, including telephone.

Ministry expectations

- Services will respect the diverse needs of all Ontarians;

- Staffed by individuals with the appropriate training and range of skills necessary to respond effectively to the needs of individuals, families, and staff of frontline community agencies and emergency responders;

- Maintenance of Ontario 211 database/infrastructure to support service delivery;

- Collection and maintenance of 211 human services data and other data related to services that are delivered;

- Ontario 211 will establish and participate in protocols with service agencies where appropriate;

- Ontario 211 will work with 211 service delivery partners, as needed, to establish shared priorities and consistent service targets and procedures;

- Ontario 211 will have a written service complaint and problem resolution process that will be made available to people who use services, upon request;

- Ontario 211 will provide services in accordance with the Service Description Schedule(s) and Service Data Schedule and in accordance with the policies, guidelines and requirements of Ontario as communicated to it;

- Ontario 211 will safeguard the privacy and security of personal information. Ontario 211 will ensure that only "authorized persons" will have access to and use personal information obtained from people requesting services, as required for the performance of their duties;

Reporting requirements

Year-to-date reports including financial and service data elements to be reported at interim and final stages.

Service Data Name	Definition
Number of Calls	The total number of times when service is provided by telephone. This count represents continuous service to a client. It does not represent a count of unique individuals. This figure excludes calls that have a high likelihood of being auto dialers, static, or SPAM, and abandoned calls.
Number of Chats	The total number of times when service is provided by chat. This count represents continuous service to a client. It does not represent a count of unique individuals. This figure excludes chats that have a high likelihood of being SPAM and abandoned chats.
Number of Emails	The total number of times when service is provided by email. This count represents continuous service to a client. It does not represent a count of unique individuals. This figure excludes emails that have a high likelihood of being SPAM.
Number of Texts	The total number of times when service is provided by text. This count represents continuous service to a client. It does not represent a count of unique individuals. This figure excludes texts that have a high likelihood of being SPAM.
Number of Website Sessions	Number of individuals or their family/representative who reported a positive, neutral, or negative experience
Client Satisfaction: Phone Service	The percentage of callers surveyed that reported they were satisfied or very satisfied with 211. This figure includes the 211 clients who participated in a satisfaction survey following the receipt of service. Clients are provided with the following response options in the survey: Very Satisfied, Satisfied or Not Satisfied.

Client Satisfaction: Chat Service	The percentage of chat clients surveyed that reported they were satisfied or very satisfied with 211. This figure includes the 211 clients who participated in a satisfaction survey following the receipt of service. Clients are provided with the following response options in the survey: Very Satisfied, Satisfied or Not Satisfied.
Number of Calls Abandoned	The number of times when phone service is abandoned by the client while the client is in queue waiting for service. This figure excludes calls that have a high likelihood of being auto dialers, static, or SPAM.
Number of Chats Abandoned	The number of times when chat service is abandoned by the client while the client is in queue waiting for service. This figure excludes chats that have a high likelihood of being SPAM.

Interpreting and intervenor services

Component: Interpreters Services

Services delivered: interpreter internship program

Component: Interpreters Services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

- To increase the number of skilled American Sign Language (ASL) interpreters eligible to work for the Canadian Hearing Society (CHS) Ontario Interpreting Services (OIS) and across the province

Service description

Individuals served

- The Internship Program at CHS serves ASL – English accredited interpreter training college program graduates;
- The Interpreter Internship Program provides training and community-interpreting experience up to eight interns per ten-month session. Through practical experience and one-to-one feedback and instruction, the program aims to increase the number of ASL - English interpreters eligible to work in the province.

Service provided

Services provided include

- Classroom instruction with qualified trainers;
- One to one feedback from trainers and interpreter-mentors;

- Hands-on interpreting experience through a regional placement under the guidance of experienced staff interpreters;
- One-month intensive placement working as a staff interpreter in a CHS regional office; and;
- Instruction on interpreting in a variety of community settings.

Delivery method

Services are provided in person by trainers and mentors who have professional training and will be:
- Reflective of, and responsive to individual and community strengths and needs;
- Accountable to the individual;
- Sensitive to the social, linguistic and cultural diversity of individuals, families, and communities including Indigenous communities; and
- Provided by individuals with the appropriate range of skills and abilities necessary to train sign language interpreters who will respond effectively to the needs of individuals and their family, in a variety of community settings.

The Interpreter Internship Program excludes Langue des signes québécoise (LSQ) training.

Program goals

- To increase the pool of available ASL interpreters

Ministry expectations

- The Transfer Payment Recipient will adhere to the Interpreting Services Program Framework. Services will be provided in a manner that reflects the program principles stated therein

- The Transfer Payment Recipient will review the needs of the individual and the appropriateness of the services provided

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

For table of Service Data please refer to the excel spreadsheet provided.

Service Data Name	Definition
Number of Successful OIS Registration: Interpreter Internship Program	Number of unique individuals who successfully register with the Ontario Interpreting Service post-internship program.
Number of Interns Served: Interpreter Internship Program	Number of unique individuals enrolled in the internship program during each cohort. Individuals who do not complete the internship program in the 10-month period will be counted in each year they continue to attend the internship program.
Interpreter Internship Program: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative).

Services delivered: sign language interpreting services

Component: Interpreters Services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

- To support communication between adults who are deaf, deafened, hard of hearing or deafblind and those with hearing and/or who do not use ASL/LSQ/non- standard forms of visual language:
  - in a variety of health, mental health, and community settings;
  - by providing on-call, quality interpreting services to facilitate access to emergency health or mental health services 24 hours a day, 7 days a week.

- To make all reasonable efforts to follow the Supreme Court of Canada's Eldridge (1997) decision in administering and funding emergency sign language interpreting services as it pertains to health or mental health services.

Service description

Individuals served

- Services are for residents of Ontario, 18 years or older, who are deaf, deafened, hard of hearing or deafblind;

Specific service provided

- American Sign Language (ASL) - English and Langue des signes québécoise (LSQ) – French and non-standard forms of visual language Interpreting services for scheduled events and emergencies. Services are delivered for a variety of purposes including but not limited to:

- o Access to specific health and mental health services (subject to out of scope services);
- o Access to legal services (subject to out of scope services);
- o Access to services in the community (subject to out of scope services); and
- o Personal matters for which no other party is legislatively responsible are potentially accessible, including but not limited to: job interviews, interpreting required to address a job barrier or crisis, family meetings to discuss finances or health, counselling services, funerals of family members of the individual (subject to out of scope services).

- Provincially coordinating the booking of individuals requesting interpreting services with available interpreters and maintaining readiness to respond to requests for emergency services
- Monitoring and evaluation of services provided to individuals including consultation with individuals who use the services
- Public education, awareness and outreach relating to communication access;
- Providing training and education for agency registered and staff interpreters to develop their interpreting skills.

Out of scope

Out of scope activities include

- services for which another ministry, level of government, organization, or private business has a mandate and/or legal obligation to provide. This includes, but is not limited to: Health and mental health services provided in hospitals or facilities funded by the Ministry of Health and Long-Term Care;
- Courts of law, legal services or programs funded by the Ministry of the Attorney General; and
- Educational services and programs which are provided by the Ministry of Education.

Note: Where necessary <u>MCCSS</u> Interpreting Services Program funding can be used for emergency situations that do not fall within the scope of the <u>MCCSS</u> Interpreter Services Program. In these circumstances, the Transfer Payment Recipient will make reasonable efforts, after the service has been provided, to obtain reimbursement from the organization responsible for providing the service

Delivery method

- Services are provided in person or through videoconference and will be:
  - Interpreters are required to have professional training and have successfully registered with Ontario Interpreting Service (<u>OIS</u>) to ensure competency;
  - Reflective of, and responsive to individual and community strengths and needs. Accountable to the individual;
  - Sensitive to the social, linguistic and cultural diversity of individuals, families, and communities, including Indigenous communities; and
  - Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of the individuals served - adults who are deaf, deafened, hard of hearing or deafblind;
  - Provided by interpreters who have professional training and have successfully registered with Ontario Interpreting Service (<u>OIS</u>) to ensure competency.

Program goals

- Provide quality <u>ASL</u>/<u>LSQ</u> and non-standard visual language interpreting services in a variety of health, mental health and community settings to support communication for individuals with hearing and/or who do not use <u>ASL</u>/<u>LSQ</u> and deaf, deafened, hard of hearing or deafblind individuals;

- Increase the pool of qualified ASL/LSQ sign language interpreters available throughout the province individuals with hearing and/or who do not use ASL/LSQ and deaf, deafened, hard of hearing or deafblind individuals;
- Increase the pool of qualified ASL/LSQ sign language interpreters available throughout the province.

Ministry expectations

- The Transfer Payment Recipient will adhere to the Interpreting Services Program Framework. Services will be provided in a manner that reflects the program principles stated therein;
- The Transfer Payment Recipient will review the needs of the individual and the appropriateness of the services provided.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

For table of Service Data please refer to the excel spreadsheet provided

Service Data Name	Definition
Number of Individuals Served: Sign Language Interpreting Services	Number of unique (unduplicated) individuals that received MCCSS-funded interpreting services who are Deaf, Deafened, hard of hearing, deafblind in the reporting year. An individual is counted only once per year.
Number of Hours of Direct Service: Sign Language Interpreting Services	Direct hours of interpreting services provided using MCCSS funding by interpreters on assignment (from actual start time to end time). If multiple interpreters are present for the same interaction the hours are counted separately for each interpreter.

Number of Interaction Requests: ASL: Sign Language Interpreting Services	Number of requests for ASL-English interpreting service interactions or assignments that fall under MCCSS funding. All requests for each individual are counted. Multiple requests should be counted separately where a single request requires multiple assignments.
Number of Interaction Requests: LSO: Sign Language Interpreting Services	Number of requests for LSQ-French interpreting service interactions or assignments that fall under MCCSS funding. All requests for each individual are counted. Multiple requests should be counted separately where a single request requires multiple assignments.
Number of Interactions Not Served: ASL: Sign Language Interpreting Services	Number of interactions for which MCCSS-funded, ASL-English interpreting services were requested but were not delivered due to service capacity (service unavailable due to lack of interpreter availability, including interpreters falling sick and/or service cancelled due to daytime emergency request).
Number of Interactions Not Served: LSO: Sign Language Interpreting Services	Number of interactions for which MCCSS-funded, LSQ-French interpreting services were requested but were not delivered due to service capacity (service unavailable due to lack of interpreter availability, including interpreters falling sick and/or service cancelled due to daytime emergency request).
Sign Language Interpreting Services: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative).

Component: Intervenors Services

Services delivered: intervenor services for community participation

Component: Intervenors Services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

- Intervenor Services provide auditory and visual information to enable access to services, information and facilitate communication so that people who are deafblind can participate in their communities, make informed decisions and achieve and/or maintain independence. In addition, Intervenor Services also provide support with activities of daily living and enable safe navigation of a physical environment

Service description
Individuals served

- Intervenor Services are for adults who are deafblind who have demonstrated that they meet eligibility criteria as defined in the Intervenor Services Framework, including being a resident of Ontario and at least 18 years of age;
- People who are attending secondary school are not eligible to receive MCCSS- funded Intervenor Services.

Specific service provided

- Facilitate meaningful communication between the person who is deafblind and the people around them to build and maintain personal

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relationships, access and engage public and private services and
supports, and respond during emergencies that affect the person;

- Provide auditory and visual information to support concept development
  and access to information so the person can learn and pursue their
  individual goals and make informed decisions;

- Support to enable participation in community-based activities of the
  person's choosing;

- Develop knowledge and skills to utilize community infrastructure and
  resources;

- Support the person to achieve success in a variety of activities of daily
  living, including meal preparation, managing finances and medications,
  telephone use, shopping, transportation, personal care and other life
  activities;

- Engage the person in service planning and case management;

- Use of sighted-guide techniques to ensure safe navigation of physical
  environments indoors and outdoors;

- Purchase of pre-approved assistive devices which are not covered by other
  government funded programs that specifically assist the person with
  communication (e.g. personalized calendar systems, etc.);

- Supervise and/or mentors intervenor staff;

- Monitor and evaluate services provided to individuals.

Out of scope services and activities

- Care for and/or supervision of children, dependents, or other family
  members of the person receiving Intervenor Services;

- Services and supports provided through other ministry programs or
  levels of government;

- Use of MCCSS Intervenor Services program funding for facilitation of
  communication that another organization (i.e. court of law or hospital)
  has a mandate or legal obligation to provide Where an Intervenor Services
  agency receives a request for service that another organization (i.e.
  hospital) has a mandate to provide, reasonable efforts must be made by

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the intervenor service provider to ensure that the other organization provides and/or funds the Intervenor Services. MCCSS-funding may be used for this purpose only when reasonable efforts have been made;

- Where an Intervenor Services agency receives a request for service that another organization (i.e. hospital) has a mandate to provide, reasonable efforts must be made by the intervenor service provider to ensure that the other organization provides and/or funds the Intervenor Services. MCCSS-funding may be used for this purpose only when reasonable efforts have been made;
- Purchase of pre-approved assistive devices which are not covered by other government funded programs that specifically assist the person with communication (e.g. personalized calendar systems, etc.);
- Minor and major capital projects (e.g. roof repairs, ramp construction, residential renovations);
- Income support or other expenses related to residential settings and housing costs, including repairs and maintenance, utilities, etc;
- Health benefits such as vision care, prescription medications, medical supplies, etc;
- Professional services such as psychological services, psychiatric services.

- Disability-related benefits such as assistive devices (where covered through other government programs), mobility aids, guide dogs.

Delivery method

- Services will be delivered in person in a manner that is:
  - Person driven and provided in the person's preferred language and/or communication method;
  - Reflective of and responsive to individual strengths, needs, personal preferences, and decisions;
  - Sensitive to the social, linguistic and cultural diversity of people, families, and communities, including Indigenous communities; and;
  - Based on the person's assessed needs and preferences within the Transfer Payment Recipient's MCCSS-funded resources.

- Services will be provided by agency staff that:
  - Possess relevant experience, training, certification and/or college level diplomas in the human services field, including Intervenor Services, Developmental Services and/or American Sign Language/Langue des signes Québécoise;
  - Demonstrate the appropriate technical and behavioural competencies required to respond effectively to the needs of the person who is deafblind;
  - Receive relevant training and mentorship opportunities to ensure the provision of high-quality Intervenor Services.

- Intervenor Services for Community Participation are delivered to people who are deafblind by Transfer Payment Recipient staff in a variety of settings to support community participation;
- Services delivered are typically scheduled in advance at the request of the person where a minimum level of facilitation by the intervenor or other agency staff is required to assist with activities of daily living and access to outside services and resources.

Program goals

- To facilitate communication between the person who is deafblind and their environment, using their preferred method of communication to assist them to live as independently as possible;
- To help the person who is deafblind access information through a variety of languages and communication methods making it possible for them to;
- participate in activities of their choice, connect with other people, and make informed decisions;
- To support the person who is deafblind to understand, access, coordinate, and organize community-based services that enable them to integrate or re-integrate with the broader community;

- To provide Intervenor Services in coordination with other Ontario government programs to address the needs of the person who is deafblind to improve quality of life.

Ministry expectations

- Transfer Payment Recipients will adhere to the policy directives and guidelines outlined in the Intervenor Services Framework and reflect the intent in their operational practices.

Single point of access

- All requests for new and enhanced Intervenor Services must be applied for and accessed through the Single Point of Access;
- Transfer Payment Recipients will ensure that service data in the Single Point of Access is updated for existing and new people in their service.

Service agreements

Transfer Payment Recipients will ensure that a signed Service Agreement is in place with each person accessing Intervenor Services that the agreed upon services are based on the assessed needs and preferences of the person
At a minimum, the Service Agreement will:

- Clearly identify the roles and responsibilities of the Transfer Payment Recipient and the person;
- Identify and quantify the various services and supports the person can access from the agency;
- Identify how the person can change or end the Service Agreement;
- Address how the Transfer Payment Recipient will receive complaints and manage potential conflicts;

- Reflect required considerations included in the Intervenor Services Framework;
- Include information that, upon request, the Transfer Payment Recipient may be required to report ad-hoc service data and information to the ministry; and,
- Be reviewed annually with the consumer and updated if changes to service hours are needed.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

For table of Service Data please refer to the excel spreadsheet provided

In addition, agencies are required to complete regular and ad-hoc reports for program data requested by the ministry.

Service Data Name	Definition
Number of Individuals Served: CHKC Training Program	Number of unique individuals who receive training provided by Canadian Helen Keller Centre (CHKC) on maintaining and increasing their independence. Individuals may also access other services and supports provided by CHKC.
CHKC Training Program: Ministry-Funded Agency Expenditures	The percentage of chat clients surveyed that reported they were satisfied or very satisfied with 211. This figure includes the 211 clients who participated in a satisfaction survey following the receipt of service. Clients are provided with the following response options in the survey: Very Satisfied, Satisfied or Not Satisfied.

Number of Individuals Served: Intervenor Services for Community Participation	Number of unique individuals served in the community (e.g., own home independently with/without an unpaid primary caregiver) in the reporting year. An individual is counted only once per year where they received at least one hour of direct service, including those provided during emergencies.
Intervenor Services for Community Participation: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative).
Number of Hours of Direct Service: Intervenor Services for Community Participation	The number of hours of direct service to consumers (only paid staff positions, excluding volunteers) for specific community or household activities. Direct service includes all time spent face-to- face supporting consumers, including services provided during emergencies and training provided by CHKC. It does not include travel to consumer's location, report writing, or other activities that do not involve direct services to consumers.
Number of Interactions Requested: Intervenor Services for Community Participation	The number of requests received through Intervenor Services for Community Participation.
Number of Interactions Not Filled: Service Capacity: Intervenor Services for Community Participation	Number of occasions for which intervenor services were requested for Community Participation but were not delivered due to lack of intervenor availability. This also includes intervenor cancellations due to illness or other emergency

Services delivered: residential intervenor services

Component: Intervenors Services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

- Intervenor Services provide auditory and visual information to enable access to services, information, and facilitate communication so that people who are deafblind can participate in their communities, make informed decisions, and achieve and/or maintain independence. In addition, Intervenor Services provide support with activities of daily living and enable safe navigation of a physical environment

Service description

Individuals served

- Intervenor Services are for adults who are deafblind who have demonstrated that they meet eligibility criteria as defined in the Intervenor Services Framework, including being a resident of Ontario and at least 18 years of age;
- People who are attending secondary school are not eligible to receive MCCSS- funded Intervenor Services.

Specific service provided

- Enable people who are deafblind are able to live as independently as possible in their environment including the broader community;
- Facilitate meaningful communication between the person who is deafblind and the people around them to build and maintain personal

relationships, access and engage public and private services and supports, and respond during emergencies that affect the person;

- Provide auditory and visual information to support concept development and access to information so the person can learn and pursue their individual goals and make informed decisions;
- Support to enable participation in community-based activities of the person's choosing;
- Develop knowledge and skills to utilize community infrastructure and resources;
- Support the person to achieve success in a variety of activities of daily living, including meal preparation, managing finances and medications, telephone use, shopping, transportation, personal care and other life activities;
- Engage the person in service planning and case management;
- Use of sighted-guide techniques to ensure safe navigation of physical environments indoors and outdoors;
- Purchase of pre-approved assistive devices which are not covered by other government funded programs that specifically assist the person with communication (e.g. personalized calendar systems, etc.);
- Supervise and/or mentor intervenor staff;
- Monitor and evaluate services provided to individuals.

Out of scope services and activities

- Care for and/or supervision of children, dependents, or other family members of the person receiving Intervenor Services
- Services and supports provided through other ministry programs or levels of government.
- Use of MCCSS Intervenor Services program funding for facilitation of communication that another organization (i.e. court of law or hospital) has a mandate or legal obligation to provide

- Where an Intervenor Services agency receives a request for service that another organization (i.e. hospital) has a mandate to provide, reasonable efforts must be made by the intervenor service provider to ensure that the other organization provides and/or funds the Intervenor Services. MCCSS-funding may be used for this purpose only when reasonable efforts have been made
- Purchase of pre-approved assistive devices which are not covered by other government funded programs that specifically assist the person with communication (e.g. personalized calendar systems, etc.)
- Minor and major capital projects (e.g. roof repairs, ramp construction, residential renovations)
- Income support or other expenses related to residential settings and housing costs, including repairs and maintenance, utilities, etc.
- Health benefits such as vision care, prescription medications, medical supplies, etc.
- Professional services such as psychological services, psychiatric services, etc.
- Disability-related benefits such as assistive devices (where covered through other government programs), mobility aids, guide dogs, etc.

Delivery method

- Services will be delivered in-person in a manner that is:
  - Person driven and provided in the person's preferred language and/or communication method
  - Reflective of and responsive to individual strengths, needs, personal preferences, and decisions
  - Sensitive to the social, linguistic and cultural diversity of people, families, and communities, including Indigenous communities
  - Based on the person's assessed needs and preferences within the available Transfer Payment Recipient's MCCSS-funded resources
- Services will be provided by agency staff that:

- o Possess relevant experience, training, certification and/or college level diplomas in the human services field, including Intervenor Services, Developmental Services and/or American Sign Language/Langue des signes Québécoise;
- o Demonstrate the appropriate technical and behavioural competencies required to respond effectively to the needs of the person who is deafblind;
- o Receive relevant training and mentorship opportunities to ensure the provision of high-quality Intervenor Services.

Program/service features

- Residential Intervenor Services are delivered by Transfer Payment Recipient staff to a person who is deafblind in a variety of community participation and residential settings including, but not limited to, an agency operated group home, at home where there is an unpaid primary caregiver, or where the person lives independently in their own home;
- Services delivered typically provide consistent availability of Intervenor Services on a day-to- day basis to the person where a moderate to high level of facilitation by the intervenor or other agency staff is required to assist with activities of daily living and access to outside services and resources.

Program goals

- To facilitate communication between the person who is deafblind and their environment, using their preferred method of communication to assist them to live as independently as possible;
- To help the person who is deafblind access information through a variety of communication methods making it possible for them to participate in activities of their choice, connect with other people, and make informed decisions;

- To support the person who is deafblind to understand, access, coordinate, and organize community-based services that enable them to integrate or re-integrate with the broader community;
- To provide Intervenor Services in coordination with other Ontario government programs to address the needs of the person who is deafblind to improve quality of life.

Ministry expectations

- Transfer Payment Recipients will adhere to the policy directives and guidelines outlined in the Intervenor Services Framework and reflect its intent in their operational practices

Single point of access

- All requests for new and enhanced Intervenor Services must be applied for and accessed through the Single Point of Access
- Transfer Payment Recipients will ensure that service data in the Single Point of Access is updated for existing and new people in their service

Service agreements

- Transfer Payment Recipients will ensure that a signed Service Agreement is in place with each person accessing Intervenor Services and that the agreed upon services are based on the assessed needs and preferences of the person
- At a minimum, the Service Agreement will:
  o Clearly identify the roles and responsibilities of the Transfer Payment Recipient and the person;
  o Identify and quantify the various services and supports the person can access from the agency;
  o Identify how the person can change or end the Service Agreement

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- o Address how the Transfer Payment Recipient will receive complaints and manage potential conflicts;
- o Reflect required considerations included in the Intervenor Services Framework;
- o Include ad-hoc service data and information that, upon request, the Transfer Payment Recipient may be required to report to the ministry; and;
- o Be reviewed annually with the consumer and updated if changes to service hours are needed.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals Served: Residential Intervenor Services	Number of unique individuals served in an MCCSS-approved residential setting (e.g., In-home services, Intervenor agency residence or MCCSS-funded DS residence) in the reporting year. An individual is counted only once per year where they received at least one hour of direct service, including those provided during emergencies
Residential Intervenor Services: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative).

Number of Hours of Direct Service: Residential Intervenor Services	The number of hours of direct service to consumers (only paid staff positions, excluding volunteers) in an MCCSS-approved residential setting. Direct service includes all time spent face- to- face supporting consumers, including services provided during emergencies. It does not include travel to consumer's location, report writing, or other activities that do not involve direct services to consumers.

Services delivered: single point of access

Component: Intervenors Services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

To administer and provide a provincially consistent application mechanism for adults who are deafblind to access MCCSS-funded Intervenor Services

Service description

Individuals served

People who are deafblind, who are residents of Ontario, and are at least 17 ½ years old. Six months prior to a person's 18th birthday, the Applicant or their Representative of Choice may access the Single Point of Access to confirm eligibility, schedule and complete the assessment package (when applicable), and receive navigational supports to assist with the planning and/or transitioning to adult Intervenor Services, including selection of a service provider. who are applying to receive MCCSS-funded Intervenor Services.

Specific service provided

Act as the primary contact and provide information and navigational supports to persons who are deafblind and/or their Representative of Choice (when applicable), and the public about the MCCSS-funded Intervenor Services program, including, but not limited to eligibility criteria and the application process.

Provide a provincially consistent application mechanism through an online portal for people seeking MCCSS-funded Intervenor Services.

Support initial intake through the collection of basic Applicant and, when

applicable, Representative of Choice information.

Oversee confirmation of eligibility for all new Applicants to the MCCSS-funded Intervenor Services system according to established eligibility criteria.

Schedule assessments for Applicants requesting more than 24 hours per week of Intervenor Services.

Enable the delivery of various notifications through the Single Point of Access to Applicants, Representatives of Choice (when applicable), Assessors, Coordinator, service providers, and the ministry to meet policy and operational program requirements.

Provide a seamless experience for Applicants and Representatives of Choice (when applicable) as they move along the service pathway.

Hold prioritization and service registry information for Residential Intervenor Services and Intervenor Services for Community Participation streams.

Serve as the province's database for all people receiving, and those applying for, MCCSS- funded Intervenor Services.

Out of scope services and activities

Development of service and support profiles for Applicants.

Scheduling or coordination of clinical assessments to support confirmation of eligibility requirements.

Assessments that are provided in the context of other services, such as educational, employment, health or mental health.

Delivery method

Single point of access services will be delivered through an online portal

and/or in person in a manner that is:

Person driven and provided in the person's preferred language and/or communication method; and,

Sensitive to the social, linguistic and cultural diversity of people, families, and communities, including Indigenous communities.

Single point of access services will be provided by Transfer Payment Recipient staff that:

Possess relevant sector, service system and program knowledge, experience, training, certification and/or college level diplomas in the human services field, including Intervenor Services, Developmental Services and/or American Sign Language/Langue des signes québécoise.

Demonstrate the appropriate technical and behavioural competencies required to respond effectively to the needs of the person who is deafblind.

Program/Service features

The primary role of the Single Point of Access is to provide a provincially consistent application mechanism for adults who are deafblind to access MCCSS-funded Intervenor Services. For the purposes of this Guideline, the Single Point of Access encompasses a broad range of activities. Activities include, but are not limited to, confirming program eligibility, scheduling assessments where applicable, enabling notifications, and providing information and connecting people who are deafblind and their families to community and agency resources.

Further, the Single Point of Access will also coordinate on behalf of the ministry a specific process to capture information that will be used to inform the prioritization of available funding, and when required the establishment and holding of service registries for Residential Intervenor Services and Intervenor Services for Community Participation streams.

The Single Point of Access will provide the ministry with anonymized data that may be used in the forecasting and planning of current and future service needs.

Program goals

To provide a provincially consistent application mechanism for Ontarians who are deafblind, and their families/Representatives of Choice (where applicable), to access MCCSS-funded Intervenor Services through an online portal to empower them with choice, independence, and inclusion in their communities.

Ministry expectations

Build and maintain effective partnerships within the Intervenor Services sector, and across sectors where appropriate (e.g., Developmental Services).

Participate in ministry working groups and provide input, feedback and implementation support of ministry initiatives.

Personal information

The Single Point of Access is required to collect, access, and disclose/report on personal information stored in the single point of access database.

The Transfer Payment Recipient will be responsible for safeguarding the privacy and security of personal information and will ensure that only "authorized persons" will have access to collect, use and disclose personal information obtained from Applicants and Representatives of Choice, as required for the performance of their duties.

Reporting requirements

The following service data will be reported on at an Interim and Final stage.
Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Single Point of Access: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative).
Single Point of Access: Confirmed Eligibility	Number of unique people who were confirmed eligible (met the ministry's eligibility criteria) to receive MCCSS-funded Intervenor Services. People are reported in eligible according to their status at the end of the reporting period.

Services delivered: emergency intervenor services

Component: Intervenors Services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

On-call provision of Intervenor Services for access to health, mental health and other emergency communication events, 24 hours a day, 7 days a week.

Service description

Individuals served

- Intervenor Services are for deafblind adults who have demonstrated that they meet eligibility criteria as defined in the Intervenor Services Framework including being a resident of Ontario and at least 18 years of age;
- People who are attending secondary school are not eligible to receive MCCSS- funded Intervenor Services.

Specific service provided

- Intervenor Services for medical, mental health and other emergency communication events;
- The service would apply to any situation where a call has been placed to 911 to request ambulance, police and/or fire services;
- A client's guide dog has been injured;
- A client is contacted about a family member who has been in an accident, the client needs to go to the emergency department right away;
- Walk-in clinics;

- Medical emergencies;
- Mental health emergencies and crisis outreach.

Out of scope

- The emergency service is not for 'last minute' requests for non-emergency needs

Delivery method

- Services will be delivered in-person in a manner that is:
  - Person driven and provided in the person's preferred communication method and/or language;
  - Sensitive to the social, linguistic and cultural diversity of individuals and communities including Indigenous communities.
- Services will be provided by agency staff that:
  - Possess relevant experience, training, certification and/or college level diplomas in the human services field, including Intervenor Services, Developmental Services and/or American Sign Language/Langue des signes québécoise;
  - Demonstrate the appropriate technical and behavioural competencies required to respond effectively to the needs of the person who is deafblind;
  - Receive relevant training and mentorship opportunities to ensure the provision of high-quality Intervenor Services.

Program/Service features

- Services are coordinated regionally and delivered provincially;
- The program is delivered by service provider staff to people who are deafblind.

Program goals

- To provide on-call Intervenor Services for access to health, mental health and other emergency communication events, 24 hours a day, 7 days a week for adults who are Deafblind and have demonstrated that they meet eligibility criteria as defined in the Intervenor Services Framework including being a resident of Ontario and at least 18 years of age;
- To facilitate communication between people who are deafblind and their environment, in emergency settings, using their preferred method of communication and, whenever possible their intervenor of choice.

Ministry expectations

- The service provider will comply with all relevant legislation, regulations, policy directives, program guidelines/frameworks, operational requirements, funding agreement(s), accountability, and reporting requirements;
- The service provider will adhere to the guidelines outlined in the Intervenor Services Framework and reflect the intent in their operational practices.

Single point of access

- All new requests for Intervenor Services must be applied for and accessed through the Single Point of Access

Reporting requirements

- Reporting requirements - service data elements include:
  - Number of individuals served by language;
  - Number of hours of direct service;
  - Number of requests received by language; and

o   Number of requests not filled by language.

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Emergency Intervenor Services: Number of hours of direct service	An individual is counted only once per year when they received at least one hour of direct service.
Emergency Intervenor Services: Number of individuals served by language - English	Number of unique individuals by the language in which they receive services in the reporting year.
Emergency Intervenor Services: Number of requests not filled by language - English	Number of unique individuals by the language in which they receive services in the reporting year.
Emergency Intervenor Services: Number of requests received by language - English	Number of unique individuals by the language in which they receive services in the reporting year.
Emergency Intervenor Services: Number of requests not filled by language - French	Number of occasions for which intervenor services were requested but were not delivered due to lack of intervenor availability segmented by language. This also includes intervenor cancellations due to illness or other emergency.

Emergency Intervenor Services: Number of requests received by language - French	Number of occasions for which intervenor services were requested but were not delivered due to lack of intervenor availability segmented by language. This also includes intervenor cancellations due to illness or other emergency.
Emergency Intervenor Services: Number of requests not filled by language – Other	Number of occasions for which intervenor services were requested but were not delivered due to lack of intervenor availability segmented by language. This also includes intervenor cancellations due to illness or other emergency.
Emergency Intervenor Services: Number of requests received by language - Other	The number of requests received programs segmented by language.
Emergency Intervenor Services: Number of individuals served by language - French	The number of requests received programs segmented by language.
Emergency Intervenor Services: Number of Individuals served by language - Other	The number of requests received programs segmented by language.

children and youth services
Component: Early intervention

Services delivered: Blind Low Vision

Component: Early intervention

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The Blind Low Vision (BLV) program provides integrated, family-centred early intervention supports and services for babies in Ontario born blind or with low vision and for those who develop blindness or low vision in early childhood. These services include child and family-centred education, and support for parents/caregivers so that they can promote the healthy development of their child.

People served

BLV provides services to children from birth to school entry who are blind, have low vision or visual impairment, and their families.

Program/service features

Blind Low Vision (BLV) services are provided and delivered primarily by Early Childhood Vision Consultants (ECVCs) and Family Support Workers. Services and supports are provided to mitigate the impact of a visual impairment on the child's development, and are offered in the child's home, in childcare and community settings.

Specific service provided

The following service components must be delivered in accordance with the Blind Low Vision Early Intervention Program Guidelines Document 2020:

1. information and learning opportunities to support the understanding of the diagnosis and optimize the use of the child's vision and other senses;

2. referral and access to other community services;

3. family Consultation – using a family-centred parent/caregiver mentoring approach incorporating family guided routine-based intervention which integrates the required assessment and planning tools;

4. childcare consultation;

5. collaboration with the family and other members of the early intervention team;

6. supporting school transition;

7. services that are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Program goals

The BLV goals are:
- to help the parents/caregivers of children with visual impairments gain knowledge about their child's learning style, allowing them to support their child's early development
- to support community inclusion as an important component to learning

Ministry expectations

BLV is managed in accordance with the Blind Low Vision Early Intervention Program Guidelines Document 2020 or any subsequent updated versions (or any other supporting policy documents provided by the ministry).

<u>Program targets</u>

- average age of child at referral: less than 24 months;
- average wait-time from referral to first intervention: less than 12 weeks.

Reporting requirements

Service and financial data will be reported in Transfer Payment Ontario at an Interim and Final period, informed by IRSS Monitoring Reports. Please refer to your final agreement for report back due dates.

Service data name	Definition
Ministry-funded agency expenditures: BLV	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
Average age at referral (months): BLV	Average age of children at referral (in months) during the Funding Year. Report the same value as the total value as reported in the IRSS Monitoring Report for Question 5
Average wait time from referral to first intervention (number of Weeks): BLV	The average number of weeks waited for BLV first intervention (from referral date to the date of first intervention) during the Funding Year. Report the same value as reported in the IRSS Monitoring Report for Question 6
Number of individuals served (total): BLV	The unique number of children that received interventions during the reporting period. A child is counted only once per Funding Year. Report the same value as the total value reported in the IRSS Monitoring Report for Question 3
Number of individuals waiting for service initiation (total): BLV	The total number of children who are waiting for service initiation (children have been referred but not yet received service) during the reporting period. Report the same value as reported in the IRSS Monitoring Report for Question 7

Supplementary Report	A report that provides additional information to help the ministry monitor the performance of the Preschool Speech and Language, Blind-Low Vision and Infant Hearing Program.

Services delivered: BLV — designated training centre

Component: Early intervention

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Through the Designated Training Centre (DTC), home visiting education, training and quality assurance services are provided to support the practice and ongoing professional development of Early Childhood Vision Consultants (ECVCs) and other staff delivering the BLV program.

People served

The DTC supports the ECVCs and other staff in the BLV program to deliver evidence-informed services to families that promote the visual, tactile, auditory, and overall development of the children and their families receiving services from the BLV program.

Service features

To support quality improvement of the BLV program, the DTC provides ECVCs and other staff with information and guidance through training and workshops, mentorship opportunities, clinical decision support and case reviews/feedback to support implementation of program guidelines.

Specific service provided

The following services are delivered to support ECVCs in implementing the Blind Low Vision Early Intervention Program Guidelines Document 2020:

- administer evidence-informed online training to ECVCs, including maintaining/updating content of the online training modules as needed;
- provide ongoing support, resources, and guidance to the ECVCs working with complex cases;
- deliver the Provincial ECVC Mentorship Initiative for newly trained staff and provide mentorship opportunities to the other ECVCs in the program upon request.

Ministry expectations

Education and training activities are to be delivered in alignment with the Blind Low Vision Early Intervention Program Guidelines Document 2020. Performance against each of the activities in the associated schedule will be reported on a quarterly basis to the ministry.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition
Ministry-funded agency expenditures: BLV Designated Training Centre	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
Activity Report	A report that describes the progress and achievement of activities by quarter.

Children and Youth Services
Component: Early intervention
Services delivered: Infant and Child Development Program

Component: Early intervention

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The Infant and Child Development Program (ICDP) partners with families to provide support, information and early intervention services to support the growth and development of children, including those with a developmental disability and/or risk of developmental delay. The program provides family-centred services, primarily in the home, focused on routines-based interventions. It also provides coaching, consultation, and support to parents/caregivers and helps them access and coordinate with other community services, where appropriate.

People served

The Infant and Child Development Program serves children from birth to school entry who have a developmental disability and/or risk of developmental delay.

Program/service features

ICDP professionals provide early child development intervention services and support families in the identification of goals to maximize the development of their children.

The foundational approach of the program is to provide family-centred services in the early years of a child's development, primarily in the home: i.e., working with children and their parents/caregivers where they have routines in their daily environment.

Specific service provided

The following program components must be delivered in accordance with the Infant and Child Development Program Guidelines (October 2018).

- Assessment;
- early identification and planning of developmental goals;
- home visiting intervention services using a collaborative approach with other programs and agencies;
- coaching, consultation, and support to parents/caregivers access to information and resources;
- referral to/from community services.

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Program goals

The goal of the ICDP is to support families of infants and children with developmental concerns through provision of early interventions based on family-identified goals and support to achieve functional outcomes through collaboration and coordination of services with other providers.

Ministry expectations

ICDP is managed in accordance with the Infant and Child Development Program Guidelines, October 2018, or any subsequent updated versions (or any other supporting policy documents provided by the ministry).

Program targets

- 100% of families have a family service plan average wait time for service is 90 days or less;
- average age of referral to ICDP is 24 months or less.

Reporting requirements:

The following service data will be reported at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Ministry- funded agency expenditures: ICDP	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Infant and Child Development Program in the Funding Year (cumulative)
Number of family service plans: ICDP	The total number of family service plans for families receiving Infant and Child Development Program services. This includes the sum of all family service plans that are: a) in development, b) completed, or c) being revised in collaboration with the family (cumulative). Each family service plan will be counted only once in the reporting period
Number of families served: ICDP	The number of families of children from birth to school entry receiving Infant and Child Development Program services, from the point of intake until transition from service. A family is only counted once during the reporting period
Number of individuals served (unique): ICDP	The number of children from birth to school entry that received Infant and Child Development Program services, from the point of intake until transition from service. A child is counted is counted only once during the reporting period
Number of individuals referred: ICDP	The number of children from birth to school entry who have been referred to the Infant and Child Development Program for services during the reporting period. Each child is counted only once during the reporting period

Average wait time from referral to service initiation (number of days): ICDP	The average number of days waited from when the referral is first received by the agency to case assignment. The average wait time is calculated by adding the total wait times for all individuals, dividing by the total Number of individuals served by the program during the reporting period.

Service initiation is operationally defined as when the case is assigned to an Infant and Child Development Program professional (after intake and eligibility assessments have been completed) and a notification attempt of the assignment has been made to the family. |
| Average age at referral (in months): ICDP | Average age at referral for all referrals received in the Infant and Child Development Program during the Funding Year. Exclude transfer-in clients from other agencies |

Services delivered: Infant Hearing Program

Component: Early intervention

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The Infant Hearing Program (IHP) identifies babies born with permanent hearing loss (PHL) or who are at risk for developing PHL in early childhood and provides them with the services and supports needed to support language development and communication skills.

People served

IHP provides services to families with children from birth until school entry.

Program/service features

Delivered through a Lead Agency model, IHP offers screening, diagnostics, amplification, and other intervention services which includes connecting families with community resources and local support systems. Services are provided by Hearing Screeners, Regional Trainers, Audiologists, Family Support Workers, Speech-Language Pathologists (through the Preschool Speech and Language program), and American Sign Language (ASL)/Langue des signes Québécoise (LSQ) Consultants.

Specific service provided

The following program components must be delivered in accordance with the IHP Guidance Documents and Protocols:

1. Universal Newborn Hearing Screening (UNHS) utilizing the Protocol for Universal Newborn Hearing Screening Ontario;

2. Hearing Loss Risk Factor Screening utilizing the IHP Hearing Screening Protocol and Support Document;

3. Audiological assessment utilizing the Auditory Brainstem Response Assessment (ABRA) protocol;

4. Audiological surveillance utilizing the IHP Protocol for Audiological Surveillance;

5. Behavioural Hearing Assessment utilizing the IHP Protocol for Audiometric Assessment for Children Aged 6 to 60 months;

6. Audiology amplification services and outcome measures utilizing the IHP Protocol for the Provision of Amplification;

7. Language development supports utilizing the Language Development Services Guidelines Ontario Infant Hearing Program.

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, and promotes equity, anti-racism, and anti-oppression.

Program goals

The goals of the IHP are to:
- identify infants who are born with PHL or who are born at risk of developing PHL in early childhood;
- provide infants confirmed with PHL and their families with the necessary intervention services in a timely manner to meet international benchmarks and support the development of language;
- give infants and children with PHL the opportunity at the best start in life by preparing them for social and academic success to the best of their abilities.

Ministry expectations

IHP services are delivered according to the protocols, guidance documents and guidelines listed or any subsequent updated versions (or any other supporting policy documents provided by the ministry):

- Ontario Infant Hearing Program: A Guidance Document, 2021 Version 2021.01 IHP Hearing Screening Protocol and Support Document Version 2019.01;
- IHP Protocol for Auditory Brainstem Response – Based Audiological Assessment(ABRA) Version 2020.01;
- Protocol for Audiological Surveillance of Children at Risk for Permanent Hearing Loss Version 2019.01;
- IHP Protocol for Audiometric Assessment for Children aged 6 to 60 months version 2019.01;
- Protocol for the Provision of Amplification Version 2019.01;
- Language Development Services Guidelines Ontario Infant Hearing Program Version 2018.02;

Program targets

- at least 90% of all newborns born in a given region will receive a successful hearing screen, where "successful" means a Stage 1 Pass (in both ears) or a Stage 2 Pass (in both ears) or a Stage 2 Refer in at least one ear completed at or before three months corrected age;
- of the total number of babies screened successfully as above 90% will have their successful screen completed by one month corrected age;
- the overall refer rate to audiologic assessment will not exceed 2% of all babies screened;
- 75% of all babies with a "refer" result from Universal Newborn Hearing Screening (UNHS) who have an audiology assessment will access it by four months corrected age;
- 40% of babies with confirmed Permanent Hearing Loss (PHL) whose families chose amplification will access amplification services no later than 9 months corrected age;
- 40% of babies with confirmed PHL will access language development services no later than 9 months corrected age.

Reporting requirements

Service and financial data will be reported in Transfer Payment Ontario at an Interim and Final period, informed by IRSS Monitoring Reports. Please refer to your final agreement for report back due dates.

Service data name	Definition
Ministry- funded agency expenditures: IHP	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
Number of individuals screened (total): IHP	The total number of newborns who received a successful Universal Newborn Hearing Screen during the reporting period. Report the same value as the total reported in the IHP Program Activity Report for Question 1A. Successful refers to a Stage 1 pass (in both ears) or a Stage 2 pass (in both ears) or a Stage 2 refer in at least one ear completed at or before three months (corrected age)
Supplementary Report	A report that provides additional information to help the ministry monitor the performance of the Preschool Speech and Language, Blind-Low Vision and Infant Hearing Program.

Services delivered: IHP designated training centre

<u>Component: Early intervention</u>

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Through the Designated Training Centre (<u>DTC</u>), audiology training, education and quality assurance services are provided to support the practice and ongoing professional development of audiologists and other professionals delivering services in the Infant Hearing program.

<u>People served</u>

The <u>DTC</u> primarily support <u>IHP</u> audiologists delivering evidence-informed, protocol-driven services in the areas of audiological surveillance, diagnostics, and amplification as identified in the <u>IHP</u> Guidance Document and related protocols. Hearing screeners, Regional Trainers, Speech Language Pathologists, American Sign Language Consultants, and other professionals working with families in the <u>IHP</u> may also receive training and support for services as they relate to program protocols and policies.

Service features

To support quality improvement of the <u>IHP</u>, the <u>DTC</u> provides <u>IHP</u> audiologists (and other professionals) information and guidance through training and webinars, mentorship opportunities, clinical decision support and case reviews to support adherence to program protocols and policies. Quality assurance activities, including Continuous Quality Improvement, are also completed by the <u>DTC</u>.

<u>Specific service provided</u>

- lead the development and maintenance of evidence-informed program protocols, as identified in the IHP Guidance Document;
- provide information and guidance to IHP audiologists in implementing new protocols, or changes to existing ones, and support change management through training, mentorship, community of practice webinars, workshops, etc.
- support adherence to IHP protocols through clinical decision support, providing protocol adherence reviews, and completing adverse event reviews upon request;
- coordinate Continuous Quality Improvement activities with IHP audiologists in consultation with MCCSS:
- provide ongoing management of the IHP loaner hearing aid inventory;
- develop resources and training supports for professionals delivering language development services. In consultation with the ministry, create and implement research and evaluation activities to inform future policy approaches.

Ministry expectations

Education and training activities are to be delivered in alignment with the IHP Guidance Document. Performance against each of the activities in the associated schedule will be reported on a quarterly basis to the ministry.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition
Ministry-funded agency expenditures: IHP – Designated Training Centre Activity Report	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative) A report that describes the progress and achievement of activities by quarter.

Services delivered: IHP American Sign Language service provider

Component: Early intervention

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

In support of delivery of the Infant Hearing Program (IHP), the IHP American Sign Language (ASL) provider supports coordination and delivery of family-centred evidence-based IHP ASL services across the province in accordance with the Language Development Services Guidelines Ontario Infant Hearing Program Version 2018.01.

People served

Services are provided to families with children from birth until a child is transitioned to school or age six. The IHP ASL provider will focus services on children confirmed with Permanent Hearing Loss (PHL) through the screening and assessment program components of the IHP and their families.

Program/service features

Delivered by a Lead Agency, the IHP ASL Provider supports families who have selected ASL as a language of communication in light of confirmed PHL in a child to gain the skills necessary to support language development in the home. This service is provided through the role of the ASL Consultant.

Specific service provided

The following program components must be delivered in accordance with the IHP Guidance Documents and Protocols, 2021 and the Language Development Services Guidelines Ontario Infant Hearing Program Version 2018.01:

1. provide information about language development;

2. identify the language development pathway;

3. identify the language development team for a child and their family along with continued participation using multidisciplinary collaborative approaches to service delivery;

4. support the creation and continued update of the Communication Development Plan (CDP) for individual children with PHL and their families;

5. implement language development services;

6. measure progress in the language development services identified in the CDP:

7. re-assess, re-evaluate, and re-establish goals and objectives, as needed, with the multi-disciplinary team to support the child's transition to school.

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Program goals

The goals of the IHP ASL Service Providers are to:
- provide infants with confirmed PHL and their families with the necessary intervention services to support the development of language;
- give infants and children with PHL the opportunity for the best start in life by preparing them for social and academic success to the best of their abilities.

Ministry expectations

IHP services are delivered according to the protocols, guidance documents and guidelines listed or any subsequent updated versions (or any other supporting policy documents provided by the ministry):

1. Ontario Infant Hearing Program: A Guidance Document, 2021 Version 2021.01;

2. IHP Hearing Screening Protocol and Support Document Version 2019.01;

3. IHP Protocol for Auditory Brainstem Response – Based Audiological Assessment

(ABRA) Version 2020.01;

4. Protocol for Audiological Surveillance of Children at Risk for Permanent Hearing Loss Version 2019.01;

5. IHP Protocol for Audiometric Assessment for Children aged 6 to 60 months version 2019.01;

6. Protocol for the Provision of Amplification Version 2019.01

7. Language Development Services Guidelines Ontario Infant Hearing Program Version 2018.02.

Program targets

- 90% of children referred receive initial language assessment within four weeks;
- 100% of children receiving IHP ASL services that had outcomes measured every six months;
- 100% of children who are discharged to attend school with transition to school plans in place.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition
Ministry-funded agency expenditures: IHP American Sign Language Service Provider	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Percentage of individuals referred who received an Initial Language Assessment: IHP ASL Service Provider	The percentage of children referred for IHP ASL services who received an initial language assessment to establish the child's language baseline within four weeks of receipt of the referral
Percentage of individuals served that had outcomes measured: IHP ASL Service Provider	The percentage of children receiving IHP ASL services that had outcomes measured every six months
Percentage of individuals discharged with transition to school plans: IHP ASL Service Provider	The percentage of children who are discharged to attend school with transition to school plans in place
Activity Report	A report that provides additional information to help the ministry monitor the performance of American Sign Language Services in the Infant Hearing Program.

Services delivered: Preschool Speech and Language Program

<u>Component: Early intervention</u>

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The Preschool Speech and Language (<u>PSL</u>) Program provides services within a locally integrated early intervention system for seamless access to early identification and a range of early intervention services for children with speech and language disorders until school entry.

People served

The <u>PSL</u> program provides services for children with speech and language disorders from birth to school transition.

Program/service features

Delivered through a Lead Agency model, the Preschool Speech and Language (<u>PSL</u>) Program services are provided by Speech-Language Pathologists and supportive personnel (<u>e.g.</u>, Communication Disorder Assistants) as part of a locally integrated early intervention system in a variety of contexts, including clinic, child care, and community settings.

Specific service provided

The following program components must be delivered in accordance with the most updated version of all existing <u>PSL</u> Guidelines and Protocols (as listed below) and any additional supporting documents:

1. early identification
2. equitable access
3. referral and intake processes
4. assessment
5. intervention options
6. transition planning includes discharge, transfers, and transition to school
7. collaboration and partnerships
8. capacity building and training
9. performance measurement and reporting

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, and promotes equity, anti-racism, and anti-oppression.

Program goals

The goal of PSL is to provide services within a locally integrated early intervention system for seamless access to early identification needs and a range of early interventions for children with speech and language concerns from birth to school transition.

Ministry expectations

All services of PSL are provided according to the 1996 Planning Guidelines for the Development of a Speech and Language Services System for Preschool Children; the 2000 PSL Initiative Planning Guidelines for Transition to School; the January 2014 PSL Program Outcome Measurement Protocol (or any subsequent updated versions and any additional supporting documents provided by the ministry).

Program targets

- 50% of children will receive their initial assessment within three months from the date of referral;

- 70% of children will receive their first intervention within eight months from the date of referral;
- 75% of all children aged 0-30 months will have received parent training at some point during their period of service delivery;
- 75% of all children over 18 months of age will have outcome measures completed at some point during their first intervention;
- 75% of all children over 18 months will have had outcome measures completed at a minimum of every 6 months (completed at the beginning/end or intervention periods or at scheduled assessments).

Reporting requirements

Service and financial data will be reported into Transfer Payment Ontario at an Interim and Final period, informed by IRSS Monitoring Reports. Please refer to your final agreement for report back due dates.

Service data name	Definition
Preschool Speech and Language: Ministry-funded agency expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Preschool Speech and Language Program in the Funding Year (cumulative)
Number of individuals served (unique): PSL	The unique number of all referred children who had an initial assessment plus all referred children who received any intervention during the reporting period (cumulative). Report the same value as the total reflected in the IRSS Monitoring Report Question 4
Number of individuals waiting for initial assessment: PSL	The total number of all referred children waiting for an initial assessment at the end of the reporting period (cumulative). Report the same value as the total reflected in Monitoring Report Question 10

Number of individuals who received initial assessment: PSL	The total number of all referred children who received an initial assessment during the reporting period. Report the same value as the total reflected in IRSS Monitoring Report Question 2
Average wait time from referral to initial assessment (number of weeks): PSL	The average number of weeks waited from the referral date to the initial assessment date (cumulative). Report the same value as the total reflected in the IRSS Monitoring Report Question 7
Average wait time from initial assessment to first intervention (number of weeks): PSL	The average number of weeks waited from the date of initial assessment to the date of first intervention. Report the same value as the total reflected in Monitoring Report Question 8
Average age at referral (months): PSL	Average age (in months) of children at referral during the reporting period. Report the same value as the total reflected in the IRSS Monitoring Report Question 6b
Supplementary Report	A report that provides additional information to help the ministry monitor the performance of the Preschool Speech and Language, Blind-Low Vision and Infant Hearing Program.

Services delivered: child and youth services (CYS) CAN-ON 22-23

<u>Component: Early intervention</u>

Legislation: *French Language Services Act (FLSA)*

Service description

The Canada-Ontario (<u>CAN-ON</u>) Agreement on French-language services (<u>FLS</u>) is a bilateral agreement between the Government of Canada and the Province of Ontario. The purpose of the <u>CAN-ON</u> Agreement on <u>FLS</u> is to provide funding to ensure the continued development, enhancement and accessibility of quality French-language services for Ontario's Francophone community, in accordance with obligations under the *French Language Services Act, 1986*.

People served

Vulnerable Francophone populations, including children, youth and families.

Program/service features

<u>CAN-ON</u> supports projects that:

- improve accessibility and quality of community and social services in French for vulnerable Francophone populations;
- enhance the development of integrated services for vulnerable Francophone populations.

Specific service provided

Child and Youth Services' (<u>CYS</u>) <u>CAN-ON</u> 22-23.

Ensure the optimal planning and delivery of FLS for vulnerable Francophone populations, including children, youth and families.

Program goals

Ensure access and quality of social and community services in French for vulnerable Francophone populations, including children, youth and families.

Ministry expectations

- projects should be time-limited, and/or demonstrate sustainability beyond the one-time funding that is available;
- projects should outline concrete outcomes, including performance measures that are SMART (specific, measurable, achievable, realistic and have a particular timeline);
- projects should give consideration to partnerships, cross-sectoral/interministerial collaboration and creative/innovative thinking;
- projects receiving CAN-ON funding are required to report that progress is being made toward attaining the stated objectives, interim and final reports are required for each project every year of the initiative's duration and must be submitted to the MCCSS FLS Unit within the prescribed timeframe. These reports are reviewed by the MCCSS FLS Unit to ensure that the terms and conditions of funding are being met.

Reporting requirements

- the full yearly contribution of federal funds is flowed to the ministry prior to the end of each fiscal year that the project is funded following the production of an interim financial report provided by the MCCSS FLS Unit detailing:

(a) the actual expenditures incurred by each project prior to September 30

(b) the total expenditures anticipated until March 31 of the fiscal year in question

- submission of the interim report must be done in the form provided by the MCCSS FLS Unit and as at the time communicated by the MCCSS FLS Unit

- in addition, for each year that a project is funded, the ministry must submit a final report to the FLS Unit detailing:
  - o the results of the preceding fiscal year, based on the measures, performance indicators and outcomes set forth in the project submission;
  - o the actual expenditures up to March 31 of the preceding fiscal year.

- submission of the final report must be done in the form provided by the MCCSS FLS Unit and as at the time communicated by the MCCSS FLS Unit

- the interim and final reports must be certified by a duly authorized financial officer of the ministry

Service data name	Definition
CYS CAN-ON Funds 22-23: Ministry-funded agency expenditures	Total funds for the Transfer Payment Recipient to administer and/or deliver this project in the reporting year (cumulative)

Services delivered: PSL education and research

<u>Component: Early intervention</u>

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

<u>PSL</u> Education and Research services are provided to support the practice and ongoing professional development of Speech Language Pathologists (<u>SLPs</u>) and other professionals working in the Preschool Speech and Language Program.

People served

Education and Research services primarily support <u>SLPs</u> in delivering evidence-informed interventions and training to families to promote the language and communication development of children in the <u>PSL</u> program. Communication Disorder Assistants, Program Coordinators, and other professionals in <u>PSL</u> may also receive training and support for services related to program policies and guidelines.

Service features

To support quality services in <u>PSL</u>, <u>SLPs</u> (and other professionals) are provided with information and guidance through training and workshops/webinars, mentorship opportunities, clinical decision support and case reviews/feedback to support adherence to program guidelines.

Specific service provided

- develop and maintain evidence-informed program resources and other materials to support clinical intervention approaches in the <u>PSL</u> program;

- administer training to SLPs, including maintaining/updating evidence-informed online training modules as needed;
- foster the ongoing practice and education of clinicians through communities of practice webinars, workshops, mentorship opportunities and providing clinical decision support and case reviews (where applicable);
- support the use of outcome measurement tools in the program through data collection, research, and evaluation activities. Support clinicians in their practice by sharing information and developing supplementary educational program materials.

Ministry expectations

Education and Research activities are to be delivered in alignment with the 1996 Planning Guidelines for the Development of a Speech and Language Services System for Preschool Children; the 2000 PSL Initiative Planning Guidelines for Transition to School; the January 2014 PSL Program Outcome Measurement Protocol and any additional supporting documents provided by the province. Performance against each of the activities in the associated schedule will be reported on a quarterly basis to the ministry.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition
Ministry-funded agency expenditures: PSL – Education and Research	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Component: Services for children and youth with complex needs

Services delivered: counselling therapy services

Component: Services for children and youth with complex needs

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Counselling and therapy services focus on reducing the severity of, and/or remedying, the emotional, social, behavioural and/or self-regulation problems of children and youth.

Program/service features

Counselling and therapy services focus on reducing the severity of, and/or remedying, the emotional, social, behavioural and self-regulation problems of children and youth. Services include a series of planned, interrelated interventions based on an assessment of the child, youth, and family's multiple risks, needs and strengths.

Counselling and therapy services can include a range of modalities (e.g., individual, group, family or play-based) as well as clinical practices (e.g., cognitive-behaviour therapy). Services are provided within the context of the family, culture, and community. They can be delivered in a range of settings, at varying frequencies.

Specific service provided

This program is delivered in accordance with the descriptions provided here or any subsequent updated versions (or any other supporting policy documents provided by the ministry.

People served

Children and youth with complex and/or multiple special needs.

Program goals

Counselling and therapy services are designed to:
- support children, youth, and their families in the receipt of services designed to address identified needs;
- reduce the need for more intensive and intrusive intervention reduce the severity of mental health problems or symptoms strengthen coping and resilience and improve functioning enhance awareness and understanding of the presenting problem.

Services are delivered based on the principles of child-, youth- and family-centred service; seamless service delivery and information sharing; and meeting diverse needs through inclusive, accessible, and culturally safe practices.

Child/youth and family-centred service
- Services are delivered in a way that is family-centred and ensures the family, children and youth are actively engaged and their input is incorporated throughout service delivery;
- Family-centred service recognizes that each child, youth, and family is unique; that the family is the constant in the child/youth's life; and that the family has expertise in their child/youth's abilities and needs;
- Through family-centred service, service providers work with the family, and the child/youth as appropriate, to make informed decisions about the services and supports the child/youth and family receive. The strengths and needs of all family members are considered.

Seamless service and information sharing
- Services will ensure families will experience seamless service and information sharing. With consent, information about a family's needs will be shared between

providers. Families should not feel like they are repeating intake and assessment information or repeating their stories unnecessarily; however, families should be encouraged to share information with providers and can share their stories with new providers if they wish.

Meeting diverse needs
- Services will be inclusive, accessible, and culturally safe for all families and children/youth. Services will be respectful of the values and meet the diverse needs of children, youth, and their families;
- Service providers will be aware of distinct approaches required to address the needs of First Nations, Metis, Inuit and urban Indigenous children and youth. This includes providing culturally safe services and linkages and referrals to Indigenous service providers and other community resources as required.

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

The following are minimum expectations for the delivery of counselling and therapy services:
- counselling and therapy sessions are provided regularly over a time (daily, weekly, bi-weekly, or monthly), in a range of settings, to address specific treatment goals;
- a clear service plan is developed in collaboration with the child/youth and family, as appropriate;
- the client's progress is reviewed on a regular basis and services are adjusted as needed;
- group therapy services have a written description that clearly articulates their purpose, target population, rationale and expected outcomes;
- where feasible, services are provided on a flexible schedule, at times and locations that facilitate access;

- for services that are school-based, provision is made so that children or youth who require it have access to ongoing mental health support during extended school breaks.

Individual planning and goal setting

Each individual will have a current Plan of Care (POC) that reflects an assessment of his/her needs and preferences. The POC will identify the specific services/supports received by the individual, the expected outcomes and be based on the principles of person-centred planning, self-determination, and choice.

Availability of service

Counselling and therapy services are available in every designated service area.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of elapsed days service received by child/youth: counselling therapy services: former CYMH	The number of days elapsed between start and end dates for a particular core service provided to children/youth in the reporting period. Start date is defined as the date of first contact between the worker/therapist delivering a service and the child/youth to focus on the goals identified for treatment. End date is defined as the date of last contact between the worker/therapist delivering a particular service and the child/youth, and/or the date when the particular service is determined to have ended based on client preference (i.e., opting out), goal attainment, change in eligibility.

Number of children/youth: behavioural assessed needs: counselling therapy services: former CYMH	Number of children/youth receiving service and having Behaviour as a priority need for service/treatment based on an initial needs assessment using a standardized tool. If a child/youth has two or more priority needs identified through assessments these will be captured separately.
Number of children/youth: substance use assessed needs: counselling therapy services: former CYMH	Number of children/youth receiving service and having Substance Use as a priority need for service/treatment based on an initial needs assessment using a standardized tool. If a child/youth has two or more priority needs identified through assessments these will be captured separately
Number of children/youth: trauma assessed needs: counselling therapy services: former CYMH	Number of children/youth receiving service having Trauma as a priority need for service/treatment based on an initial needs assessment using a standardized tool. If a child/youth has two or more priority needs identified through assessments these will be captured separately
Number of children/youth with complex assessed needs: counselling therapy services: former CYMH	Number of children/youth receiving service having more than one priority need requiring multiple services/treatments and/or multiple service providers based on assessed needs using a standardized tool. Children/youth will be counted only once per fiscal year in this data element
Number of children/youth with emotional assessed needs: counselling therapy services: former CYMH	Number of children/youth receiving service and having Emotion as a priority need for service/treatment based on an initial needs assessment using a standardized tool. If a child/youth has two or more priority needs identified through assessments these will be captured separately

Number of Days children/youth waited for service counselling therapy services: former CYMH	The number of days between the initial contact date and the start date for service provided to the child/youth in the reporting period. The initial contact date is the date the child/youth and/or family member contacted the agency for service/treatment. The start date is defined as the date of first contact between the specialist providing the consultation/assessment and the child/youth and/or family member
Number of hours of direct services: counselling therapy services: former CYMH	Number of hours of direct service. The total number of hours of "Direct" service provided by staff to individuals during the fiscal year for a particular service. "Direct" Hours: The hours spent interacting, whether in a group or individually; face to face or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc.. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group. For example: one hour of group service with five participants equals one Hour of Direct Service. (Note: each individual in the group is recorded under 'no. of individuals served' where there is a record)
Number of hours of indirect services: counselling therapy services: former CYMH	The total number of hours of service provided by staff "on behalf of" clients, such as telephone calls, advocacy, and administrative support to the service.
Number of individuals: counselling therapy services: former CYMH	Report the unique/unduplicated number of individuals that received services in the reporting year. An individual is counted only once per year for service delivered where they received service. The same individual may be counted in more than one service delivered if they are receiving services from more than one service delivered

Number of Children/Youth: Social Assessed Needs counselling therapy services: former CYMH	Number of children/youth receiving service having Social as a priority need for service/treatment based on an initial needs assessment using a standardized tool. If a child/youth has two or more priority needs identified through assessments these will be captured separately
Counselling therapy services: Ministry- funded Agency Expenditures: former CYMH	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative)

Services delivered: service coordination process

Component: Services for children and youth with complex needs

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Service Coordination Process involves service planning and coordination activities which contribute to timely and effective intervention for children and youth.

People served

Children and youth under 18 years of age with multiple and/or complex special needs and in need of timely, effective intervention.

Program/service features

Service planning and review

This process involves developing a service plan for service delivery to meet the needs of the child/youth and reviewing progress in meeting the goals of the service plan.

This service plan identifies the child or youth's needs to be addressed and the services to be provided. The plan also outlines who has responsibility for services (where multiple service providers are involved), and goals and objectives to be achieved through the services provided. The service plan must be developed, reviewed, and updated in collaboration with the child or youth and family, and, if appropriate, the team of providers who are involved in the child/youth's life.

The service plan is used to monitor client outcomes and status of current client need as services are being delivered, to account for changing needs or priorities. Service plans are to be reviewed on a regular basis by service providers and updated when needs

change, services are added or changed, or services are complete.

Referrals may be part of a service plan or occur following the intake process, as additional needs are identified or if current services are not meeting the needs of the child or youth. Referrals may also occur when the child or youth transitions out of child/youth services and has ongoing needs for services or treatment. The objective is a smooth transition. Rather than simply providing information to the client, assistance is provided for the client's transition to a new provider and other services, as appropriate. The assistance to transition is supported by providing appropriate background information, as needed, to expedite the transfer to other services, reducing the number of times the client and/or their family needs to repeat their story, connecting directly, where appropriate with the new service provider, and by providing follow-up after transition/exit.

Where it is identified that a child/youth has multiple and/or complex special needs and the child/youth or family's need for service coordination goes beyond the scope of inter-professional collaboration to address, the service provider should provide the family with information on Coordinated Service Planning (CSP) and support an effective referral and pathway to CSP, as appropriate. Through CSP, a Service Planning Coordinator, in partnership with the family and their service providers (e.g., mental health service providers), develop a Coordinated Service Plan for the child/youth and family. Individual service providers remain involved in the implementation and monitoring of the Coordinated Service Plan.

CSP does not replace individual planning required for a clinical service, such as mental health services. If a child/youth and family is participating in CSP, it is expected that information from clinical service plans will be shared, with consent from the parent/guardian, for the purpose of the development, implementation and monitoring of a special needs Coordinated Service Plan.

Case management and service coordination

Case management and service coordination are processes which place the child or

youth and family at the centre and bring together the key partners in service delivery to provide an integrated and coordinated response to best meet the needs children, youth and their families. Case management and service coordination are particularly important where a child or youth's needs are complex (level three or four on the continuum) and where they receive multiple services from one provider, or multiple services from multiple providers and/or sectors.

Case management and service coordination involves:
- identifying the parties responsible for executing a service plan monitoring progress;
- adjusting services;
- connecting with other service providers, as needed;
- helping with issues and questions as they arise planning discharge;
- measuring impact and outcomes.

These processes are adjusted, based on needs and complexity. The case management function addresses the client's service plan, while the service co-ordination function addresses the need for coordination among multiple agencies. Effective case management/service coordination requires communication between and among providers and sectors and the identification of clear pathways to care. Where multiple services from more than one provider are required to meet the child or youth's needs under their service plan, one provider should be identified as the primary provider.

The primary provider is responsible for contacting the other service providers to discuss service delivery requirements and coordinate services. The primary provider may be the lead agency, another service provider, service coordinator, or a cross-sectoral provider.

Children/youth with multiple and/or complex special needs may require multiple specialized services in addition to mental health services. Where it is identified that a child/youth has multiple and/or complex special needs and the child/youth or family's need for service coordination goes beyond the scope of inter-professional collaboration to address, the service provider should provide the family with information on CSP and support an effective referral and pathway to CSP, as

appropriate. Through <u>CSP</u>, a Service Planning Coordinator, in partnership with the family and their service providers (<u>e.g.</u>, mental health service providers), develop a Coordinated Service Plan for the child/youth and family. Individual service providers remain involved in the implementation and monitoring of the Coordinated Service Plan.

Monitoring and evaluating client response to service

The process of monitoring and evaluating a child or youth's response to service, perception of care, service experience, as well as the clinical outcomes of service, is carried out through a variety of means, including interviews, observations and repeated administrations of standardized, evidence-informed tools. Both quantitative and qualitative information is used to monitor impacts and make appropriate adjustments to services. Any such adjustments are discussed with the child or youth and family, before being incorporated into the individual's service plan.

Ongoing monitoring provides evidence as to whether treatment is having the intended impact and, if it is not, ensures the necessary changes in treatment will be reflected in the service plan. The process may identify the potential need to increase or decrease the intensity of services and can be used to inform transitions to more or less intensive services or treatments or for discharge planning. Ongoing monitoring also provides a basis for outcome measurement and reporting.

Transition planning and preparation

Transition planning prepares children, youth, and families for transitions to other community supports, to adult services, back to school or for discharge from services. Planning is accomplished through the setting of clear goals for treatment, as well as ongoing analysis and use of information to track progress and determine timing for transitioning to a new service or for discharge. It is important that transition planning and preparation occur at an early stage for all services.

Transition planning and preparation supports continuity of care and results in minimal disruption to treatment gains. Early planning and preparation may involve the

identification and provision of transition supports when a child or youth's needs are chronic. It is important for service providers to recognize the chronicity of some cases and to be prepared to facilitate the transition of youth to adult services in a way that limits service disruption for the client.

Following discharge from services, a follow-up with the client is performed as a "check-in" to monitor status, facilitate re-entry to the service system, if required, and/or provide time- limited support to help discharged clients connect with or access needed services. Planning for discharge or transitions between services should start as early as the initial service plan.

Following discharge from service, it is considered a best practice that follow-up contact be made within three to six months of discharge to discern status and facilitate service access where needed. At the point of follow-up, if the child or youth reports or displays deteriorated functioning, it is determined whether the service plan needs to be re-opened or the child or youth's needs and strengths need to be reviewed and services recommended based on the reassessment results. Where appropriate the client may re-enter service to address new or unmet needs.

Specific service provided

Processes to support service delivery

Key processes contribute to the client experience and support the delivery of services to children, youth, and their families throughout their involvement with the child and youth mental health services.

These processes support a coordinated, collaborative, and integrated approach to the delivery of community-based services for children, youth, and their families. The processes emphasize a child- and family-centred approach to service delivery that engages children, youth and families at every turn, from the moment the need for a service is identified, through the delivery of that service, and transition out of that service, to the point at which feedback is provided on how well the service has met their needs.

Key processes to support the provision of mental health services to children and youth include:

- coordinated access;
- intake, eligibility, and consent identifying strengths, needs and risks child, youth, and family engagement service planning and review;
- case management and service coordination monitoring and evaluating client response to service transition planning and preparation.

Program goals

Services are delivered based on the principles of child-, youth- and family-centred service; seamless service delivery and information sharing; and meeting diverse needs through inclusive, accessible, and culturally safe practices.

Child/youth and family-centred service
- Services are delivered in a way that is family-centred and ensures the family, children and youth are actively engaged and their input is incorporated throughout service delivery;
- Family-centred service recognizes that each child, youth, and family is unique; that the family is the constant in the child/youth's life; and that the family has expertise in their child/youth's abilities and needs;
- Through family-centred service, service providers work with the family, and the child/youth as appropriate, to make informed decisions about the services and supports the child/youth and family receive. The strengths and needs of all family members are considered.

Seamless service and information sharing

- As a result of Service Coordination Process activities, families will experience seamless service and information sharing. With consent, information about a family's needs will be shared between providers. Families should not feel like they are repeating intake and assessment information or repeating their stories

unnecessarily; however, families should be encouraged to share information with providers and can share their stories with new providers if they wish;

Meeting diverse needs

- Service Coordination Process delivery will be inclusive, accessible, and culturally safe for all families and children/youth. Services will be respectful of the values and meet the diverse needs of children, youth, and their families;
- Service providers will be aware of distinct approaches required to address the needs of First Nations, Metis, Inuit and urban Indigenous children and youth. This includes providing culturally safe services and linkages and referrals to Indigenous service providers and other community resources as required;

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Service planning and review:

- The service planning and review process focuses on the child or youth's strengths and resources, within the context of their family, agreed-upon goals and objectives, the management of safety and risk issues, and what can reasonably be achieved. This is informed by an assessment of strengths, needs and risks, and on the professional judgment of the service provider;
- Each child or youth and family has a written service plan developed in collaboration with the child, youth, or family as appropriate, to guide and monitor the intervention and treatment process;
- Information contained in the service plan is subject to applicable legislation, regulation, and policy directives, including privacy and consent requirements;
- Protocols for communicating changes to the service plan to clients and issues that may be related to all service providers involved must be clearly established at the outset;

- Intervention, treatment, and referrals are reviewed and recorded in the child or youth's service plan on a regular basis. The review of intervention and treatment is used to modify the child or youth's service plan where necessary;
- There are written policies and procedures with other service providers that define the relationship and referral process to intake points/processes in the service system;
- Where a referral occurs, the transition is supported by providing background information, as needed, to expedite the process; reducing the number of times the client and/or their family needs to repeat their story; and connecting directly, where appropriate, with the new service provider. These activities may involve sharing client information with appropriate providers, subject to applicable legislation, regulation, and policy directives, including privacy and consent requirements;
- The service plan makes provision for transitions and follow-up from service, between services, and where the overall responsibility for treatment shifts to another service provider.

Case management and service coordination:

- Service coordination will take place through collaboration with all service providers who are involved in the service plan;
- Where the child/youth and family are participating in Coordinated Service Planning, the Service Planning Coordinator will lead the development, implementation, and monitoring of the Coordinated Service Plan. Individual service providers will remain involved in the development, implementation and monitoring of the child/youth and family's Coordinated Service Plan, as appropriate;
- Case management and service coordination includes the clear identification of respective roles and responsibilities of all service providers involved, and the documentation and communication of these across involved providers and to the child, youth, and their families;

- Case management and service coordination activities will respect the preferences of children, youth, and their families;
- Where appropriate, service providers will work with the education sector to support service delivery that minimizes school transfers and maintains education programming;
- Where a service provider is the primary provider, they will, to the extent possible:
  - provide the family with a stable point of contact from the start of their involvement in service through to their transition out of service or between services;
  - work with other involved providers to support service planning, coordination, and treatment;
  - monitor services regularly to ensure that services are scheduled and delivered according to the child or youth's service plan;
  - maintain effective and clear communication with involved parties, including the child, youth, and family;
  - Should work with service providers, and broader sector partners to establish written policies and procedures that define case management/ service coordination in the service area. These should also describe the relationship(s) with, and referral processes between other intake processes in the service system to support effective pathways to, through and out of care. Written policies and procedures must be transparent to all parties, including clients and families;
  - Where a child or youth has multiple and/or complex special needs and requires multiple specialized services in addition to mental health services (e.g., rehabilitation services, autism services or respite supports), their family may benefit from additional supports provided through CSP and should be referred to the special needs Coordinating Agency in their service delivery area;
  - It is expected that clients are connected with the Coordinating Agency, to develop pathways with the goal of providing coordinated services for children and youth with mental health concerns who also have other special needs;

- o Clients who are newly identified as having special needs should be referred beyond mental health needs services to the local Coordinating Agency as they may also benefit from additional supports provided through Coordinated Service Planning;
- o Service providers will work with the family's Service Planning Coordinator to include mental health services in the child or youth's Coordinated Service Plan where the child/youth is a recipient of services available through the local Coordinating Agency;
- o When a mental health service provider takes a lead or substantive role in a community service plan on behalf of a child or youth involving multiple agencies and/or informal supports, services are coordinated and integrated.

Monitoring and evaluating client response to service:

- the service provider will review and record intervention and treatment on a regular basis

- the service provider will share information among involved service providers to monitor and evaluate the client's response to services. Information sharing will take place subject to applicable legislation, regulation, and policy directives, including privacy and consent requirements;

- the review of intervention and treatment, including the use of evidence-informed tools, is used to modify the service plan, if necessary;

- services are designed with intended clinical outcomes, and progress towards clinical outcomes is measured, evaluated and services adjusted as needed.

Transition planning and preparation:

- Planning for discharge and transition begins from the point when a child or youth enters treatment or service;

- Discharge is a planned process in which service provider staff and the child or youth, and family negotiate a plan for case closure;

- Where case closure is unplanned, efforts are made to inform and involve the client, as appropriate under the circumstances;

- There is a written discharge report for each child, youth and/or their family, with details appropriate to the nature of service provided;
- Where a child/youth is transitioning to another service provider, or to another service system (e.g., education system), the service provider should work in partnership with all (including the child or youth, their family, and involved providers) to develop a seamless transition approach. This will support reducing the number of times the child, youth and/or their family needs to repeat their story;
- Transitioning to another service provider must be planned, agreed-upon between child or youth and family, and all the providers, and communicated to everyone involved;
- Where appropriate, service providers will work with the education sector to support service delivery that minimizes school transfers and maintains education programming;
- These activities may involve sharing client information with appropriate service providers, subject to applicable legislation, regulation, and policy directives, including privacy/consent requirements.

The following minimum expectations apply to all key processes that support the delivery of mental health services:

- Service providers are expected to use evidence-informed approaches to support the key processes, the high quality of services, and effective delivery of services to children, youth, and families;
- Information gathered from the child, youth, family or practitioners that is necessary for the delivery of services is to be shared among all relevant service providers, to the extent permitted by privacy and consent requirements (including applicable legislation, regulation, and policy directives). This will promote a client- focused approach to service delivery that is responsive to the needs of clients and will help reduce the need for children, youth, and their families to repeat their stories;

- Key processes are delivered by individuals with an appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth, and their families.

Individual planning and goal setting

Each individual will have a current Plan of Care (POC) that reflects an assessment of his/her needs and preferences. The POC will identify the specific services/supports received by the individual, the expected outcomes and be based on the principles of person-centred planning, self-determination, and choice.

Service system planning

In carrying out these requirements, the service provider will work in collaboration with the special needs Coordinating Agency in their service area, where one has been identified, to plan for and align local services) so that children, youth and their families:

- know what child and youth mental health services are available in their communities;
- how to access the mental health services and supports that meet their needs.

Availability of service

Service coordination processes are provided in every service area.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition

Number of Children/Youth:6-10 years: Service Coordination Process: former CYMH	Number of children and youth who are deemed eligible and have consented to service and who are between the ages of 6 and 10 (inclusive) at the date of intake or at the start of the fiscal year if service carries over
Number of Children/Youth: Service Coordination Process: 0-5 years: former CYMH	Number of children and youth who are deemed eligible and have consented to service and who are between the ages of 0 and 5 (inclusive) at the date of intake or at the start of the fiscal year if service carries over
Number of Children/Youth: Service Coordination Process: 11-14 years: former CYMH	Number of children and youth who are deemed eligible and have consented to service and who are between the ages of 11 and 14 (inclusive) at the date of intake or at the start of the fiscal year if service carries over
Number of Children/Youth: Service Coordination Process: 15-17 years: former CYMH	Of the total number of unique clients, the number of children and youth who are deemed eligible and have consented to service and who are between the ages of 15 and 17 (inclusive) at the date of intake or at the start of the fiscal year if service carries over

Number of Children/Youth by Gender Identity: X: Service Coordination Process: former CYMH	Of the total number of unique clients, the number of children/youth eligible for mental health having a third gender identity (i.e., Trans/Transgender, Non-Binary, Two-Spirited, or Binary as well as anyone who chooses not to display their gender identity). Gender identity: Each person's internal and individual experience of gender. It is their sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. A person's gender identity may be the same or as different from their assigned sex at birth. Gender identity has nothing to do with a person's sexual orientation. Children/youth would be counted only once in this data element.
Number of Children/Youth by Gender Identity: Female: Service Coordination Process: former CYMH	Of the total number of unique client, the number of children/youth eligible for mental health services having identified their gender identity as female. Gender identity: Each person's internal and individual experience of gender. It is their sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. A person's gender identity may be the same or as different from their assigned sex at birth. Gender identity has nothing to do with a person's sexual orientation. Children/youth would be counted only once in this data element.
Number of Children/Youth by Gender Identity: Male: Service Coordination Process: former CYMH	Of the total number of unique clients, the number of children/youth eligible for mental health services having identified their gender identity as male. Gender Identity: Each person's internal and individual experience of gender. It is their sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. A person's gender identity may be the same or as different from their assigned sex at birth. Gender identity has nothing to do with a person's sexual orientation. Children/youth would be counted only once in this data element.

Number of Children/Youth Eligible for Service: Service Coordination Process: former CYMH	The total number of unique children/youth who were eligible and consented to receive CYMH services from the service provider or its partners/sub-contractors, and for whom a record has been created, within one fiscal year. A child/youth cannot be counted more than once in a fiscal year in this data element. A child/youth is to be reported once in the initial quarter in which he/she was first deemed eligible and consent was provided to receive CYMH supports and services. If active service occurs across more than one fiscal year, the child/youth is to be counted once in each fiscal year. For example, a child/youth started receiving service on March 15 and ended this instance of service on July 15. On July 15, the individual is placed on a waitlist to receive another service and starts a second service on September 12 which ends on January 20. This individual would be counted as a unique client once in the fourth quarter of the first fiscal year and once again in the first quarter of the second fiscal year.
Number of Children/Youth: Active Coordinated Service Plan	The total number of children/youth that have an active Coordinated Service Plan (an active plan is one that has been initiated and has involved active CSP meetings or CSP activity in the past six months). Specific to those individuals for whom their first coordinated service plan was created in a previous fiscal year. This is to complement #NEWCSPINI and capture any individual receiving CSP who is not a new client. An individual should not be counted more than once per fiscal year

Number of Hours of Direct Service: Service Coordination Process: former <u>CYMH</u>	Number of hours of Direct Service. The total number of hours of "direct" service provided by staff to individuals during the fiscal year for a particular service. "Direct" hours: The hours spent interacting, whether in a group or individually; face to face or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group. For example: one hour of group service with five participants equals one Hour of Direct Service. (Note: each individual in the group is recorded under 'no. of individuals served' where there is a record)
Number of Hours of Indirect Service: Service Coordination Process: former <u>CYMH</u>	The total number of hours of service provided by staff "on behalf of" clients, such as telephone calls, advocacy, and administrative support to the service
Number of Initial Needs Assessments (Service Coordination Process): <u>CSP</u>	Number of children/youth with an initial needs assessment performed at or following intake, using a standardized tool to identify strengths and needs to inform service/treatment planning. If a child/youth has two or more needs assessments completed during service, only the initial needs assessment would be counted in this data element
Service Coordination Process: Ministry-funded agency expenditures: former <u>CYMH</u>	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative)

Services delivered: Integrated Services for Northern Children (ISNC)

Component: Services for children and youth with complex needs

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Integrated Services for Northern Children provides assessment, consultation, and treatment services, on a multi-agency, multi ministry basis, to children and youth with physical, psychosocial, and educational problems, in under-serviced rural and remote communities of Northern Ontario.

People served

- children and youth up to age of 18 years (19 for Children's Treatment Centres [CTCs] and 21 for Education);
- children and youth with multiple needs that require a combination of at least two services from more than one ministry: Health Education, Community, Children;
- and Youth Services (including children's rehabilitation Services delivered by CTCs);
- children and youth with identified physical, psychosocial, and educational needs but for whom services either do not exist or are inaccessible, within available ISNC resources.

Program/service features

- providers are responsible for the delivery of professional assessment, intervention, and consultation services as part of their agencies' operations:

- o CTCs or like agencies will manage and deliver rehabilitation services of physiotherapy, occupational therapy, and speech and language therapy;
- o Children's Mental Health/Developmental Service Agencies will manage and deliver psychology/psychiatry services. Where there is more than one service provider sponsoring the program, a joint model of service delivery will be required. Options that fragment the allocation to existing providers will not be acceptable;
- o designated access mechanisms will manage and deliver functions of access and service coordination.

Specific service provided

This program is delivered in accordance with the descriptions provided here or any subsequent updated versions (or any other supporting policy documents provided by the ministry.)

Program goals

Services will be:

- reflective and responsive to child/youth, family and community strengths and needs;
- accountable to the child/youth, family, and community;
- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth, and families;
- the support is based on the child's/youth's assessed needs, preferences and available individual, agency, community, and contracted ministry resources.

Services are delivered based on the principles of child-, youth- and family-centred service; seamless service delivery and information sharing; and meeting diverse needs

through inclusive, accessible, and culturally safe practices.

Child/youth and family-centred service

- Services are delivered in a way that is family-centred and ensures the family, children and youth are actively engaged and their input is incorporated throughout service delivery;
- Family-centred service recognizes that each child, youth, and family is unique; that the family is the constant in the child/youth's life; and that the family has expertise in their child/youth's abilities and needs;
- Through family-centred service, service providers work with the family, and the child/youth as appropriate, to make informed decisions about the services and supports the child/youth and family receive. The strengths and needs of all family members are considered.

Seamless service and information sharing

- Families will experience seamless service and information sharing. With consent, information about a family's needs will be shared between providers. Families should not feel like they are repeating intake and assessment information or repeating their stories unnecessarily; however, families should be encouraged to share information with providers and can share their stories with new providers if they wish.

Meeting diverse needs

- Services will be inclusive, accessible, and culturally safe for all families and children/youth. Services will be respectful of the values and meet the diverse needs of children, youth, and their families;

- Service providers will be aware of distinct approaches required to address the needs of First Nations, Metis, Inuit and urban Indigenous children and youth. This includes providing culturally safe services and linkages and referrals to Indigenous service providers and other community resources as required;
- Service providers will respond to the service needs of French-speaking children and youth, and their families. The French Language Services Act identifies communities where specific services must be available in the French language.

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

These specialized services are to be provided to children and youth in Northern Ontario within the following parameters:

- Any service provided by ISNC will maximize interdisciplinary, inter-ministry and interagency coordination and cooperation. This will allow for a holistic view of the client to determine service delivery. All attempts will be made to lower or eliminate traditional boundaries and restrictions to provide services which reflect a holistic view of the child;
- The resources will be managed by existing northern organizations, with an additional requirement that these organizations work in an interagency management relationship;
- Services are to be delivered only to children and youth who live in rural and remote communities, outside the five northern major urban centres: Thunder Bay, Timmins, North Bay, Sault Ste. Marie, and Sudbury;
- Services will be provided as close to the child's home community as possible;
- Priority for service delivery will be for children and youth with multiple challenges (who require a combination of at least two services from more than one Ministry: Health, Children and Community Services and Education);
- Services are also to be provided to those children and youth, where no available or accessible service exists, within available ISNC resources;

- Specialized services are to be provided by an interdisciplinary team of specialized professionals;
- Services provided by the interdisciplinary team are assessment, treatment, consultation services and training;
- The interdisciplinary team will be connected to the local community by a network of access mechanisms, or where not implemented, the ISNC Case Manager based in rural communities;
- Services provided by Case Managers are access functions and service coordination services;
- Access to ISNC rehabilitation and psychology resources is only by referral to the locally based access mechanism. Where future direction plans have not yet been submitted, access to education resources may continue to be processed through the designated access mechanism/ISNC case manager;
- Access to ISNC education resources is only by the locally based future direction plan submitted and approved by the ministry;
- ISNC resources will not replace or duplicate existing services and will press existing agencies prior to acting itself;
- ISNC resources are to be assigned fully to rural and remote activities only. Where wider integration is occurring, ISNC Case Managers may assume case management activities for an expanded children's service system such as service coordination.

Individual planning and goal setting

Each child and youth will have a current plan of care that reflects an assessment of his/her needs and preferences. The plan of care will identify the specific services/supports received by the child/youth, the expected outcomes and be based on the principles of person-centred planning, self-determination, and choice.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please

refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of individuals: ISNC	Report the unique/unduplicated number of individuals that received services in the reporting year. An individual is counted only once per year for each service delivered where they received service. The same individual may be counted in more than one service delivered if they are receiving services from more than one service delivered
ISNC: Ministry-funded agency expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative)

Services delivered: oper — section 23 classrooms

Component: Services for children and youth with complex needs

Legislation: *Education Act, 1990*

Service description

To provide treatment and support, within a Section 23 Classroom, for children and youth who are unable to attend a local school due to their identified social, emotional, behavioural and/or mental health needs.

People served

Children/youth under 18 years of age whose primary need is care and treatment, not special education and who are incapable of attending school, including special education class, without the full-time support of treatment or care workers.

Program/service features

The program/services will reflect the following features:

- treatment and support, within a Section 23 classroom, for children/youth who cannot attend a local school because of their mental health needs;
- an agreement with the Ministry of Education detailing staffing ratio, timetable, location and nature and frequency of care, treatment, or support services to be provided during school hours.

Individual planning and goal setting

Each child/youth will have a current plan of care that reflects an assessment of needs

and preferences. The plan of care will identify the specific services/supports received by the child/youth, the expected outcomes and be based on the principles of person-centered planning, self-determination, and choice.

<u>Specific service provided</u>

This program is delivered in accordance with the descriptions provided here or any subsequent updated versions (or any other supporting policy documents provided by the ministry).

Ministry expectations

Services are child-centered and support the diverse needs of the child/youth in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Services will be:
- reflective and responsive to child/youth, family and community strengths and needs;
- accountable to the child/youth, family, and community;
- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of the child/youth, and their family;
- based on the child/youth's assessed needs, preferences and available individual, agency, community, and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition
Number of children/youth served open– Section 23 Classrooms	The number of children/youth that received services at some point during the fiscal year
Number of support staff open– Section 23 Classrooms	The total number of full-time equivalent child and youth workers providing support in Section 23 Classrooms. A full-time equivalent is based upon a minimum of 35 hours per week.
open– Section 23 Classrooms: Ministry-funded agency expenditures	Total ministry-funded expenses for the service agency to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: child treatment — operating — non-residential

Component: Services for children and youth with complex needs

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

- to provide treatment services on a non-residential basis without restrictions on the liberty of the child/youth;
- to provide appropriate coping strategy and skill development training that will enable the child/youth to function effectively at home, in school and in the community.

People served

Children/youth under the age of 18 with a diagnosed mental disorder.

Program/service features

- non-residentially based treatment, designed to alleviate a mental disorder and a range of social, emotional and behavioural problems experienced by children and youth;

- planned therapeutic and multi-disciplinary interventions for children and youth;

- treatment is provided by, or under the supervision of, a psychiatrist who retains direct clinical responsibility for the case;

- counseling and parenting skill development training for families to better enable them to manage and support their child/youth.

<u>Individual planning and goal setting</u>

Each child/youth will have a current plan of care that reflects an assessment of needs and preferences. The plan of care will identify the specific services/supports received by the child/youth, the expected outcomes and be based on the principles of person-centered planning, self-determination, and choice.

<u>Specific service provided</u>

This program is delivered in accordance with the descriptions provided here or any subsequent updated versions (or any other supporting policy documents provided by the ministry).

Ministry expectations

Services are child and family-centered and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Services will be:
- reflective and responsive to child/youth, family and community strengths and needs;
- accountable to the child/youth, family, and community;
- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children/youth, and their families;
- support is based on the child/youth's assessed needs, preferences and available individual, agency, community, and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please

refer to your final agreement for report back due dates and targets.

Service data name	Definition
Child treatment: operating- non-residential: Ministry- funded agency expenditures	Total ministry-funded expenses for the service agency to administer and/or deliver this service in the reporting year (cumulative).
Number of individuals: child treatment: operating- non residential	Report the unique/unduplicated number of individuals that received Child Treatment – Non-Residential services in the reporting year. An individual is counted only once per year for each detail code where they received service. The same individual may be counted in more than one service data element if they are receiving more than one type of service.

Component: Services for children and youth with complex needs
Services delivered: crisis services

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Crisis support services are immediate, time-limited services, delivered in response to an imminent crisis or an urgent situation as assessed by a mental health professional that places the child/youth or others at serious risk of harm.

Program/service features

Crisis support services provide immediate, time-limited services in an imminent crisis or an urgent situation as assessed by a mental health professional that places the child/youth or others at serious risk of harm.

People served

Children/youth under 18 years of age who are experiencing a crisis, who typically require services within levels three or four of the continuum of needs-based services and supports.

Specific service provided

This program is delivered in accordance with the descriptions provided here or any subsequent updated versions (or any other supporting policy documents provided by the ministry).

Program goals

Crisis support services are designed to:

- stabilize and de-escalate immediate risk;
- decrease presenting severity of symptoms;
- help the child/youth and their family to cope in immediate and urgent crisis situations, including enhancing awareness and understanding of the presenting problem;
- transition the client to appropriate treatment(s);
- connect the individual to other services (e.g. addiction or hospital services).

Ministry expectations

Services are child-centered and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

The following are minimum expectations for the delivery of crisis services:
- Crisis services should be available within a service area 24-hours a day, seven days a week. Services may be delivered by one service provider, in partnership with other service providers and/or with broader sector partners, and within and across service areas. There must also be coordination with other related services, including hospital emergency departments, urgent care centres, crisis services and telephone-response/tele-psychiatry services operated collaboratively with other communities/service areas;
- Depending on the level of need, crisis support/response will either be provided to those in crisis (e.g., impulsive self-harming behaviour), or the core service provider will help the client secure alternate access to immediate service available from core services and/or other service providers as appropriate (e.g. through a "warm" transfer);
- Depending on the presenting and immediate needs of the child/youth crisis services should include coordination and alignment with any existing mental health services being received by that child/youth;

- A triage protocol that includes prioritization criteria (e.g., through use of evidence- informed tools and approaches) type of contact and corresponding response time targets (e.g., emergent and urgent definitions; two hour, 24-hour or 48-hour response times; face-to-face, or telephone response). When a client accesses a crisis telephone line and consent has been provided, there will be follow-up with clients and community partners to ensure access to appropriate services (including other service providers as appropriate);
- If the child/youth, or family is placed on a wait list for service, there will be an interim plan in place while they are waiting;
- Where appropriate, service providers will work with the education sector to support service delivery that minimizes school transfers and maintains education programming;
- A safety plan will be developed in all cases where the client needs are not addressed at first contact or where the child, youth or family is known by the core service provider to be an on- going recipient of services.

The following minimum expectations apply:
- Services and key processes will be provided in a manner that respects the diversity of communities. There are many conditions that may constitute barriers or may reinforce existing barriers to accessing services, including stigma, discrimination, and lack of cultural competency;
- To reduce barriers, service providers should:
  o understand the demographics of the population within the service area, including Francophone, First Nations, Métis, Inuit, urban Indigenous children/youth, newcomers, and minority populations and their linguistic and cultural needs;
  o understand the geography of the community within the service area that you are serving, including rural and remote areas;
  o be sensitive to factors such as poverty, discrimination, and imbalances of power that influence the client experience;
  o understand issues respecting sexual orientation and gender identity, and the unique needs and challenges faced by young people who are lesbian, gay,

bisexual, transsexual, transgender, asexual, queer, questioning, or two-spirited;

- o discuss with the client, when beginning to develop their service plan, what cultural or other service options would support their treatment.
- Service providers will be:
- o responsible for complying with all relevant legislative, regulatory, and policy directives, including privacy and consent requirements
- o delivered in an evidence-informed manner, using tools and practices to support positive outcomes for children and youth
- Service providers will review clients' progress on a regular basis and adjust services, as needed;
- The approach to the delivery of services will be strengths-based, and centered on individuals, considering, and respecting their needs and preferences;
- Children/youth and their families will be provided with information regarding additional community services and supports that may be suitable and, where appropriate, supported in accessing these services (e.g., through a referral);
- Services will be delivered by individuals with an appropriate range of skills and abilities necessary to respond effectively to the needs of children/youth, and their families;
- The intervention/treatment process will promote client involvement, partnership, and shared decision-making so that all parties understand the goals and desired outcomes;
- Key partners in multi-disciplinary service delivery will be brought together, where appropriate, to provide an integrated and coordinated service response to help meet the needs of children, youth, and their families;
- Understand the geography of the community within the service area that you are serving, including rural and remote areas;
- Discuss with the child/youth and/or family, when beginning to develop their service plan, what cultural or other service options would support their treatment;
- Service providers will review clients' progress on a regular basis and adjust services, as needed;

- The approach to the delivery of services will be strengths-based, and centered on individuals, considering, and respecting their needs and preferences;
- Children/youth and families will be provided with information regarding additional community services and supports that may be suitable and, where appropriate, supported in accessing these services (e.g., through a referral).

The following minimum expectations apply to all key processes that support the services funded:

- Service providers are expected to use evidence-informed approaches to support the key processes, the high quality of services, and effective delivery of services to children, youth, and families;
- Information gathered from the child/youth, family and/or practitioners that is necessary for the delivery of services is to be shared among all relevant service providers, to the extent permitted by privacy and consent requirements (including applicable legislation, regulation, and policy directives). This will promote a client- focused approach to service delivery that is responsive to the needs of clients and will help reduce the need for children, youth, and their families to repeat their stories;
- Key processes are delivered by individuals with an appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth, and their families.

Individual planning and goal setting:

Individuals will have a current Plan of Care (POC) that reflects an assessment of their needs and preferences. The POC will identify the specific services/supports received by the individual, the expected outcomes and be based on the principles of person-centered planning, self-determination, and choice.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please

refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of days children/youth waited for service: Former CYMH Crisis Services	The number of days between the initial contact date and the start date for service provided to the child/youth in the reporting period. The initial contact date is the date the child/youth and/or family member contacted the agency for service/treatment. The start date is defined as the date of first contact between the specialist providing the consultation/assessment and the child/youth and/or family member
Number of hours of indirect services: Former CYMH Crisis Services	The total number of hours of service provided by staff "on behalf of" clients, such as telephone calls, advocacy, and administrative support to the service
Number of individuals served: Former CYMH Crisis Services	Report the unique/unduplicated number of individuals that received Crisis Services in the reporting year. An individual is counted only once per year for each service delivered where they received service. The same individual may be counted in more than one service data element if they are receiving more than one service
Number of hours of direct services: Former CYMH Crisis Services	Number of hours of direct service. The total number of hours of "direct" service provided by staff to individuals during the fiscal year for a service. "Direct" Hours: The hours spent interacting, whether in a group or individually; face to face (in person or by video) or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group. For example: one hour of group service with five participants equals one Hour of Direct Service. (Note: each individual in the group is recorded under 'Number of individuals served' where there is a record)

Former CYMH crisis services: Ministry- funded agency expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: family and caregiver skills building and support

Component: Services for children and youth with complex needs

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Family capacity building and support seeks to promote the resilience of families, the integral role families play, and their capacity to support children and youth with special needs. These services enhance the family's ability to support and adaptively respond to the needs of the child/youth. Capacity building and support services will enable the entire family to better address a child or youth's needs and be active partners in the delivery of services.

People served

Families (including parents, caregivers, guardians, siblings, and other family members) of children/youth with special needs.

Program/service features

Family capacity building and support services may include access to peer support to promote resilience and positive child/youth, and family functioning. It may provide effective capacity building training for families, developed and chosen in partnership with the families. Family capacity building and support may also include services such as assistance in navigating pathways to care, and training to assist families in learning about the needs of the child or youth.

Specific service provided

This program is delivered in accordance with the descriptions provided here or any subsequent updated versions (or any other supporting policy documents provided by the ministry).

Program goals

Family capacity building and support services are designed to:

- support timely, effective early intervention;
- reduce the need for more intensive and intrusive intervention;
- develop family capacity;
- connect families to services when appropriate;
- improve child and youth functioning.

Ministry expectations

Services are child and family-centered and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

The following are minimum expectations for the delivery of family capacity building and support services:

- services provided are embedded as a part of the overall service plan for the child or youth;
- services are designed to strengthen family capacity and gains made through treatment and to prevent recurrence or exacerbation of mental health problems of the child or youth;
- family support and capacity building will be assessed and provided based on the individual needs and situations of the family and child/youth;
- services are designed, developed, and implemented in partnership with families services are individualized to the specific needs of the family;
- flexibility in terms of scheduling and settings is maximized to facilitate access to service;

- an important complement to the Family Capacity Building and Support service is the Child/Youth and Family Engagement key process. Engaging families in service planning is a way to make sure that supports to families are focused on addressing the needs of families. Another important key process is the Case Management and Service Coordination, which aims to engage other core service providers and broader sector partners in an integrated and coordinated response to service delivery.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of families: CYMH Family and Caregiver Skills Building and Support	The number of families that received support services at some point during the fiscal year. This is a cumulative number and a family is reported in the initial quarter in which they received services and counted only once during the fiscal year
Number of hours of indirect: Former CYMH Family and Caregiver Skills Building and Support	The total number of hours of service provided by staff "on behalf of" clients, such as telephone calls, advocacy, and administrative support to the service
CSN: Family and Caregiver Skills Building and Support: Ministry-funded agency expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative)

Number of hours of direct services: Former CYMH Family and Caregiver Skills Building and Support	Number of hours of direct service. The total number of hours of "Direct" service provided by staff to individuals during the fiscal year for a service. "Direct" Hours: The hours spent interacting, whether in a group or individually; face to face (in person or by video) or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc.. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group.

For example: one hour of group service with five participants equals one Hour of Direct Service. (Note: each individual in the group is recorded under 'no. of individuals served' where there is a record). |
| Number of individuals: sessions/workshops/training – Former CYMH Family and Caregiver Skills Building and Support | Attendance Centre – The total number of young persons receiving substance abuse/addictions programming either as part of the Attendance Centre Program or, through referral from the Attendance Centre Program to a community partner during the period of the ATC program, that targets specific medical, social and behavioural issues related to substance use and addictions. Services include programming that provides for treatment, detoxification, relapse prevention, and referrals to clinical supports. |

Services delivered: CSN — intensive child and family services

Component: Services for children and youth with complex needs

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

- to provide a range of intensive and flexible community-based services and supports for children and youth with mental health needs, and their families;
- to strengthen both the capacity of families to support their children and the ability of children and youth to function effectively in their homes and community.

People served

Children/youth under 18 years with an identified social, emotional, behavioral, or mental health need.

Program/service features

The program/services contracted by the ministry will reflect the following features:
- a range of community based intensive counseling and supports for children, youth, and their families, who are experiencing social, emotional, or behavioral difficulties at home, in school or in the community;
- delivered primarily in the home, school, and community and available during the day, outside normal business hours and on weekends;
- capable of providing 24-hour crisis response, including access to respite care, for families receiving Intensive Child and Family Services;

- intensive Child and Family Intervention workers may include a mix of appropriately trained and skilled clinicians who will have access to a psychiatrist/psychologist/clinician for consultation;
- capable of providing active and intensive supports by limiting caseload sizes to 4-5 families at a time;
- capable of accessing a pool of flexible funds and community partnerships to respond to concrete needs of children, youth, and families.

Individual planning and goal setting

Each child and youth will have a current plan of care that reflects an assessment of his/her needs and preferences. The plan of care will identify the specific services/supports received by the child/youth, the expected outcomes and be based on the principles of person-centered planning, self-determination, and choice.

Specific service provided

This program is delivered in accordance with the descriptions provided here or any subsequent updated versions (or any other supporting policy documents provided by the ministry).

Ministry expectations

Services are child and family-centered and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Services will be

- reflective and responsive to child/youth, family and community strengths and needs;
- accountable to the child/youth, family, and community;

- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth, and families;
- the support is based on the child's and youth's assessed needs, preferences and available individual, agency, community, and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
CSN: Intensive Child and Family Services: Ministry-funded agency expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of individuals: Former CYMH Intensive Child and Family Services	Report the unique/unduplicated number of individuals that received services in the reporting year. An individual is counted only once per year for each service delivered where they received service. The same individual may be counted in more than one service delivered if they are receiving services from more than one service delivered

Number of Hours of Direct Service: Former CYMH Intensive Child and Family Services	Number of hours of direct service. The total number of hours of "direct" service provided by staff to individuals during the fiscal year for a service. "Direct" Hours: The hours spent interacting, whether in a group or individually; face to face or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group. For example: one hour of group service with five participants equals one Hour of Direct Service. (Note: each individual in the group is recorded under "Number of individuals served" where there is a record).

Services delivered: intensive treatment services

Component: Services for children and youth with complex needs

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Intensive treatment services focus on reducing the severity of and/or remedying the mental health problems of children and youth that are psychological, emotional, social and behavioural- related. These services differ from counselling and therapy with respect to the intensity of the service needed to meet the child/youth's identified needs.

People served

The target population is children and youth under 18 years of age with treatment needs requiring highly intensive services due to needs that impair their functioning at home, school and/or in the community.

Program/service features

The intensive treatment service categories include:

1. intensive community-based/day treatment services;
2. intensive in-home services;
3. intensive out-of-home services.

Specific service provided

Intensive community-based/day treatment

Intensive community-based treatment and day treatment services are provided to children and youth who have mental health needs (e.g., psychological, behavioural, social, emotional, and self-regulation) that require intensive therapeutic services. The delivery of intensive community- based/day treatment service may occur through various settings within the community (e.g., community agency or school environment).

Intensive community-based treatment services are provided within the context of the family, culture, and community. A range of treatments can be provided through intensive community- based treatment services (e.g., wraparound services and family therapy). In addition, services may be supported by respite care, where it is part of an integrated service plan to meet the intensive service needs of a client and used to promote positive family functioning, avert or delay crises, reduce the need for or risk of longer out-of-home placement or to avoid placement breakdown when a child or youth is involved with a children's aid society and/or to support the continuity of a youth justice order/placement.

Day treatment services offer an intensive therapeutic approach that can provide children and youth with treatment and the necessary skills to successfully function in school settings. As with the delivery of other core services, within this category there are a variety of elements that may be delivered either as stand-alone services, or as part of an integrated service plan with a range of strategies (e.g., individualized supports and family/group therapy). In general, the delivery of day treatment services requires an environment where psychiatric, psychosocial, and academic problems are addressed by multi-disciplinary teams. Some models approach service delivery on a graduated plan, slowly reducing the focus on therapy and increasing linkages with the school system – as the child/youth's mental health needs diminish and their functioning improves.

Children/youth receiving day treatment services may continue to reside with their families and receive treatment throughout the day (e.g., an 8 a.m. to 8 p.m. program) or the service may be provided in conjunction with out-of-home services (e.g., residential treatment).

Intensive in-home services

Intensive in-home services provide therapeutic support and treatment for children and youth who have been identified as having mental health needs (e.g., psychological, behavioural, social, emotional and self-regulation) that require an intensive level of intervention, and which are best addressed through flexible services specifically tailored to meet their individual needs. Depending on the needs of the child/youth, intensive therapeutic services can be appropriately delivered in the home environment rather than in conventional treatment settings (e.g., clinical environments).

A range of treatments can be provided through intensive in-home services (e.g. wraparound services, intensive behaviour management support and family therapy). In addition, it may be supported by respite care, where it is part of an integrated service plan to meet intensive service needs and used to promote positive family functioning, avert or delay crises, reduce the need for or risk of longer out-of-home placement or to avoid placement breakdown when a child or youth is involved with a children's aid society and/or to support the continuity of a youth justice order/placement.

Intensive out-of-home services

Intensive out-of-home services provide treatment in external settings (e.g., residential treatment settings) for children or youth who are dealing with mental health problems that impair their functioning at home, school and/or in the community, and who require an intensive level of intervention. This may include children and youth who may require longer-term treatment (e.g., children and youth with complex mental health needs).

A range of treatment can be provided through intensive out-of-home services (e.g. individual, group and family therapy, day treatment services, milieu therapy and behaviour management programming).

Intensive treatment services include a suite of services. How these services are

delivered will vary based on the needs of the child or youth, and their family. Intensive treatment services are delivered in variety of settings.

Program goals

Intensive treatment services are designed to:

- reduce the severity of mental health problems;
- strengthen coping and resilience;
- enhance awareness and understanding of the problem;
- improve functioning at home, school and in the community;
- stabilize and transition the individual to less intensive or intrusive treatment services.

Ministry expectations

Services are child and family-centered and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

The following minimum expectations apply to intensive out-of-home services:
- residential treatment settings must meet all applicable legislative and regulatory requirements;
- admission to and discharge /transition from out-of-home service occurs on a planned basis where possible, in a manner that promotes continuity of services and is managed with sensitivity, transparency and, as far as possible, respects the preferences of the child or youth and families.

Individual planning and goal setting

Each individual will have a current Plan of Care (POC) that reflects an assessment of his/her needs and preferences. The POC will identify the specific services/supports received by the individual, the expected outcomes and be based on the principles of

person-centered planning, self-determination, and choice.

Intensive treatment services are targeted to children and youth who have been diagnosed/identified with mental health problems that impair their functioning in some or many areas. Many of these children/youth will require intensive intervention either for a defined period or periodically throughout their life span, to maintain functioning in their home, school and/or community. Intensive treatment services include a suite of services. How these services are delivered will vary based on the needs of the child or youth, and their family. Intensive treatment services are delivered in variety of settings.

Intensive treatment services should be provided in the least restrictive settings, in local communities and as close to home as possible (e.g. community, school, or licensed residential setting such as a core service provider setting, group home or foster home). Services should be delivered with minimal disruption to the continuity of family, school, and community life. These services should be customized to meet the individual needs of each child, youth, and family, matching the level of need with the appropriate intensity of service. There should be flexibility in the provision of Intensive treatment services. This will help ensure smooth and timely transitions for children and youth to less intensive and disruptive forms of treatment and support as their needs fluctuate.

Core service providers are encouraged to continue exploring innovative models of intensive treatment that allow children and youth to function to their best potential. It is not the expectation that all types of intensive intervention must be offered within each service (e.g., not all areas may require intensive out-of-home treatment or services may be delivered through cross-sectoral partners). Some clients may also require intensive treatment over and above these services (e.g., hospital-based inpatient care or secure treatment). These determinations should be informed locally with the support of data and information, and services adjusted as needs change and new evidence on best practices emerges.

Maintaining education is important for child and youth mental health and wellbeing.

Every effort should be made to minimize school transfers and maintain education programming. Within Intensive treatment services, there may also be a Care, Treatment, Custody and Corrections (CTCC) Section 23 educational program attached to the core service (e.g., day treatment services and intensive out-of-home services) and delivered as part of an integrated service plan. CTCC programs provide educational programming and treatment to students who cannot attend regular classrooms because of their need for care, treatment, or rehabilitation. These services are intensive full- or part-time Services delivered jointly by core service providers and district school boards. CTCC educational programs are often provided in a classroom setting, which can be in a core service provider setting, school, custody facility or other settings. The treatment component is delivered in collaboration and coordination with the education component, and both are provided intensively (three to six hours daily). These services require formal partnerships between district school boards and core service providers. The educational programming is delivered by school board- employed teachers and in some boards by educational assistants. Treatment is delivered by core service provider staff.

Reflecting the significant needs of children/youth accessing these services, Intensive treatment services may be accessed singularly or combined to form an integrated service that is responsive to the changing needs of the child/youth. Given the nature of these services, they are likely to be supported by a multidisciplinary team and/or a collaborative team of service providers, including cross-sectoral partners (e.g., health and education). Intensive treatment services may also be supported by special needs coordinated service planning, intensive case management and service resolution.

Specific elements available in a particular community will vary based on local conditions and the needs of children/youth in that service area.

Availability of service

While Intensive treatment services are available in every service area, out-of-home and day treatment services may not be appropriate for all communities. Where it is determined that the needs of their community can be sufficiently met without out-of-home or day treatment services, or where the level of need for the services in the community does not support sustainable out- of-home or day treatment services,

they are responsible for establishing relationships with neighbouring or provincial programs to maintain clear pathways to these services if a child or youth requires a service that is not available within their community.

Some children and youth may require Intensive treatment services for the duration of their adolescence; it is expected that there is a smooth transition of these clients to the adult system.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of children/youth with complex assessed needs: Former CYMH: Intensive treatment services	Number of children/youth receiving service having more than one priority need requiring multiple services/treatments and/or multiple service providers based on assessed needs using a standardized tool. Children/youth will be counted only once per fiscal year in this data element.
Number of children/youth: out-of-home: Former CYMH: Intensive treatment services: CSN	The number of children/youth that received intensive treatment respite services out-of-home at some time during the fiscal year

Number of days children/youth waited for service: Former <u>CYMH</u>: Intensive treatment services	The number of days between the initial contact date and the start date for service provided to the child/youth in the reporting period. The initial contact date is the date the child/youth and/or family member contacted the agency for service/treatment. The start date is defined as the date of first contact between the specialist providing the consultation/assessment and the child/youth and/or family member
Number of days: residential care: Former <u>CYMH</u>: Intensive treatment services	The number of 24-hour periods for which people were provided residential care during the fiscal year. The day on which a person arrives is included as one day of service. The day a person leaves is excluded
Number of elapsed days service received by child/youth: Former <u>CYMH</u>: Intensive treatment services	The number of days elapsed between start and end dates for a core service provided to children/youth in the reporting period. Start date is defined as the date of first contact between the worker/therapist delivering a service and the child/youth to focus on the goals identified for treatment. End date is defined as the date of last contact between the worker/therapist delivering a particular service and the child/youth, and/or the date when the particular service is determined to have ended based on client preference (i.e., opting out), goal attainment, change in eligibility
Number of hours of direct service: <u>CYMH</u>: Intensive treatment services	Number of hours of direct service. The total number of hours of "Direct" service provided by staff to individuals during the fiscal year for a service. "Direct" Hours: The hours spent interacting, whether in a group or individually; face to face or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc.. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group. For example: one hour of group service with five participants equals one Hour of Direct Service. (Note: each individual in the group is recorded under 'number of individuals served' where there is a record)

Number of hours of indirect service: Former CYMH: Intensive treatment services	The total number of hours of service provided by staff "on behalf of" clients, such as telephone calls, advocacy, and administrative support to the service
Number of individuals: day treatment service: Former CYMH: Intensive treatment services	The number of individuals for whom a record has been created and who were recipients of Day Treatment service(s) at some point during the fiscal year
Number of individuals: residential service: Former CYMH: Intensive treatment services	The number of individuals for whom a record has been created and who were recipients of residential service(s) at some point during the fiscal year
Number of spaces available: Former CYMH: Intensive treatment services	The total number of spaces available at the end of the reporting period in the Intensive treatment services program including a) residential beds, and b) day treatment placements
Number of spaces occupied: CYMH: Intensive treatment services	The total Number of spaces occupied at the end of the reporting period in the Intensive treatment services program including a) residential beds, and b) day treatment placements
CSN: Intensive treatment services: Ministry-funded agency expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of individuals: CYMH: Intensive treatment services	Report the unique/unduplicated number of individuals that received services in the reporting year. An individual is counted only once per year for each service delivered where they received service. The same individual may be counted in more than one service delivered if they are receiving services from more than one service delivered

Services delivered: CSN — specialized consultation assessment services

Component: Services for children and youth with complex needs

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Specialized consultation and assessments are designed to provide advice in the assessment, diagnosis, prognosis and/or treatment of a child or youth with identified mental health needs. Children and youth may only receive a specialized consultation or assessment as a component of a service plan.

People served

The target population is children and youth under 18 years of age with mental health problems that may a service level of three or four on the continuum of needs-based services and supports.

Program/service features

Specialized consultation and assessments are distinguished from standard intake assessments by the level of specialization and expertise required to provide these services. Examples of specialized consultations and assessments include, but are not limited to, psychological and psychiatric consultation/assessments. Specialized consultation and assessments are intended to address the mental health needs of the child or youth. They are not intended to solely address or identify needs or eligibility for non-core services (e.g., educational placement purposes or eligibility for autism services). These psychological and psychiatric consultation/assessments may be delivered in-person or through use of technology such as tele-mental health.

<u>Specific service provided</u>

This program is delivered in accordance with the descriptions provided here or any subsequent updated versions (or any other supporting policy documents provided by the ministry).

<u>Program goals</u>

Specialized consultation and assessments are designed to:

- identify or diagnose mental health problems;
- provide timely, effective information to inform intervention and identify appropriate services;
- enhance awareness and understanding of the presenting problem, intervention strategies and recommended service plans.

Ministry expectations

Services are child and family-centered and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

The following are minimum expectations for the delivery of specialized consultation/assessment services:

- specialized consultations and assessments should be prioritized for children and youth who:

  o present with complex mental health problems;
  o have not responded to other treatment;
  o have a history which indicates recurring difficulty in clarifying a diagnosis or determining effective interventions or treatment approaches.

- lead agencies should establish relationships with neighbouring lead agencies or provincial programs to maintain clear pathways to these services if a child or

youth requires an assessment service that is not available within their service area;

- where broader needs are identified, information collected is shared with the appropriate provider/access point/service coordinator to inform the approach to service, subject to applicable legislation, regulation, and policy directives, including privacy and consent requirements.

Individual planning and goal setting

Each individual will have a current Plan of Care (POC) that reflects an assessment of his/her needs and preferences. The POC will identify the specific services/supports received by the individual, the expected outcomes and be based on the principles of person-centered planning, self-determination, and choice.

Availability of service

Specialized consultations and assessments are available in every service area.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of individuals: Former CYMH Specialized consultation assessment services	Report the unique/unduplicated number of individuals that received services in the reporting year. An individual is counted only once per year for each service delivered where they received service. The same individual may be counted in more than one service delivered if they are receiving services from more than one service delivered

CSN: Specialized consultation assessment services: Ministry-funded agency expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative)
Number of individual consultations: Former CYMH Specialized consultation assessment services	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year
Number of hours of indirect service: Former CYMH Specialized consultation assessment services	The total number of hours of service provided by staff "on behalf of" clients, such as telephone calls, advocacy, and administrative support to the service
Number of hours of direct service: Former CYMH Specialized consultation assessment services	Number of hours of direct service. The total number of hours of "Direct" service provided by staff to individuals during the fiscal year for a service. "Direct" Hours: The hours spent interacting, whether in a group or individually; face to face (in person or by video) or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc.. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group.

For example: one hour of group service with five participants equals one Hour of Direct Service. (Note: each individual in the group is recorded under 'no. of individuals served' where there is a record) |

Number of education sessions: Former CYMH Specialized consultation assessment services	The total number of education sessions provided to agency staff
Number of program consultations: Former CYMH Specialized consultation assessment services	The total number of program consultations provided to agency staff

Services delivered: access intake service planning

Component: Services for children and youth with complex needs

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Coordinated Access and Intake services are intended to provide timely, effective intervention to children and youth under the age of 18 with multiple and/or complex special needs.

People served

Children and youth under 18 years of age with multiple and/or complex special needs who need timely, effective intervention.

Program/service features

Coordinated access

Coordinated access is a collaborative, community-based approach to streamline access to mental health services and other types of supports. It helps children, youth and families access appropriate services and supports quickly and easily.

The intent of coordinated access is to minimize service gaps and duplication between service providers and sectors by establishing clear linkages among service providers, and between service providers and partners from the broader sector. In some service areas an access mechanism or service provider may have the responsibility for managing the coordinated access process. The coordinated access process supports system-level planning and integrated case management. It is likely to involve parties and professionals such as district school boards, local schools, Home and Community Care Support Services (formerly called LHINs), family health teams, psychiatrists, children's aid societies, special needs Coordinating Agencies, Service Planning

Coordinators, and others.

Through the coordinated access process service providers assess the needs of the child/youth and identify services to meet their needs (e.g., through access to mental health services or through collaboration with or redirection to other sectors that better match their needs). Developing and facilitating coordination among community agencies and partners is crucial.

Intake, eligibility and consent

The intake process often represents the first point of contact for the child, youth or family into the service system and involves the collection of basic information about the child or youth requiring service. Screening, as part of intake, involves confirming eligibility based on age (under 18 years of age). During the intake process, the client's presenting needs and the availability of services are also considered. As part of the intake process, the client's level of need and urgency is assessed in order to determine the appropriate service required, establish priority for service(s) based on risk, and identify the need for crisis services, where necessary. Preliminary service options are communicated to the child or youth and family at intake.

The process also includes obtaining any necessary consents regarding treatment, assessments and information sharing from the child, youth, or substitute decision-maker. Consent to treatment may also need to occur throughout the treatment process.

Identifying strengths, needs and risks

Service providers and staff must comply with applicable legislation including: the *Health Care Consent Act, 1996 (HCCA)*; the *Substitute Decisions Act, 1992*; and the *Personal Health Information Protection Act, 2004 (PHIPA)* – consult e-laws (www.e-laws.gov.on.ca) for further information.

Service providers are responsible for identifying the strengths, needs and risks of children and youth. The initial identification of strengths needs, and risks may occur simultaneously at intake to inform identification of initial service needs (e.g., brief services). This process involves using interviews, observations, and results of standardized, evidence-informed tools to identify the strengths, needs and risks of children, youth, and families. This information is then used to determine service and treatment needs, further inform triage and prioritization of children and youth for service when the level of risk is high, inform the development of a service plan, identify areas of strength to build upon and establish a baseline for outcome monitoring and measurement. Where the needs of the child or youth require longer- term interventions, a more thorough process to identify strengths, needs and risks will be undertaken to inform service planning, and this will occur throughout treatment to reassess changing service needs.

The results are discussed with the child or youth and their family to establish a clear understanding, engage, and elicit their views and reach agreement about service recommendations. Under some circumstances, a specialized consultation or assessment, which is designed to provide advice in the assessment, diagnosis, prognosis and/or treatment of a child or youth, may be needed to fully identify strengths, needs and risks.

Child, youth and family engagement

Child, youth, and family engagement is the process of partnering with children, youth and their families in the development and implementation of their service plans. It is an integral part of the family-centered approach to service delivery. Through engagement with children, youth and families, all service providers will become more accountable to the population that they serve. Service providers will be able to communicate the needs of children, youth, and families.

Child, youth and family engagement recognizes that children, youth and families bring a unique and critical perspective to their treatment, from identifying their own needs, to understanding what strategies might be most successful to achieve their goals and

monitoring whether services are having the intended impact or outcome.

The term "engagement" implies an active partnership between children, youth and families, and service providers. This requires that professionals listen to children, youth, and families, engage them in two-way communication, and involve them in decision-making in a meaningful and purposeful way.

Specific service provided

Processes to support service delivery

Key processes contribute to the client experience and support the delivery of services to children, youth, and their families throughout their involvement with the CYMH service sector.

These processes support a coordinated, collaborative, and integrated approach to the delivery of community-based services for children, youth with multiple and/or complex special needs and their families. The processes emphasize a child-, youth- and family-centered approach to service delivery that engages children, youth and families at every turn, from the moment the need for a service is identified, through the delivery of that service, and transition out of that service, to the point at which feedback is provided on how well the service has met their needs.

Key processes to support the provision of services and supports include:

- coordinated access;
- intake, eligibility, and consent;
- identifying strengths, needs and risks;
- child, youth, and family engagement;
- service planning and review;
- case management and service coordination;
- monitoring and evaluating client response to service transition planning and preparation.

Program goals

Services are delivered based on the principles of child-, youth- and family-centered service; seamless service delivery and information sharing; and meeting diverse needs through inclusive, accessible, and culturally safe practices.

Child/youth and family-centered service
- Services are delivered in a way that is family-centered and ensures the family, children and youth are actively engaged and their input is incorporated throughout service delivery;
- Family-centered service recognizes that each child, youth, and family is unique; that the family is the constant in the child/youth's life; and that the family has expertise in their child/youth's abilities and needs;
- Through family-centered service, service providers work with the family, and the child/youth as appropriate, to make informed decisions about the services and supports the child/youth and family receive. The strengths and needs of all family members are considered.

Seamless service and information sharing
- The intent of coordinated access is to minimize service gaps and duplication between service providers and sectors by establishing clear linkages among service providers, and between service providers and partners from the broader sector;
- As a result of coordinated access, families will experience seamless service and information sharing. With consent, information about a family's needs will be shared between providers. Families should not feel like they are repeating intake and assessment information or repeating their stories unnecessarily; however, families should be encouraged to share information with providers and can share their stories with new providers if they wish.

Meeting diverse needs

- Coordinated Access and Intake services will be inclusive, accessible, and culturally safe for all families and children/youth. Services will be respectful of the values and meet the diverse needs of children, youth, and their families;
- Service providers will be aware of distinct approaches required to address the needs of First Nations, Metis, Inuit and urban Indigenous children and youth. This includes providing culturally safe services and linkages and referrals to Indigenous service providers and other community resources as required.

Ministry expectations

Services are child and family-centered and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

The following are minimum expectations for these processes:

Coordinated access:

- Clear pathway protocols are in place to coordinate access and services for children, youth, and families between and across service providers and community partners from related sectors (including but not limited to primary care and education);
- Service providers use information collected through collaboration with community partners to inform the approach to access and to service. The collection of information is supported by information-sharing protocols, subject to applicable legislation, regulation, and policy directives, including privacy and consent requirements;
- The impact of partnerships and collaborations with regard to child, youth and family access to appropriate services is regularly reviewed and assessed by the Coordinating Agency through their planning work.

Intake, eligibility and consent:
- a clear intake process is developed that supports establishing eligibility for services;

- the process for intake screening and delivering services to clients is documented and the written process is available to families, children, and youth when they make contact;
- the client's needs and urgency of treatment/intervention is assessed using evidence- informed tools;
- preliminary service options are communicated to the child or youth and family at intake;
- where appropriate, the child or youth and family are referred to other services;
- a client record is created to capture information and support service planning, service delivery and ongoing case management;
- children and youth are prioritized for service based on need and urgency, and immediate crisis support and response is provided to those at risk or in crisis (e.g., impulsive self- harming behaviour), or efforts are made to help them access to immediate services;
- to the extent possible, service planning, coordination, treatment and/or communication will occur with all involved providers, including those from other sectors. This may involve information sharing with appropriate providers, subject to applicable legislation, regulation, and policy directives, and subject to privacy and consent requirements;
- when there is a waitlist for service, clients will be informed at intake and at regular intervals about their status on the waitlist;
- clients and families will be provided with information, supports and resources to help them while waiting, such as contact names and phone numbers, crisis contacts, referral to other services, and community services and supports they can access.

Identifying strengths, needs and risks:
- a strength needs and risk assessment process is in place and adapted according to the intervention and treatment needs of the child or youth or family;
- the strengths, needs and risk assessment identifies and evaluates the strengths, needs and resources of the child or youth and family that are relevant to the intervention and treatment process;

- the strengths, needs, and risk assessment will consider the child or youth within their family, community, cultural, socio-economic, and religious contexts;
- the strengths, needs and risk assessment will include information already gathered from the child or youth, parent/caregiver, or other practitioners subject to applicable legislation, regulation, and policy directives including privacy and consent requirements, so they do not have to unnecessarily repeat themselves.

Child/youth and family engagement:
- youth and families are provided with orientation on youth and family engagement policies and practices and how they can take part in engagement activities;
- children, youth, and their families are engaged in the development and implementation of individual treatment or service plans and participate in processes to identify the impact of service;
- participatory methods are used to evaluate the outcomes of services to the greatest extent possible;
- children, youth, and their families provide input into planning, evaluation, and delivery of services;
- children, youth, and their families are given the opportunity to provide feedback on their overarching experience with the service.

Availability of service

Intake processes to access services are available in every service area.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition

Number of children/youth: Access intake service planning: 11-14 years: Former CYMH	Number of children and youth who are deemed eligible and have consented to service and who are between the ages of 11 and 14 (inclusive) at the date of intake or at the start of the fiscal year if service carries over.
Number of children/youth: Access intake service planning: 0-5 years: Former CYMH	Number of children and youth who are deemed eligible and have consented to service and who are between the ages of 0 and 5 (inclusive) at the date of intake or at the start of the fiscal year if service carries over.
Number of children/youth: Access intake service planning: 15-17 years: Former CYMH	Of the total number of unique clients, the number of children and youth who are deemed eligible and have consented to service and who are between the ages of 15 and 17 (inclusive) at the date of intake or at the start of the fiscal year if service carries over
Number of children/youth: Access intake service planning: 6-10 years: Former CYMH	Number of children and youth who are deemed eligible and have consented to service and who are between the ages of 6 and 10 (inclusive) at the date of intake or at the start of the fiscal year if service carries over
Number of children/youth by gender identity: X: Access intake service planning: Former CYMH	Of the total number of unique clients, the number of children/youth eligible for mental health having a third gender identity (i.e., Trans/Transgender, Non-Binary, Two-Spirited, or Binary as well as anyone who chooses not to display their gender identity). Gender identity: Each person's internal and individual experience of gender. It is their sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. A person's gender identity may be the same or as different from their assigned sex at birth. Gender identity has nothing to do with a person's sexual orientation. Children/youth would be counted only once in this data element.

Number of children/youth by gender identity: Female: Access intake service planning: Former CYMH	Of the total number of unique clients, the number of children/youth eligible for mental health services having identified their gender identity as female. Gender identity: Each person's internal and individual experience of gender. It is their sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. A person's gender identity may be the same or as different from their assigned sex at birth. Gender identity has nothing to do with a person's sexual orientation. Children/youth would be counted only once in this data element.
Number of children/youth by gender identity: Male Access intake service planning: Former CYMH	Of the total number of unique clients, the number of children/youth eligible for mental health services having identified their gender identity as male. Gender Identity: Each person's internal and individual experience of gender. It is their sense of being a woman, a man, both, neither, or anywhere along the gender spectrum. A person's gender identity may be the same or as different from their assigned sex at birth. Gender identity has nothing to do with a person's sexual orientation. Children/youth would be counted only once in this data element.

Number of children/youth eligible for Service access intake service planning: Former CYMH	The total number of unique children/youth who were eligible and consented to receive CYMH services from the service provider or its partners/sub-contractors, and for whom a record has been created, within one fiscal year. A child/youth cannot be counted more than once in a fiscal year in this data element. A child/youth is to be reported once in the initial quarter in which he/she was first deemed eligible and consent was provided to receive CYMH supports and services. If active service occurs across more than one fiscal year, the child/youth is to be counted once in each fiscal year. For example, a child/youth started receiving service on March 15 and ended this instance of service on July 15. On July 15, the individual is placed on a waitlist to receive another service and starts a second service on September 12 which ends on January 20. This individual would be counted as a unique client once in the fourth quarter of the first fiscal year and once again in the first quarter of the second fiscal year.
Number of hours of direct services: Access intake service planning: Former CYMH	Number of hours of direct service. The total number of hours of "Direct" service provided by staff to individuals during the fiscal year for a particular service. "Direct" Hours: The hours spent interacting, whether in a group or individually; face to face or on the phone. It does not include work done "on behalf of" clients, such as telephone calls, advocacy, etc.. Administrative support to the service is not to be included. For group service, one hour of service equals one hour of service for the entire group. For example: one hour of group service with five participants equals one Hour of Direct Service. (Note: each individual in the group is recorded under 'no. of individuals served' where there is a record)
Number of hours of indirect service: Access intake service planning: Former CYMH	The total number of hours of service provided by staff "on behalf of" clients, such as telephone calls, advocacy, and administrative support to the service.

Number of initial needs assessments: Access intake service planning: Former CYMH	Number of children/youth with an initial needs assessment performed at or following intake, using a standardized tool to identify strengths and needs to inform service/treatment planning. If a child/youth has two or more needs assessments completed during service, only the initial needs assessment would be counted in this data element
Access intake service planning: Ministry-funded agency expenditures: Former CYMH	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative)

Services delivered: access mechanism-Childrens

Component: Services for children and youth with complex needs

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

To provide a single point of access to ministry funded residential services and coordinated access to other child and youth services, where required.

People served

Children/youth under 18 years of age.

Program/service features

- single point of access to ministry-funded residential services;
- coordinated access to other child and youth services, where appropriate;
- coordinated access to current information on available services and resources;
- use of common, locally specified client intake forms;
- participation in the development of a single agreement for service for each child/youth;
- provision of a case/service resolution process.

Specific service provided

This program is delivered in accordance with the descriptions provided here or any subsequent updated versions (or any other supporting policy documents provided by the ministry.

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Services will be:

- reflective and responsive to child/youth, family and community strengths and needs;
- accountable to the child/youth, family, and community;
- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth, and families;
- the support is based on the child's and youth's assessed needs, preferences and available individual, agency, community, and contracted ministry resources.

Individual planning and goal setting

Each child and youth will have a current plan of care that reflects an assessment of his/her needs and preferences. The plan of care will identify the specific services/supports received by the child/youth, the expected outcomes and be based on the principles of person-centred planning, self-determination, and choice.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition

Number of individuals: Access Mechanism: former <u>CYMH</u>	The number of individuals who contact an access mechanism for information and/or service. Note: In situations where an access mechanism has specific funding attached to it, for the purpose of delivering an access service (i.e. a single agency access mechanism whose sole function is access), target data elements are also required. The target data element is as follows;
Access Mechanism: Childrens: Ministry- funded Agency Expenditures: former <u>CYMH</u>	Activity Report Activity report on web analytics, marketing/promotional activities, and impacts on course uptake and site usage will be e-mailed to the Ministry.

Component: Complex Special Needs (CSN)

Services delivered: CSN — community enhancement

Component: Complex Special Needs (CSN)

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

To support children and youth who:

- require specialized services/supports to participate in activities of daily living, on a long-term, continuous and/or intermittent basis;
- have multiple and/or complex special needs, requiring an integrated service approach that crosses sectors (health, education, and social services) with services often being provided at several different locations;
- have needs associated with a variety of conditions, which may include physical, intellectual, emotional, and developmental disabilities, and chronic, severe and/or terminal illness.

People served

Children and youth with complex special needs (see above) and their families.

Program/service features

Community Enhancements fund expansion of/improvements to local service capacity and delivery to support children and youth with complex special needs and their families.

Specific service provided

Community Enhancements may include:

- temporary in-home and/or community-based spaces/services such as respite, intensive child and family supports (e.g., behavioural services and assessments), or crisis funds/case management (e.g., short term funding to assist families while waiting for services, social skills programs, one-on-one skills training, and crisis beds).

Program goals

To provide services and supports on a temporary basis to prevent permanent out-of-home (residential) placements.

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Services will be:
- reflective and responsive to child/youth, family and community strengths and needs;
- accountable to the child/youth, family, and community;

- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth, and families;
- based on children's/youths' assessed needs, preferences and available individual, agency, community, and contracted ministry resources.

Funding is to be monitored regularly.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition
Number of individuals served (unique): CSN Community Enhancement	The unique number of individuals that received approved service(s) through CSN Community Enhancement in the reporting period. An individual is counted only once during the reporting period
Ministry-funded agency expenditures: CSN Community Enhancement	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Services delivered: CSN — individualized supports

Component: Complex Special Needs (CSN)

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The purpose of Complex Special Needs funding is to provide:

- additional service(s) that fall within the Ministry of Children, Community and Social Services' mandate to eligible children/youth whose complexity of need is beyond the capacity of the family and local services to address;
- evidence-informed, outcomes-focused services/supports, which are reviewed for each child/youth annually, to decrease health and safety risks of children/youth.

People served

Children/youth and their families who have ministry approved Complex Special Needs funded individualized service plans.

Program/service features

Complex Special Needs funding is for/to provide:

- service(s) that fall within the Ministry of Children, Community and Social Services' mandate;
- children/youth with complex special needs, whose complexity of need is beyond the capacity of the family/service system to address;
- evidence-informed, outcomes-focused supports, which are reviewed annually, to decrease health and safety risks of children/youth.

Specific service provided

Individualized Complex Special Needs service plans may include full-time or part-time out-of-home (residential) placements, in-home respite, behaviour management or other services appropriate to the needs of the child and family (e.g. may also include support for families to better enable them to care for their child/youth in the home).

Program goals

Each child and youth will have an individualized Complex Special Needs service plan, reviewed annually, that reflects an assessment of his/her needs, strengths, and goals. The service plan will identify the specific services/supports received by the child/youth and identify how the plan will build on family strengths and support family goals and improve outcomes for the child/youth.

An assessment of the availability of ministry-funded supports in the community and the availability of other formal and informal supports to the child/youth and family will be included in the annual review and service plan will be adjusted accordingly.

The case/service resolution mechanism and/or local agencies are expected to work with the child/youth's family to transition the child/youth and family to the existing service system as appropriate.

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Each individual service plan will be reviewed annually.
Services will be:

- evidence-informed and reflective and responsive to child/youth, family and community strengths and needs;
- outcomes-focused and accountable to the child/youth, family, and community;
- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth, and families;
- based on the child's/youth's and family's assessed needs, strengths, and goals, expected outcomes, and available individual, agency, community, and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition
Number of individuals served (unique): CSN Individualized Supports	The unique number of individuals that received CSN Individualized Supports funding during the reporting period. An individual is counted only once during the reporting period
Ministry-funded agency expenditures: CSN Individualized Supports	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service during the Funding Year (cumulative)

Component: Coordinated Service Planning

Services delivered: FASD worker/coordinator services

Component: Coordinated Service Planning

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

FASD Workers/Coordinators will deliver child, youth and family-centred services to children and youth with Fetal Alcohol Spectrum Disorder (FASD) and/or suspected FASD and their families.

People served

Services will be available to all children and youth under the age of 18, and young people between the ages of 18 and 21, who remain in school. A formal diagnosis of FASD will not be required to access the services and support of a FASD worker/coordinator.

Program/service features

The goal of services is to build capacity of communities to respond to the needs of children, youth, and families impacted by FASD by hiring FASD workers/coordinators who will provide support within the respective Coordinating Agency service delivery areas.

Specific service provided

FASD workers/coordinators will provide direct services to children, youth, and families with FASD, including consultation and system navigation support, as required. FASD

workers/coordinators will:

- work with children/youth with <u>FASD</u>, or suspected <u>FASD</u>, and their families to develop a service plan based on individual strengths and needs and informed by the child/youth and family's vision, goals, and concerns;

- support connections to diagnostic supports (as available) and provide information to families as post-diagnosis support;

- support connections to other services and, with consent, share information and the service plan so the family doesn't have to repeat their story;

- work with the family, service providers and educators supporting the child/youth to build capacity, identify strategies and make adaptations to meet the child's needs;

- explore flexible and innovative approaches (<u>e.g.</u> a neurobehavioral approach) for service delivery to meet the needs of children/youth and families and to bring forward innovative solutions;

- provide information to parents, caregivers, and school personnel about behavioural symptoms associated with <u>FASD</u> and helpful approaches;

- if a child/youth has multiple and complex needs and their family requires the more intensive support of a Service Planning Coordinator and the Coordinated Service Planning Process, support a transfer to a dedicated Service Planning Coordinator and remain involved as part of the Coordinated Service Planning team;

- work with youth, and their family and service providers across sectors to plan for a transition from child and youth services to adult services, if required;

- at a local system level, work to improve awareness of <u>FASD</u> and support local cross- sectoral planning tables to identify gaps and opportunities to increase capacity among other service system providers serving children and youth with <u>FASD</u> (<u>e.g.</u> Service Planning Coordinators, rehabilitation service providers, health care providers, educators and providers in the justice sector);

- engage with diverse populations (<u>e.g.</u> Indigenous, Francophone) to discuss how to best meet needs of children and youth with <u>FASD</u> in their communities;

- facilitate parent-to-parent connections to promote peer supports;

- participate in provincially offered training to increase both their own and their organization's capacity to support children and youth with FASD and their families.

Program goals

Services will be:
- proactive and responsive to individual child/youth, family, and community strengths and needs;
- sensitive to the social, linguistic, and cultural diversity of families and communities, including Francophone and Indigenous children/youth, and their families;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of adults, children, and their families;
- delivered in a manner that is collaborative in nature and coordinated with schools and other service providers.

Ministry expectations

- services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression;
- FASD worker/coordinators will expand support for children, youth and families affected by FASD, including working with local service providers to increase awareness of the disorder, how it can be prevented, and how to support children/youth and their families impacted by FASD;
- each FASD worker/coordinator is expected to provide service to a minimum of 50 children/youth per year.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of individuals served (unique): FASD worker/coordinator services	The unique number of children that received FASD worker/coordinator services in the reporting period. An individual is counted only once during the reporting period
Average wait time (number of days): FASD worker/coordinator services	The average number of days children waited for FASD worker/coordinator services between the initial contact date and the start date for service, during the reporting period
Number of individuals waiting (total): FASD worker/coordinator services	The total number of children currently waiting for FASD worker/coordinator services following an initial request
Ministry-funded agency expenditures: FASD worker/coordinator services	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Services delivered: FASD family/caregiver supports

Component: Coordinated Service Planning

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

FASD family/caregiver supports will build, support and mobilize communities by bringing together individuals, families and caregivers impacted by prenatal alcohol exposure (PAE) and FASD.

People served

Individuals, families, and caregivers impacted by prenatal alcohol exposure (PAE) and FASD.

Program/service features

Enable families and caregivers to access FASD informed support, to support each other and to share information about PAE/FASD both virtually and in person.

Specific service provided

The service provider will:

- allocate subsidies of up to $4,500 to a minimum of 40 FASD Family/Caregiver Support Groups/Networks to support the development and activities of Family/Caregiver Support Groups/Networks

- special considerations may be made to ensure groups are able to collaborate by providing additional resources, up to $1,500, to overcome challenges specific to distance, remoteness and/or accessibility requirements

The service provider will support the Family/Caregiver Support Groups/Networks by:

- sharing FASD resources and best practices;
- facilitating community organization and mobilization by providing guidance and;
- linking support group leaders with topic experts and other local or regional FASD initiatives aimed at improving outcomes for individuals and family members;
- supporting parent/caregiver mentorship and partnership development by providing resources and templates for group activities, guidelines, as well as tips and strategies to engage community allies;
- engaging in ongoing program evaluation.

Enhancing support group facilitator training through in-person and virtual platforms, by providing:

- emerging research and effective/evidence based best practices and treatment modalities, including support on how to access and share this information;
- training webinars addressing topics identified by group leaders, participants, and advisory committee members;
- expert-led training and education events.

Program goals

- expand support for children, youth and families affected by FASD, including increased awareness of the disorder and how it can be prevented;
- identify opportunities to leverage and align the FASD Family/Caregiver Support Groups with other initiatives that are being implemented in Ontario;
- opportunities for connection and alignment should be considered if they are determined to result in greater effectiveness and benefits across initiatives.

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, and promotes equity, anti-racism, and anti-oppression.

The Service Provider will conduct the following activities:

Stakeholder engagement
- conduct a minimum of 3 Virtual Advisory Committee Meetings per year and telephone/email consults when needed;
- Document Advisory Committee involvement through meeting minutes;
- connect with Community Coalitions and Community Health Centres for information sharing and partnership development.

Funding to FASD support groups

- based on evaluations and stakeholder input, revise guidelines, templates, and criteria for grants for FASD support groups;
- issue call(s) for proposals to enhance the work of existing support groups and support the development of new support groups through up to two cycles annually; and add new groups from waiting list from previous call for proposals as needed;
- guidance to existing and emerging FASD Support Groups as they consider and develop an application;
- review and approve applications, within available budget;
- develop contracts and flow funding to FASD Support Groups.

Community mobilization supports to FASD support groups
- facilitate community mobilization among FASD support group leaders, FASD workers/coordinators and stakeholders including individuals with FASD and caregivers both virtually and in-person;
- provide a minimum 4 webinars per year;

- facilitate community planning meetings to enhance support group services and to reduce barriers;
- coordinate and facilitate minimum 9 virtual training meetings per year provide ongoing email and telephone consultations as needed;
- support group facilitators to optimize FASD tools and techniques and to access promising treatment modalities;
- support partnership development and the sharing of resources.

Enhance program delivery with a focus on best practices and user-friendly on-line platforms for:

- expert led events;
- parent/caregiver, individual mentoring virtual and in-person support group activities.

Evaluation and performance measures
- with stakeholder input and guidance, revise/augment performance measures, evaluation tools and plan;
- implement evaluation plan, including assessing impact of funding and other community mobilization supports to FASD family/caregiver support groups..

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of active support groups (total): FASD family/caregiver supports	The total number of FASD Support Groups with activities underway, during the reporting period. An approved FASD support group is one that has received a subsidy

Ministry-funded agency expenditures: FASD family/caregiver supports	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
Number of families served (total): FASD family/caregiver supports	The total number of families that received services from FASD Support Groups during the reporting period. A family is only counted once during the reporting period

Services delivered: FASD Ontario website

Component: Coordinated Service Planning

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Maintenance and ongoing improvement of a website dedicated to providing information on FASD.

People served

Individuals, families, and caregivers impacted by or interested in learning more about prenatal alcohol exposure (PAE) and FASD.

Program/service features

One-stop web access to current information on FASD for individuals with FASD, their families and caregivers, including training opportunities that will build capacity for professionals in a variety of sectors.

Specific service provided

The FASD Ontario website includes:

- an up-to-date directory of programs, services and supports for individuals living with FASD or suspected FASD, their families and caregivers available in Ontario;
- an inventory of current FASD information, training, and education opportunities for service providers/professionals and caregivers;
- FASD training webcasts for professionals and service providers in a variety of sectors;

- a discussion forum;
- current research on effective intervention strategies for individuals living with FASD.

Program goals

- Work to improve awareness of PAE and FASD as well as improve dissemination of reliable and up-to-date information that is easily accessible online.

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, and promotes equity, anti-racism, and anti-oppression.

The Service Provider will conduct the following activities in both English and French:

- Advisory group;
- Bring together an advisory group (which will include topic experts, service providers, caregivers, parents and potentially individuals with FASD) to guide website updates with a minimum of two meetings each year;
- Document advisory group involvement through meeting minutes;
- Ensure that the advisory group reflects the diverse populations in Ontario including Indigenous and Francophone communities;
- Ensure that web materials are culturally appropriate for all Ontarians, including Indigenous and Francophone communities;
- During identification and review of existing materials, ensure that the criteria include materials that meet the needs of Ontarians including Indigenous and Francophone communities. Examples include plain language materials, materials developed in French, Indigenous languages, and other languages;
- When web content is developed, ensure that it meets the needs of various populations in Ontario. This would include adaptation to French and review by end users in the population of interest. For some tip sheets, culturally specific

content may be needed, for example potential materials that speak to Indigenous specific FASD approaches. Development of these materials would be in collaboration with Indigenous peoples;

- Ensure that all materials are web ready and compliant with the Accessibility for Ontarians with Disabilities Act (AODA);

- Maintain, and strengthen the FASD Ontario website;

- Add additional features/embellishments, building on existing content and responding to input received;

- Functions on the web portal will allow users to suggest specific new content (resources/tools, services, webcasts, events, information, etc.);

- Regular scans will be conducted to find potential new items for the website (resources/tools, services, webcasts, events, etc.);

- RSS feeds will be used to find new information for potential inclusion on the website (new research, etc.);

- Input from an annual survey of users will be used to strengthen the website;

- ll potential new items and information will be checked against criteria prior to inclusion on the website;

- Make changes to the technology as needed to maintain and improve the service

- Respond to feedback from the ministry, the project advisory group and users to build on the website content;

- Encourage and moderate the use of the discussion board;

- Develop an evaluation framework for assessing effectiveness of the FASD Ontario website in meeting objectives;

- With input from the advisory group, maintain performance measures and an evaluation framework;

- Implement the evaluation plan Respond to evaluation results;

- Summarize evaluation results in annual narrative report to the ministry.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Ministry-funded agency expenditures: FASD Ontario Website	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
Number of visitors (total): FASD Ontario Website	The total number of visitors who view/go to the FASD Ontario Website during the reporting period. If a visitor views multiple pages on the website, count as one visitor
Percentage of visitors (new): FASD Ontario Website	The percentage of new visitors during the reporting period who are navigating the FASD Ontario Website for the first time on a specific device
Number of page views (total): FASD Ontario Website	The total number of page views within the reporting period. A page view is an instance of a page being loaded. Each time a user opens a page, it counts as a view
Bounce rate: FASD Ontario Website	The percentage of visitors, within the Funding Year, who enter the FASD Ontario Website and then leave ("bounce") rather than continue to view other pages within the website

Services delivered: service planning coordinators

Component: Coordinated Service Planning

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Coordinated Service Planning (CSP) provides children and youth with multiple and/or complex special needs and their families with a seamless and family-centered service experience.

People served

- families of children and youth with multiple and/or complex special needs who would benefit from the added support provided through coordinated service planning, due to the breadth and cross-sectoral nature of their children's service needs and/or potential challenges in coordinating services because of external factors (outside of the child's needs);
- children and youth under the age of 18, and young people between the ages of 18 and 21 who remain in school, are eligible for CSP;
- a diagnosis is not required to access CSP.

Program/service features

The program is delivered in accordance with the Coordinated Service Planning: Policy and Program Guidelines (June, 2017), and is composed of the following:

- a single Coordinating Agency in each service delivery area through which families can access coordinated service planning for a range of services across sectors;
- dedicated Service Planning Coordinators, through each Coordinating Agency, who will lead coordinated service planning for families of children and youth with

multiple and/or complex special needs by working with children's services, health, and education sectors;

- one coordinated service plan for each child/youth that considers all his/her goals, strengths, needs, as well as all the services that the child/youth is and will be receiving.

At minimum, the following services will be considered, as needed, as part of a coordinated service plan:

- child/youth rehabilitation services (including speech-language therapy, occupational therapy and physiotherapy services currently delivered through the Preschool Speech and Language Program, Community-based and School-based rehabilitation services), and District School Board rehabilitation services [as provided];
- nursing and dietician services personal support services autism services
- children's developmental services;
- respite services;
- child/youth mental health services health care services;
- education services.

Specific service provided

Coordinating Agencies are expected to lead and deliver Coordinated Service Planning in their local service delivery area in accordance with the requirements as outlined in: Coordinated Service Planning Policy and Program Guidelines, June 2017.

Program goals

The goal of Coordinated Service Planning is to improve service experiences and outcomes for families of children and youth with multiple and/or complex special needs through the support of a Service Planning Coordinator who will connect them to the multiple cross-sectoral services they need as early as possible and monitor their needs and progress through a coordinated service plan.

As a result of Coordinated Service Planning, families, and children/youth with multiple and/or complex special needs will:

- have a clear point of contact for Coordinated Service Planning (their Service Planning Coordinator) and know who is accountable for developing and monitoring their child/youth's Coordinated Service Plan;

- not have to repeat their stories and goals to multiple providers;

- have a single Coordinated Service Plan that is responsive to their child/youth's goals, strengths, and needs;

- experience a family-centred process that recognizes that each family is unique; that the family is the constant in the child/youth's life; and that they have expertise in their child/youth's abilities and needs;

- know that providers will be communicating about the needs and goals of their child/youth and will be working toward a set of common goals identified in the plan.

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, and promotes equity, anti-racism, and anti-oppression.

The Coordinating Agency is responsible for ensuring the delivery of Coordinated Service Planning Cycle as outlined in Coordinated Service Planning: Policy and Program Guidelines (June 2017), including:

- managing all aspects of Coordinated Service Planning, including prioritization and service registries (waitlists), risk and complaints management (in relation to Coordinated Service Planning), privacy of information, records management, information management, and performance measurement of the Coordinated Service Planning functions within the service delivery area;

- the performance of Service Planning Coordinators in the service delivery area, no matter where they are employed, including ongoing training, and reporting on

the activities and performance of all Service Planning Coordinators in the service delivery area;

- ensuring that referral pathways are clear, particularly intersections with children's services, education and health sectors and other community organizations;
- maintaining responsibility for monitoring and evaluating Coordinated Service Planning, including reviewing existing processes and policies, documenting decisions, and making changes based on ongoing performance monitoring, in keeping with the parameters of the policy and program guidelines;
- developing and maintaining relationships with cross-sectoral service providers and educators in the service delivery area to deliver Coordinated Service Planning, recognizing collaborative relationships and considering the expertise of educators and other professionals;
- maintaining clear processes for collaboration and information sharing among relevant providers in the children's services, education, and health sectors through formal agreements that address, at a minimum, how, and when to refer families, share information and contribute to Coordinated Service Planning
- developing a relationship with the local Child and Youth Mental Health Lead Agency for children and youth with mental health needs and with the service resolution mechanism(s) to support the needs of children and youth whose needs exceed locally available services;
- communicating expectations to partner agencies/organizations about how Coordinated Service Planning will work, including how other providers will be engaged in developing plans;
- leading outreach and communications activities about Coordinated Service Planning, including:
  - reaching out to families who may need the service;
  - reaching out to local agencies that may have a role to play in Coordinated Service Planning or may be a source of referrals;
  - emphasizing that Coordinated Service Planning is a proactive support and that families should be referred (or self-refer), before they are approaching crisis whenever possible, to avoid experiencing crisis;

- collecting and making available to families up-to-date and transparent information about locally available services, including access, intake processes, and service registries/waitlists/wait times.
- facilitating consistent knowledge sharing, both amongst service providers and with families of children and youth with multiple and/or complex special needs, regarding the delivery of Coordinated Service Planning;
- capacity building within the Coordinating Agency and partner agencies;
- capacity building at the Coordinating Agency and its partners will be an ongoing part of the service and quality improvement process as new needs and opportunities for improvement are identified.

Reporting requirements

The Transfer Payment Recipient will report on performance measures for coordinated service planning for Q3 and Q4 through the Coordinated Service Planning Reporting Tool.

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition
Number of FTEs (total): Service Planning Coordinators	The total number of FTEs that are identified as a Service Planning Coordinator (SPC) for the Coordinating Agency or a Partner Agency during the reporting period. Includes FTEs whose dedicated function is for the direct delivery of CSP (this could include management roles). This should be reflected in FTEs, not individual staff. It should include existing staff of the Coordinating Agency or Partner Agencies who are identified as SPCs and create coordinated service plans, reflecting the portion of the existing staff's role that is dedicated to CSP

Number of individuals with an Active Coordinated Service Plan (unique): Service Planning Coordinators	The unique number of children/youth that have an active Coordinated Service Plan that has been initiated and has involved active CSP meetings or CSP activity in the past six months. An individual is counted only once per reporting period
Ministry- funded agency expenditures: Service Planning Coordinators	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Component: Healthy child development

Services delivered: Healthy Babies Healthy Children Program

Component: Healthy child development

Legislation: *Health Protection and Promotion Act, 1990 Child, Youth and Family Services Act, 2017*

Service description

Healthy Babies Healthy Children (HBHC) provides prevention, early identification, and intervention services to families of newborns and young children with risks to healthy child development. HBHC offers universal screening to all families just after their babies are born.

People served

HBHC provides services to families during the prenatal period and to families with children from birth until transition to school.

Program/service features

Delivered by Public Health Units, HBHC offers screening, targeted assessment, intervention services and referrals which includes connecting families with community resources and local support systems and/or through home visiting services from Public Health Nurses, Family Home Visitors, and other professionals.

Specific service provided

The following program components must be delivered in accordance with the HBHC Protocol:

1. service and system integration

2. access to information and resources

3. early identification and intervention screening

4. assessment

5. blended home visiting services

6. service coordination

7. referral to/from community services

8. research

9. evaluation

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, and promotes equity, anti-racism, and anti-oppression.

Program goals

The goal of HBHC is to optimize newborn and child healthy growth and development and reduce health inequities for families receiving services.

Ministry expectations

HBHC is managed in accordance with the:

- Healthy Babies Healthy Children Protocol, 2018, as described in the Ontario Public Health Standards: Requirements for Programs, Services and Accountability;

- HBHC Guidance Document, 2012 or any subsequent updated versions (or any other supporting policy documents provided by the ministry).

Program targets

- 10% of births will receive a prenatal screen 80% of births will receive a postpartum screen;

- 5% of eligible children will receive an Early Childhood Screen;
- 80% of families identified with risk, and consenting to service, receive a postpartum IDA Contact within 48 hours of being discharged from birth admission;
- 70% of families, who received IDA Contact, and consenting to service, have a completed In-Depth Assessment;
- 80% of families confirmed with risk using the In-Depth Assessment, and consenting to service, receive Blended Home Visiting Services;
- At least 50% of families who confirmed with risk will have a Family Service Plan initiated.

Reporting requirements

Service and financial data will be reported into Transfer Payment Ontario at an Interim and Final period, informed by IRSS Monitoring Reports. Please refer to your final agreement for report back due dates.

Service data name	Definition
Ministry-funded agency expenditures: HBHC	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
Number of individuals screened (total – Prenatal): HBHC	The unique number of individuals for which a Prenatal HBHC Screen was completed during the reporting period. Report the same value as the total reported in the IRSS Monitoring Report for Question 2
Number of individuals screened (total – Postpartum): HBHC	The unique number of individuals for which a Postpartum HBHC Screen was completed during the reporting period. Report the same value as the total reported in the IRSS Monitoring Report for Question 6

Number of individuals screened (total – Early Childhood): HBHC	The unique number of individuals for which an Early Childhood HBHC Screen was completed during the reporting period. Report the same value as the total reported in the IRSS Monitoring Report for Question 10
Number of individuals confirmed with risk (total): HBHC	The number of individuals confirmed with moderate or high risk (eligible for home visit) through an IDA during the reporting period. The sum value of the totals reported in the IRSS Monitoring Report for Questions 20.1.1, 20.1.2, 20.2.1, 20.2.2, 20.3.1, 20.3.2
Number of families served (total – with Two or More Home Visits): HBHC	The number of families with two or more home visits in the reporting period (that have an HBHC screen in the same period). Report the same value as the total value reported in the IRSS Monitoring Report for Question 22
Number of individuals who received an In-Depth Assessment: HBHC	The number of families who received an In-Depth Assessment during the reporting period. Report the same value as the count (not the percentage) reported in the IRSS Monitoring Report for Question 20

Services delivered: HBHC education and research

Component: Healthy child development

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

HBHC Education and Research services are provided to support the practice and ongoing professional development of public health nurses, supervisors, home visiting program teams and other professionals delivering home visiting services under the Healthy Babies Healthy Children Program.

People served

Education and Research services primarily support public health nurses, home visiting program teams and other staff in delivering evidence-informed prevention, early identification, and intervention services to families identified with risks to healthy child development. Parent-Child Interaction (PCI) Scale Instructors and other professionals in HBHC may also receive training and support for services as they relate to program policies and protocols.

Service features

To support quality services in HBHC, public health nurses, supervisors, home visiting program teams and other professionals are provided with information and guidance through training and workshops/webinars, educational resources, and communities of practice to support adherence to program policies and protocols. Research activities to support identification and implementation of evidence-based improvements to home-visiting interventions may also be completed.

Specific service provided

- administer education and training to public health nurses on the use of assessment tools, including maintaining/updating evidence-informed online training modules as needed;
- develop and maintain evidence-informed educational and clinical resources and other materials to support home visiting services through the blended home visiting model;
- foster the ongoing practice and education of public health nurses and other professionals through communities of practice webinars, workshops, etc.

Ministry expectations

Education and Research activities are to be delivered in alignment with the:
- Healthy Babies Healthy Children Protocol, 2018, as described in the Ontario Public Health Standards: Requirements for Programs, Services and Accountability;
- HBHC Guidance Document, 2012.

Performance against each of the activities in the associated schedule will be reported on a quarterly basis to the ministry.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition

Ministry-funded agency expenditures: HBHC Education and Research	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Services delivered: data and technology integration

Component: Healthy Child Development

Legislation: *Child, Youth and Family Services Act, 2017*

Service objectives

To support improved service experience, system integration, and effectiveness and efficiency in completion of the Healthy Babies Healthy Children (HBHC) Screen through data and technology integration mechanisms.

Service description

The Better Outcome Registry & Network (BORN)'s electronic version of the HBHC screening tool (eHBHC) in the BORN Information System (BIS) permits the secure transmission of relevant and timely information to Public Health Units (PHUs).

Program/service features

The HBHC Encounter transfers the data from the BORN Information System (BIS) to the Healthy Child Development – Integrated Services for Children Information System (HCD-ISCIS); used by PHUs across Ontario to effectively administer the HBHC program.

Program goals

To transfer key maternal-child health information, at the client level, obtained in the Healthy Babies Healthy Children (HBHC) Screen from hospitals to Public Health Units to facilitate care and transitions from hospital to community.

<u>Specific service provided</u>

- support for ongoing operations and maintenance of <u>BORN</u>'s electronic version of the <u>HBHC</u> screening tool (<u>eHBHC</u>) in the <u>BORN</u> Information System (<u>BIS</u>);
- support the uptake and implementation of <u>HBHC</u> screening at the postnatal stage by Midwifery Practice Groups using technology;
- support the integration of the electronic Healthy Babies Healthy Children (<u>eHBHC</u>) Screen into hospitals Electronic Medical Record (<u>EMR</u>) to support efficiency.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition
Ministry-funded agency expenditures: Data and Technology Integration	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Services delivered: developmental surveillance

Component: Healthy Child Development

Legislation: *Child, Youth and Family Services Act, 2017*

Service objectives

Developmental surveillance is a flexible ongoing process for monitoring growth and development for optimal development and early identification of potential delays, gathering information from various sources, including practitioners in partnership with parents/caregivers, using various measures, over time. Two key priority areas supporting surveillance are the Enhanced 18-Month Well-Baby Visit Initiative and the Developmental Surveillance Initiatives.

People served

Children from birth to age 6 and their families, as well as primary care, public health and community-based early years providers who support children and their families in the early years.

Program/service features

Evidence-based tools, education and resources provided through these programs and services build the capacity of primary care and early years providers to engage in early developmental surveillance practice, including fostering and monitoring child development and early detection of potential delays or concerns as warranted.

Parents/caregivers and the general child-serving public may also access online and paper-based tools and resources to build their capacity to foster and monitor children's development and follow up with professionals if they have concerns.

Specific service provided

Enhanced 18-Month Well-Baby Visit Initiative
- training, resources, and promotional activities for health care professionals to support uptake and consistent delivery of the Enhanced 18-Month Well-Baby Visit;
- marketing, communications, and promotional activities to increase awareness and build capacity among parents/caregivers and the public to engage in the Enhanced 18-Month Well-Baby Visit, including use of the parent-completed Looksee Checklist to monitor achievement of developmental milestones;
- continuous quality improvement, project management, reporting and analysis to inform planning and priorities;
- resourcing, research, and administrative support for standardized tools recommended for practice requirements under the Enhanced 18-Month Well-Baby Visit.

Developmental Surveillance Initiative
- hosting, maintaining, and supporting the Play & Learn website and the Early Years Check-In (EYCI) website, online EYCI tool and related resources for caregivers/parents and professionals, including online training for registered early childhood educators (RECEs);
- marketing, communications, and promotional activities for Play & Learn and EYCI targeted to the public and early years professionals to build capacity and increase awareness and use.

Program goals

To support increased access, quality, consistency and uptake of developmental surveillance tools, processes and resources among health and community-based service providers, parents/caregivers and the public; and clear pathways to community-based services for children and families requiring additional supports in support of optimal child development and early detection of potential delays.

Ministry expectations

Developmental Surveillance activities are provided in accordance with descriptions provided.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition
Ministry-funded agency expenditures: Developmental Surveillance	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Component: Respite Services

Services delivered: enhanced respite for medically fragile and/or technology dependent children and youth

Component: Respite Services

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The Enhanced Respite for Medically Fragile and/or Technology Dependent Children and Youth (Enhanced Respite) program provides funding directly to families of medically fragile and/or technology dependent children to purchase respite services. It can be provided in addition to other respite services.

People served

Enhanced respite is a grant provided to families who are caring for a child/youth who is under the age of 18, lives at home and is medically fragile and/or depends on a technological device, and requires care 24 hours a day, 365 days a year.

Program/service features

Delivered by Home and Community Care Support Services (HCCSS) under Ontario Health (OH) families may be eligible for up to $3,500 per child, per year.

Families, who may qualify for this grant have children who:
- rely on medical and technological equipment, such as mechanical ventilators, apnea monitors, renal dialysis, urinary catheters, colostomy bags;
- are administered drugs intravenously;
- rely on tracheotomy tube care, suctioning, oxygen support or tube feeding.

Specific service provided

Children/youth who meet the eligible criteria and fall within one of the following categories of care requirements will qualify for Enhanced Respite:

- Group 1: Children dependent at least part of each day on mechanical ventilators;
- Group 2: Children requiring prolonged intravenous administration of nutritional substances/drugs;
- Group 3: Children with prolonged dependence on other device-based support for tracheotomy tube care, suctioning, oxygen support and/or tube feeding;
- Group 4: Children with prolonged dependence on other devices which compensate for vital body functions who require daily or near daily nursing care, including children requiring apnea monitors, renal dialysis due to kidney failure and/or urinary catheters or colostomy bags plus substantial nursing care;
- Group 5: Children who are medically fragile according to the care requirements, but do not use a technology device.

Program goals

To provide relief to families who are caring for a child/youth who is medically fragile and/or depends on a technological device, and requires care 24 hours a day, 365 days a year.

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Services will be:
- reflective and responsive to children, families and communities' strengths and needs;

- accountable to the children, families, and communities;

- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;

- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families;

- based on the child/youth's assessed needs, preferences and available individual, agency, community, and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and final period. Please refer to your final agreement for report back due dates.

Service data name	Definition
Ministry-funded agency expenditures: Enhanced Respite	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Services delivered: in- and out- of home respite services

Component: Respite services

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Respite services support families of children and youth with special needs by providing breaks from caregiving and/or support children and youth with special needs by providing opportunities for the child/youth to engage in meaningful activities outside of the home.

People served

The In- and Out-of-Home Respite programs provide relief to families of children/youth with social, emotional, behavioural and/or mental health needs.

Program/service features

The In- and Out-of-Home Respite program and the Out-of-Home Respite program provide respite care to help children with special needs (up to age 18) who live at home. The programs also support the development of a personal Plan of Care based on the principles of family- and child-centred planning, self-determination, and choice and to provide services that are reflective of this plan.

The In- and Out-of-Home Respite program provides:
- in-home respite, where a respite provider goes to a family's home to provide care for the child or youth;
- out-of-home respite, where a child is placed temporarily in a residential program or group setting.

<u>Specific service provided</u>

There are two components to this program:

- in- and out-of-home respite for children and youth with social, emotional, behavioural and/or mental health needs;
- out-of-home Respite.

The Out-of-Home Respite program provides:

- temporary respite for the primary caregiver(s), in a setting other than the family home;
- safe and secure settings;
- appropriate equipment (where required);
- appropriate professional staff (where required);
- planned respite;
- day or overnight;
- age and disability appropriate support.

The Out-of-Home Respite program serves those with the "highest needs", or those who meet the following criteria:

- living at home with their biological or adoptive family;
- medically fragile/ technologically dependent children, who require 24-hour observation and or treatment;
- have one or more disability related needs resulting from a developmental disability and/or a physical disability, that require support for participation in activities of daily living, school, and play;
- at least one of the following:
  o without planned "out of home" respite support to their families, the child would require a long-term residential placement
  o the child's family is at potential risk of breakdown unless regular, planned out of home respite is provided

    o   the child would be at serious and imminent risk of harm to him/herself or others unless planned out of home respite is provided

Children and youth with behavioural, emotional or other mental health related needs are included only if they meet the above cited criteria.

In the In-Home Respite Program, the provider goes to a family's home to provide care for the child/youth.

In addition, In- and Out-of-Home respite services will be based on individualized planning and goal setting.

- Each child/youth will have a current Plan of Care (POC) that reflects an assessment of the child's/youth's needs and goals. The POC will identify the specific services/ supports received by the child/youth, the expected outcomes and be based on the principles of family- and child-centred planning, self-determination, and choice.

Program goals

The In- and Out-of-Home Respite Program goals are:
- to provide services and supports on a temporary basis for the purpose of providing caregiver relief;
- to promote family functioning and child and youth health, to avert or delay crises and to reduce the need for longer term out of home placement.

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Services will be:

- reflective and responsive to children, families and communities' strengths and needs;

- accountable to children, families, and communities;

- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;

- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families;

- based on the child/youth's assessed needs, preferences and available individual, agency, community, and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of individuals served (total): Children's Special Needs In-Home Respite	Report the unique number of individuals that received Children's Special Needs In-Home Respite services in the Funding Year. An individual is counted only once per Funding Year
Number of individuals served (total): Children's Special Needs Out-of-Home Respite	Report the unique number of individuals that received Children's Special Needs Out-of-Home Respite services in the Funding Year. An individual is counted only once per Funding Year
Number of hours of respite services (total): Children's Special Needs In-Home Respite	The total number of hours of Children's Special Needs In-Home Respite service received by the individual(s) approved for service during the Funding Year (cumulative). The total number of hours represents the hours funded by the ministry

Number of hours of respite services (total): Children's Special Needs Out-of-Home Respite	The total number of hours of Children's Special Needs Out- of-Home Respite service received by the individual(s) approved for service during the Funding Year (cumulative). The total number of hours represents the hours funded by the ministry.
Ministry-funded agency expenditures: In-Home Respite	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
Ministry-funded agency expenditures: Out-of-Home Respite	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Component: Special Services at Home

Services delivered: Special Services at Home

Component: Special Services at Home

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The Special Services at Home (SSAH) program provides direct funding to families who are caring for a child or youth under the age of 18 who has a developmental and/or physical disability to help pay for special services in or outside the family home.

People served

Children with a developmental disability or physical disability are eligible for SSAH if they:

- are residents of Ontario are under the age of 18;
- have ongoing functional limitations because of a disability;
- require support beyond that which is typically provided by families;
- are living at home with their families or are living outside the family home but receive no residential staff support from a government-funded source (e.g. transfer payment agency) or an outside paid resource.

Program/service features

SSAH provides funding to assist with purchasing necessary supports that cannot be met by a service available elsewhere in the local community in the following two areas:

- personal development and growth family relief and support (respite).

Program goals

To help children with physical and/or developmental disabilities participate in their communities and to support the well-being of families of children with disabilities by providing caregiver respite.

For personal development and growth support, SSAH funding is provided for the reimbursement of eligible services and supports that will help children learn and develop by achieving specific goals in acquiring new skills. While family members benefit indirectly from the assistance and skills learned, the overall goal is to enable children with disabilities to expand on current skills and/or acquire new skills.

For family relief and support (respite), SSAH funding is provided for the reimbursement of eligible respite or primary caregiver relief and related supports. While the child with a disability will likely benefit from such support, the primary goal is to help the family to meet their identified respite needs.

Ministry expectations

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Services will be delivered according to the Special Services at Home Program Guidelines. (Special services at home program guidelines | Ontario.ca) (https://www.ontario.ca/document/special-services-home-program-guidelines)

Services will:
- support participation and integration of the child with a disability and their family in the community;
- take into consideration family circumstances and provide families with flexibility and choice;
- value children and youth for who they are and the role they can play at home, at school, and in the community;

- be reflective and responsive to children, families and communities' strengths and needs;
- be accountable to the children, families, and communities;
- be sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- be staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children and families;
- be based on the child's and youth's assessed needs, preferences and available individual, agency, community, and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Ministry-funded agency expenditures: SSAH	Total ministry-funded expenses for the service agency to administer and/or deliver this service in the Funding Year (cumulative)

Component: Student Nutrition

Services delivered: Student Nutrition

Component: Student Nutrition

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The Student Nutrition Program (SNP) helps provide school-aged children and youth across Ontario with access to nutritious meals and/or snacks in schools and community locations so that they are engaged in their learning, experience a sense of belonging at school, and develop healthy eating habits.

People served

The Student Nutrition Program serves school-age children and youth; this includes children and youth enrolled in Full Day Kindergarten through the completion of the Ontario Secondary School Diploma.

Program/service features

Where a school or community location has been identified by the local lead agency for delivery of SNP, the program offers breakfast or morning meals, lunches, and/or snacks in schools and community locations across Ontario in accordance the Student Nutrition Program – Nutrition Guidelines.

Specific service provided

The following program components must be delivered in accordance with the Student Nutrition Program Guidelines:

- meal types must follow the defined parameters in the guidelines and in accordance with the Student Nutrition Program – Nutrition Guidelines;
- program models that meet the needs, infrastructure, and capacity of program providers;
- support the delivery of nutritious program foods in accordance with the Student Nutrition Program – Nutrition Guidelines inclusive of food safety and food procurement practices.

Services are child and family-centred and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Program goals

The goals of the SNP are to:
- support children and youth to learn, develop healthy eating habits, and feel a sense of belonging at school;
- promote community participation in the implementation of programs at the local level;
- maximize the proportion of provincial funding allocated to healthy food.

Ministry expectations

SNP is managed in accordance with the Student Nutrition Program Guidelines, 2018 and the Student Nutrition Program - Nutrition Guidelines, 2020 (or any

subsequent updated versions and any additional supporting documents provided by the ministry).

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Ministry- funded agency expenditures: SNP	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
Number of students enrolled: SNP	The total enrollment for all provincially funded schools with Student Nutrition Programs. Value reported in Q2 represents current school year
Number of schools: SNP	The total number of provincially funded schools that receive funding for a Student Nutrition Program. Exclude community program locations, federally funded schools and privately funded schools
Number of programs: SNP	The total number of provincially funded Student Nutrition Programs. Include community program locations, private schools and federally funded schools in this count
Number of discontinued schools: SNP	The number of provincially funded schools that have chosen to discontinue program delivery. Exclude: a) school closures, b) school amalgamations, c) schools that have more than one program and discontinued one Student Nutrition Program
Number of individuals served (average daily): SNP	Average number of participants that accessed the Student Nutrition Program daily. Calculated by dividing the number of meals served by the number of program operating days for all provincially funded Student Nutrition Programs. Participants served outside of program locations (e.g., gift cards, community meal pick up, meal distribution) must be included in this count
Number of meals/snacks served (total): SNP	The total number of meals (i.e. breakfast or lunch) and snacks served in all participating provincially funded SNPs. Total is based on the estimated number of daily meals prepared from each program location.

- Additional Student Nutrition Program data reporting that may be requested: nutritional quality of food served in programs;
- SNPs offered at school sites: the school name, identification number, and address
- including the address of an alternate school location if applicable;

- <u>SNPs</u> offered at community sites: identify the school communities served with verification of the names, identification numbers and addresses of the schools that are served by the community site;
- The type(s) of program offered and/or program model at each site.

Component: Autism

Services delivered: School Support Program

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The School Support Program (SSP) provides supports to students, families, and publicly funded schools when children and youth registered in the Ontario Autism Program (OAP) are transitioning from clinical settings to school or are enrolled in school and require brief targeted support for in-school transitions.

People served

Children and youth served will meet the following eligibility criteria to receive services through the School Support Program (SSP):

- registered in the OAP who are transitioning from clinical settings to school, including those receiving services from private providers;
- registered in the OAP who are enrolled in school and require brief, targeted support for in-school transition.

Program/service features

SSP services are provided by ASD Consultants and will be available to school boards to assist them in their provision of effective programs and services to students with ASD.

Services include:

- child-specific services related to the Connections for Students initiative, supporting the learning needs of specific students with ASD currently entering or enrolled in school;
- support for educators to build their skills in working with a specific student in their classrooms;
- services that support the successful transition of a student with ASD into and within the publicly-funded school system. This may include supports for students transitioning across grades, between schools, and those participating in virtual education or transitioning between virtual and face-to-face learning.

Access to the SSP by school boards is negotiated through a local Memorandum of Understanding (MOU) protocol or similar governing agreement and services may only be provided upon completion of a signed MOU between the contracted OAP Transfer Payment Recipient and the school board.

Specific service provided

SSP transition supports should be offered in an individualized and flexible way and respond to the needs identified by school boards and families.

Supports should be prioritized based on the specific needs of children and families being served. Some examples of targeted supports may include, but are not limited to, the following:

- child-specific services covered by the Connections for Students model that support the learning needs of students with ASD entering school or enrolled in school (e.g., Connections for Students transition teams, child-specific consultative services to educators including classroom consultations, and/or building parent capacity to support school transitions);
- support to build the skills of educators working with a specific student in their classrooms, including training and resource development;
- brief targeted consultative services that support the successful transition of a student with ASD into and/or within the publicly funded school system. This may

include supports for students transitioning across grades, between schools, and those participating in virtual education or transitioning between virtual and face-to-face school.

Agencies are directed to prioritize SSP services that are child-specific over other types of SSP services that are provided to school boards. Child-specific SSP services support the learning needs of a specific student with ASD currently entering or enrolled in school and help to build the skills of educators working with a specific student in their classrooms. They include services that support the successful transition of a student with ASD into and within the publicly-funded school system and that help to keep a student with ASD in school. This includes all SSP services that support the Connections for Students initiative. Service providers are encouraged to continue to work in partnership with local school boards and families to support the initiation of Connections for Students transition teams, where appropriate, to support transitions for children and youth in a timely manner.

Agencies may continue to provide other types of SSP services to school boards and families of children with ASD if they are able to do so within their SSP allocations and without impacting on their ability to provide child-specific SSP services requested by school boards.

Program goals

SSP program goals are to:

- support successful transitions of students with ASD by providing transition supports for children and youth transitioning from OAP clinical settings into school;
- support the learning needs of a specific student with ASD currently entering or enrolled in school;
- help build the skills of educators working with a specific student in their classrooms in order to support a successful transition to school.

Ministry expectations

Services will be:

- reflective and responsive to student, school board and community strengths and needs;
- sensitive to the social, linguistic, and cultural diversity of students, school boards and Indigenous communities;
- staffed by individuals with a suitable range of skills and abilities necessary to respond effectively to the needs of school board staff and students with ASD;
- delivered based on the identified needs and preferences of school boards and within available individual, agency, community, and contracted ministry resources.

Reporting requirements

Service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Ministry-funded Agency Expenditures: School Support Program	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
Number of Individuals Served in Connections for Students: School Support Program	The number of unique children served in Connections for Students under the School Support Program
Number of Professionals Served: School Support Program	The total number of unique professionals served in the School Support Program. Professionals can include school board staff, educational assistants, teachers or community agency partners. Activities include the provision of training and/or consultation

Services delivered: Grant Assistance Program

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The Grant Assistance Program (GAP) offers tuition reimbursement to currently employed staff of the publicly funded agencies delivering the Ontario Autism Program (OAP) for professional development for qualifying academic programs. In return for receiving a grant, recipients are expected to continue to be actively employed in the OAP for the duration of their grant agreement.

Note: Beginning April 1, 2018, the program is no longer accepting or approving new applications. Those who have an existing multi-year grant agreement in place will continue to receive their multi-year grants, provided they continue to meet the requirements outlined in their agreement.

People served

Grant recipients are currently employed staff of the publicly funded agencies delivering the OAP.

Program/service features

The program offers tuition reimbursement for professional development at the college level, undergraduate level, Master's level, doctoral level, or to obtain professional certification.

Grants are paid out for a maximum of four years.

Retroactive funding option is available for individuals who have completed qualifying academic programs within five years of their application date.

Grants are available only to employees of MCCSS funded agencies delivering the OAP.

Specific service provided

Tuition reimbursement for professional development is provided:

- at the college level to a maximum of $5,000 spread over two or more years;
- at the undergraduate or Master's level to a maximum of $12,000 spread over three or more years;
- at the doctoral level to a maximum of $24,000 spread over three or more years;
- to obtain professional certification of up to $1,000 after one year or up to $5,000 over two or more years.

Program goals

The goal of the GAP is to achieve long-term capacity improvement in the province's autism behavioural services workforce delivering the OAP, with an emphasis on increasing qualified staff at the graduate level.

Ministry expectations

The program will be administered in accordance with the program guidelines and procedures issued by the Ministry of Children, Community and Social Services (MCCSS) and amended from time to time.

Reporting requirements

Service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Ministry-funded agency expenditures: Grant Assistance Program	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
Number of funding agreements (retroactive grant assistance funding): Grant Assistance Program	Total number of funding agreements for retroactive funding that are active as of the last day of the reporting period (i.e. final payment under agreement has not been remitted)
Number of funding agreements terminated (retroactive grant assistance funding): Grant Assistance Program	Total number of funding agreements for retroactive grant assistance terminated (e.g., left employment or left academic program) as of the last day of the reporting period

Services delivered: ASD — respite services

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

To provide flexible and responsive Autism Spectrum Disorder (ASD) respite services to children/youth who are diagnosed with ASD (and their families).

People served

Children and youth served will meet the following criteria:

- All children and youth have received a diagnosis of Autism Spectrum Disorder from a qualified professional up to the age of 18.

Program/service features

ASD respite services/programs may involve either direct service programs or community support programs.

Specific service provided

Direct Service Programs:

- will provide temporary relief for families aimed at reducing family stress and breakdown;
- will provide opportunity for the child/youth to engage in meaningful and purposeful activities that promote the continuity of skills and/or help to develop new skills and relationships;
- may be in or out of home, planned or emergency-base;
- will be provided by a Transfer Payment Recipient or through direct funding to families;

- will be age and ability appropriate Community Support Programs;
- will respond to community needs and/or service gaps;
- non-direct service programs will be geared towards supporting or improving ASD respite services.

Program goals

ASD respite services will provide temporary relief from the physical and emotional demands involved in caring for children and youth with ASD

ASD respite services will allow the child/youth to engage in meaningful and purposeful activities that promote the continuity of skills and/or help to develop new skills and relationships.

Ministry expectations

Services will be:
- reflective and responsive to individual, family and community strengths and needs;
- accountable to the individual, family, and community;
- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- staffed by individuals with a suitable range of skills and abilities necessary to respond effectively to the needs of children/youth and their families;
- based on the individual's assessed needs, preferences and availability of individual, agency, community, and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of individuals served (out- of-home): ASD Respite Services	The number of individuals for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year through out-of-home respite services
Number of hours (out-of- home services Received): ASD Respite Services	The total number of hours of out-of-home respite service received by the individual(s) approved for service during the fiscal year. This is a cumulative number and the total number of hours represents the hours purchased/funded by the ministry. Respite care that is overnight should also be recorded in hours. For example: In the first quarter, if 100 hours or respite service were received, this would be reported at the end of June (end of the first quarter). If 75 additional hours of respite service were received during the second quarter, a total of 175 hours of respite service received would be reported at the end of September (end of the second quarter)
Number of hours (in- home services received) : ASD Respite Services	The total number of hours of in-home respite service received by the individual(s) approved for service during the fiscal year. This is a cumulative number and the total number of hours represents the hours purchased/funded by the ministry. Respite care that is overnight should also be recorded in hours. For example: In the first quarter, if 100 hours of respite service were received, this would be reported at the end of June (end of the first quarter). If 75 additional hours of respite service were received during the second quarter, a total of 175 hours of respite service received would be reported at the end of September (end of the second quarter).
Ministry- funded agency expenditures: ASD Respite Services	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative).

Number of individuals served (in- home services received): ASD Respite Services	The number of individuals for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year through In-Home respite services
Ministry- funded agency expenditures for out-of- home services: ASD Respite Services	The expenditures associated with providing services to the number of individuals who received out-of-home ASD Respite Services

Services delivered: ASD diagnostic hubs

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The five Autism Spectrum Disorder (ASD) diagnostic hubs conduct diagnostic assessments for children and youth, under the age of 18, across the five MCCSS regions. Hubs partner with other organizations and professionals to conduct diagnostic assessments in local communities.

The objective of this program is to increase capacity for children to receive diagnoses of autism earlier so they can begin accessing services as soon as possible.

People served

Children and youth up to age 18 who may be showing signs of Autism Spectrum Disorder (ASD).

Program/service features

Autism Spectrum Disorder (ASD) diagnostic hubs (hubs) will conduct ASD diagnostic assessments for children and youth (under the age of 18) across their Ministry of Children, Community and Social Services (MCCSS) regions. Hubs will partner with other agencies to conduct assessments in local communities.

Diagnostic hubs will screen and triage referrals for diagnostic assessment. This screening process will include gathering and reviewing information to determine the next appropriate steps for a child, including whether an autism diagnostic assessment is required and how to triage referrals appropriately. Following the screening and triage process, some children will require a multi-disciplinary diagnostic assessment due to the complexity of their symptoms/presentation, some children will be diagnosed by a

single clinician or within a community pediatric clinic, and some children will not require a diagnostic assessment.

The hubs also offer training and capacity-building to health professionals in their local communities to increase the number of professionals able to conduct <u>ASD</u> diagnostic assessments.

Following a diagnostic assessment, the hubs help to connect families with appropriate services in their communities.

<u>Specific service provided</u>

<u>ASD</u> diagnostic hubs are required to:
- implement a provincially-consistent screening and tiered assessment process, based on the complexity of children's symptoms, so that children receive the right level of service from appropriate professionals;
- provide diagnostic assessments by partnering with other organizations and professionals, including multi-disciplinary assessments where deemed clinically appropriate;
- collaborate with diagnosing partners to reduce wait times for families;
- provide families with a report summarizing the assessment results and the diagnosis in family-friendly language, and provide potential next steps based on the diagnosis;
- connect families with appropriate services in their communities following a diagnostic assessment;
- increase the number of professionals able to conduct <u>ASD</u> diagnostic assessments by offering training and capacity-building in their local communities.

As part of conducting diagnostic assessments, hubs must include, at a minimum:

- a semi-structured interview;
- informal observation;

- review of documents/reports/previous assessments (including information from school/ childcare);
- administration of autism diagnostic tool(s) as appropriate, based on clinical judgment and each child's individual presentation;
- review DSM-V criteria;
- utilization of an adaptive measure as part of the diagnostic assessment process, where appropriate.

The ASD diagnostic hubs are expected to work in collaboration with the OAP Independent Intake Organization (IIO), once established, to support a coordinated and integrated service experience for children and youth.

Program goals

The goals of this program are:

- to increase capacity to provide ASD diagnostic assessments across the province;
- to increase access to early diagnostic services for children and youth who may be showing signs of Autism Spectrum Disorder (ASD).

Ministry expectations

Services will be:
- reflective and responsive to individual, family and community strengths and needs;
- accountable to the individual and family;
- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of adults, children, and their families;
- based on the individual's assessed needs and preferences and availability of individual, agency, community, and contracted ministry resources;

Reporting requirements

Service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of individuals who were assessed as having ASD: ASD Diagnostic Hubs	The number of children or youth assessed as having Autism Spectrum Disorder in the reporting period. A child or youth is reported in the reporting period in which the family received the outcome of the assessment
Ministry-funded agency expenditures: ASD Diagnostic Hubs	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
Number of individuals waiting for diagnostic assessment: ASD Diagnostic Hubs	The number of children or youth on an Autism Spectrum Disorder diagnostic hub wait list for an Autism Spectrum Disorder diagnostic assessment on the last business day of the reporting period
Number of individuals screened: ASD Diagnostic Hub	The number of children or youth screened through the hub, or its partners, in the reporting period. A child or youth is reported in the reporting period in which the child or youth completes the screening
Number of ASD diagnostic assessments completed: ASD Diagnostic Hubs	The number of Autism Spectrum Disorder diagnostic assessments completed in the reporting period through the hub, or its partners. An assessment is reported in the reporting period in which the family received the outcome of the assessment

Number of individuals screened who received a diagnostic assessment: ASD Diagnostic Hubs	The total number of children or youth screened through the hub, or its partners, in the reporting period who subsequently receive a diagnostic assessment. A child or youth is reported in the reporting period in which the family received the screening result
Number of individuals screened who are ineligible to receive a diagnostic assessment: ASD Diagnostic Hubs	The total number of children or youth screened through the hub, or its partners, in the reporting period whose screening result identifies that they do not require an autism diagnostic assessment. These children/youth do not receive a diagnostic assessment for autism. A child or youth is reported in the reporting period in which the family received the screening result

In addition, ASD diagnostic hubs will complete semi-annual evaluation reports which are due at the end of Q2 and Q4 each fiscal year (reporting template and dates to be provided separately).

Services delivered: other ASD supports

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

- To provide specialized services and supports to children and youth with autism
  The services delivered encompass three primary streams:
  - specialized services and supports including the Treatment Research and Education for Autism and Developmental Disorders (TRE-ADD) program;
  - transition to adolescence supports;
  - seasonal camps.

People served

Children and youth served will meet the following criteria:
- all children and youth have received a diagnosis of Autism Spectrum Disorder from a qualified professional up to the age of 18

Program/service features

1. Specialized services and supports may be provided based on local community need. This includes the TRE-ADD program. This program provides intensive clinical support to children and youth 6 to 17 years of age with a diagnosis of Autism Spectrum Disorder (ASD) and an intellectual disability (ID) who have multi- faceted multiple behavioural, psychological and/or emotional needs, and exhibit severe behavioural, communication, socialization and learning challenges;

2. Transition to Adolescence Supports serves youth with autism who are transitioning into adolescence and secondary school; and who are experiencing significant difficulties at home, in school or community settings leading to family/school crises.

Transition Supports provide:

- crisis intervention including counselling and family support ;
- behavioural supports;
- skill-based training such as interpersonal skills and relationship building:
  - seasonal camps allow children/youth with ASD to maintain and generalize the skills learned during the school year and gives families some respite.

Specific service provided

TRE-ADD services include specialized education and treatment interventions in Section 23 classrooms; and parent respite

(a) this program serves children and youth in the Toronto and Central Regions;

(b) children and youth access this either by a request of families for an intake assessment or are referred to TRE-ADD by individuals/agencies within the social services or medical professions on their behalf.

Transition to Adolescence supports: Children and youth access supports in their local community directly through a ministry funded transfer payment recipient

Seasonal camps: Support to families to access seasonal camps is provided in the following ways:

(a) eligible families who either hire a one-to-one support worker so their children can attend a camp or pay for a camp space are reimbursed. Families access this program through Autism Ontario;

(b) funding is provided summer camps to provide spaces for children with ASD.

Program goals

- specialized services and supports will provide intensive clinical support to child/youth who have multiple behavioural, psychological and/or emotional needs;
- transition to adolescence supports will provide crisis intervention, behavioural support and/or skill-based training;
- seasonal camps will engage child/youth in meaningful and purposeful activities that promote the continuity of skills and/or help to develop new skills and relationships.

Ministry expectations

Services will be:
- reflective and responsive to individual, family and community strengths and needs;
- accountable to the individual, family, and community;
- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- staffed by individuals with a suitable range of skills and abilities necessary to respond effectively to the needs of children/ youth and their families;
- based on the individual's assessed needs, preferences and availability of individual, agency, community, and contracted ministry resources.

Reporting requirements

Service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of March Break applications: other ASD Supports	The number of applications for a March Break Camp space or to hire a one-to-one support worker by families of children and youth with a diagnosis of ASD that are received by the deadline

Number of days (seasonal camps attended): Other ASD Supports	The total number of days of seasonal camp attended by the individual(s) approved for service during the fiscal year. This is a cumulative number and the total number of days represents the days purchased/funded by the ministry. Seasonal camp that includes overnight stay should be recorded in days. For example: In the first quarter, if 7 days of camp were attended, this would be reported at the end of June (end of the first quarter). If 5 additional days of camp were attended during the second quarter, a total of 12 days of camp received would be reported at the end of September (end of the second quarter)
Number of reimbursements (hiring 1:1 support workers to support attendance at March Break camp): Other ASD Supports	The total number of children/youth who received a reimbursement for the cost associated with hiring a one-to-one support worker to support attendance at March Break Camp.

The # of children are reported in the initial quarter in which the application was submitted and counted only once |
Number of reimbursements (March Break camp space): Other ASD Supports	The total number of children/ youth who attended a March Break camp space or activity through their families receiving a reimbursement for the out-of-pocket costs incurred
Number of individuals served (seasonal camps): other ASD Supports	The number of individuals for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year through seasonal camps
Number of individuals served: other ASD Supports	The number of children served in ASD Other including: TRE- ADD; Transition to Adolescence Supports; and Seasonal Camps

Ministry-funded agency expenditures: other ASD Supports	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Services delivered: OAP — provider list

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The OAP Provider List is an online database of the following service providers for children and youth with autism spectrum disorder.

- clinical supervisors of behavioural services;
- speech-language pathologists;
- occupational therapists.

People served

Families of children and youth with autism spectrum disorder.

Program/service features

The Provider List will support Ontario families as they search for, select, and confirm the qualifications of their autism service providers. During the period covered by this service contract, the Provider List will be voluntary, meaning that families receiving OAP funding can continue to hire clinical supervisors of behavioural services, Speech-Language Pathologists, and Occupational Therapists who have not yet joined the Provider List.

Qualifications for clinical supervisors of behavioural services

Individuals who wish to join the Provider List as a clinical supervisor of behavioural services must meet the following qualifications requirements:

- Have one of the following professional designations:
  - Board Certified Behavior Analyst (BCBA);
  - Board Certified Behavior Analyst – Doctoral (BCBA-D);

- o Clinical Psychologist or Psychological Associate registered with the College of Psychologists of Ontario with documented expertise in Applied Behaviour Analysis (ABA).
- have at least 3,000 hours post-certification/registration experience (typically completed over two years) delivering ABA services to children and youth with Autism Spectrum Disorder (including a minimum of 1,500 post-certification hours involving supervisory duties);
- have a Vulnerable Sector Screening/Check;
- have professional liability insurance (purchased individually or through employer)
- adhere to a professional code of conduct (e.g., Behavior Analyst Certification Board Professional and Ethical Compliance Code; College of Psychologists of Ontario Standards of Professional Conduct).

Qualifications for speech-language pathologists

Speech-Language Pathologists who wish to join the OAP Provider List must meet the following qualifications requirements:

- be registered and in good standing with the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO);
- have at least one year of post-registration experience providing direct treatment/intervention to autistic children and youth, acquired within the last five years. This one year of experience must follow completion of the CASLPO mentoring process. Experience providing only indirect services (for example not seeing clients or families on a regular basis to support the use of specific strategies to help clients meet their goals) does not count towards the one-year experience requirement;
- have a recent vulnerable sector screening or police records background check, completed within the past year;
- as part of their College registration, providers must have professional liability insurance (purchased individually or through an employer);

- adhere to a professional code of ethics (such as the CASLPO code of ethics) and standards of the profession.

Qualifications for occupational therapists

Occupational Therapists who wish to join the OAP Provider List must meet the following qualifications requirements:

- be registered and in good standing with the College of Occupational Therapists of Ontario (COTO);
- have at least one year of post-registration experience providing direct treatment/intervention to autistic children and youth, acquired within the last five years. Experience providing only indirect services (for example not seeing clients or families on a regular basis to support the use of specific strategies to help clients meet their goals) does not count towards the one-year experience requirement;
- have a recent vulnerable sector screening or police records background check, completed within the past year;
- as part of their College registration, providers must have professional liability insurance (purchased individually or through an employer);
- adhere to a professional code of ethics (such as COTO code of ethics) and standards of the profession.

Specific service provided

The Transfer Payment Recipient is responsible for designing, implementing, and running the OAP Provider List. This includes the following areas of work:

Develop and deliver core processes

The Transfer Payment Recipient will develop and run four core Provider List business processes, in accordance with clear guidelines:

Approval

- review application packages and confirm each applicant's credentials and experience to the extent possible through supporting documentation and reference checks;
- render a decision on each application (approve or refuse).

Renewal

- renew memberships periodically, per established operational processes (to be developed by Transfer Payment Recipient and approved by the Ministry).

Complaints referral

- review and make a record of incoming complaints about Provider List members, seeking additional information from complainants as needed
- if appropriate, forward complaints to the Behavior Analyst Certification Board (BACB), the College of Psychologists of Ontario (CPO), the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO), the College of Occupational Therapists of Ontario (COTO), and/or another third-party, such as local police services, depending on the qualifications of the member and the nature of the complaint;
- regularly review the registries of the BACB, CPO, CASLPO, and COTO to identify and monitor any incoming third-party complaints;
- based on the outcome of a third-party complaint review, render a decision on whether or not to change the status of a Provider List member as appropriate, in accordance with clear guidelines (remove, suspend, or make no changes).

Appeals

- review appeals from Provider List applicants, members or former members regarding the following decisions:

    o their application was refused;
    o they were removed or suspended from the Provider List.

The Transfer Payment Recipient will prepare all operational policies, forms, templates, agreements, instructions, and guidelines needed to administer these processes.

Build and maintain digital platforms

The Transfer Payment Recipient will build and maintain all digital platforms to house the Provider List. These platforms will be housed on a website independent of the ministry website, and will include:

- a publicly-accessible online database of approved Provider List members;
- an applicant and member portal, where individuals can apply for membership and renew their membership. The portal may also allow members to make a limited number of edits to the unverified information on their public profiles (e.g., languages spoken, contact details.

Develop and implement communications materials

The Transfer Payment Recipient will develop and implement communications and social media/marketing strategies to promote the Provider List to providers and to families and will prepare all copy for the Provider List website.

Convene advisory committees

The Transfer Payment Recipient will assemble an Advisory Panel to provide advice on the approval, renewal, removal and suspension of specific members, on a case-by-case basis. The Advisory Panel will also provide advice to help inform the ongoing design and implementation of Provider List policies and processes.

The Advisory Panel will consist of at least four members, including:

- at least one Board Certified Behavior Analyst;
- at least one Psychologist or Psychological Associate;
- at least one Occupational Therapist;
- at least one Speech-Language Pathologist.

The Transfer Payment Recipient will also assemble an Appeals Committee to review appeals. The Appeals Committee will include:

- at least one Board Certified Behavior Analyst or Psychologist/Psychological Associate;
- at least one Occupational Therapist;
- at least one Speech-Language Pathologist.

Program goals

The objectives of the Ontario Autism Program (OAP) Provider List are to:

- connect families with professionals who have the training and experience to provide safe, high-quality autism services for children and youth;
- protect the public from unqualified, unfit, and/or incompetent service providers to the best extent possible.

Ministry expectations

The Transfer Payment Recipient will be:

- reflective and responsive to individual, family, and community strengths and needs;
- accountable to the individual, family, and community;

- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;
- staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children/youth and their families.

Reporting requirements

Service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of applications received: OAP – Provider List	The total number of new applications the Service Provider received during the reporting period
Number of successful applicants (Behavioural Clinicians): OAP – Provider List	The total number of behavioural clinicians who were approved to join the Provider List during the reporting period
Number of successful applicants (Occupational Therapists): OAP – Provider List	The number of Occupational Therapists who were approved to join the Provider List within the reporting period
Number of successful applicants (Speech-Language Pathologists): OAP – Provider List	The number of Speech-Language Pathologists who were approved to join the Provider List within the reporting period

Number of unsuccessful applicants: OAP – Provider List	The total number of applicants who were refused for membership on the Provider List within the reporting period
Ministry-funded agency expenditures: OAP – Provider List	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)
# of Days to Process Each Application (Average): OAP Provider List	Avg. # of working days for Provider to process each application. This is counted from date TPR received applicant's application pkg to date TPR notified applicant of decision in writing. Please see Service Objectives Document for full details.
OAP Provider List: # of Appeals	Total # of eligible appeals received by the Provider within reporting period. Eligible appeals are those filed within appeal deadline specified on a letter of notification. See Service Objectives Document for details.
OAP Provider List: # of Complaints Received	Total # of unique complaints that were submitted in writing to Provider within the reporting period. This number should include all complaints submitted, including those that are not eligible for referral. See Service Objectives Document for details.

Services delivered: OAP — service navigation program

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The Ontario Autism Program (OAP) Service Navigation Program provides direct support to families who are accessing or interested in accessing the OAP through workshops, training sessions, and individualized supports. The focus of these family supports will be on providing information about and orientation to the OAP.

During the 2022/23 fiscal year, the ministry will engage the OAP Independent Intake Organization (IIO) and Autism Ontario to facilitate a smooth transition of service navigation functions from the Autism Ontario OAP Service Navigation Program to the IIO. Further expectations will be communicated by the ministry as the transition plan is defined and once the IIO is ready to assume service navigation functions.

People served

Parents/caregivers of children and youth with autism spectrum disorder.

Program/service features

During a time of transition and significant program changes, parents/caregivers require support to understand and navigate the OAP. The recipient will play a key role in offering direct support to families who are accessing or interested in accessing the OAP through workshops, training sessions, and individualized support.

The OAP Service Navigation Program will provide direct support to families to build caregiver capacity so that families can:

- understand the OAP and eligible OAP services find and select qualified service providers;
- complete and submit required documentation and reconcile invoices;
- feel supported in connecting to available services and supports in their local communities;
- have access to parent resources;
- have opportunities to connect with other families at events, including through peer mentoring and social learning opportunities for children and youth with Autism Spectrum Disorder, in order to support positive child and family outcomes.

Specific service provided

The OAP Service Navigation Program (SNP) consists of:

1. Navigation and Support Services

- A central intake process for the SNP to provide a "one door" communication point into the SNP for OAP families;
- Families will have direct access to SNP Service Navigators to help them understand the OAP and to connect them with the most appropriate service providers and resources available in their local communities;
- Service Navigators and other SNP staff will liaise closely with other service providers and community organizations, to help inform families and connect them to programs, services and resources available in their local communities.

2. Web-based resources

- An SNP web portal will provide resources and information to support families to learn about and understand the OAP and learn about their service options. This will help families to be informed purchasers of autism services, including supporting them to find and hire qualified service providers;

- The portal will include webinars on OAP relevant topics, fact and tip sheets, checklists for finding high-quality service providers, and links to other community resources.

3. Caregiver capacity building

- Families will be able to connect to each other virtually and in-person through educational events and webinars on relevant OAP topics and through parent support groups. This will include social learning opportunities for children and youth with ASD to help support them to generalize skills in a family and community context;
- A Parent Professional Advisory Group will be established to understand parent needs across the province and continuously inform the information and activities of the SNP;
- A Peer-to-Peer Mentorship Group will be established to connect families to each other and to SNP staff;
- Peer-to-peer mentorship events will be offered to support families and caregivers. Partnerships will be developed with other service providers to offer respite services for children while their families attend peer mentoring events.

Program goals

The goals of the OAP Service Navigation Program are:
- to provide direct support to families who are accessing or interested in accessing the OAP so that families feel supported;
- to build caregiver capacity;
- to provide parents and caregivers of children and youth with autism spectrum disorder with access to resources to support positive child and family outcomes.

Ministry expectations

The Transfer Payment Recipient will deliver the program in accordance with the following principles:

- province-wide support, including remote, rural, and underserved areas sensitive to the social, linguistic, and cultural diversity of families reflective and responsive to individual, family and community needs;
- staffed by individuals with the appropriate range of skills and abilities necessary.

to respond effectively to the information needs of children/youth with ASD and their families

Reporting requirements

Service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Average number of hours (navigator spends with family after first contact with program): OAP – Service Navigation Program	The average length of time a Service Navigator spends with families one on one is defined as the average number of hours from the beginning of the first consultation to when they are connected to services in their local community
Average number of days from first contact to connection to OAP Service Navigator: OAP – Service Navigation Program	"The average number of calendar days that families who requested being connected to a Service Navigator waited. The value is reported as of the last day of the reporting period

Number of families waiting (to connect to OAP navigator after first contact): OAP – Service Navigation Program	The number of families who are waiting to be connected to a Service Navigator after point of first contact with the OAP Service Navigation Program as of the last day of the reporting period
Number of families served (Francophone): OAP – Service Navigation Program	The number of unique Francophone parents/caregiver contacts who received OAP Service Navigation Program services
Number of individuals served: OAP – Service Navigation Program	The number of unique children/youth for whom parents/caregivers received OAP Service Navigation Program services
Number of parent/caregiver contacts: OAP – Service Navigation Program	The number of unique parents/caregivers who received OAP Service Navigation Services
Ministry-funded agency expenditures: OAP – Service Navigation Program	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

Services delivered: OAP services – evidence-based behaviour services and family support workers

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

To provide services to children/youth with current behaviour plans until they transition into core clinical services in the needs-based Ontario Autism Program.

People served

Children and youth will meet the following criteria:

- All children and youth have received a diagnosis of Autism Spectrum Disorder from a qualified professional up to the age of 18 and have an existing Ontario Autism Program Behaviour Plan.

Program/service features

There are two primary services in the Ontario Autism Program (OAP): Evidence based behavioural services and Family Support Workers.

1. Evidence based behavioural services will address the following objectives:

- increase parent/caregiver and Family Team members' knowledge of and skills in using behavioural strategies;
- support early child development to increase the rate of learning in young children in all areas of their development (where appropriate);

- teach children/youth the skills they need, as identified in collaboration with families, to participate at home, at school and in the community;
- reduce challenging behaviour.

2. Family support workers

- provide families who are currently in service with support to plan for the broader range of services, activities, interests and goals of each child or youth and their family; and support families to transition into interim one-funding or the needs-based autism program.

Specific service provided

Evidence based behavioural services may be offered through the Direct Service Option (DSO) or the Direct Funding Option (DFO).

An OAP Behaviour Plan is a detailed description of the evidence based behavioural services that the child or youth will receive in the OAP. This plan is required for every child and youth receiving evidence based behavioural services in the OAP. Existing behaviour plans can be extended with no gap in service, up to its current level of intensity, or less where clinically appropriate, until the child or youth transitions into eligible core clinical services offered in the needs-based Ontario Autism Program.

Clinicians will conduct regular reviews every six months to assess a child's progress and set goals.

The plan is based on feedback from the family, and a clear understanding of the family's expectations, capacities and priorities, as well as the clinical recommendations from the OAP Clinical Supervisor and must include all elements of the Behaviour Plan as outlined in the OAP Clinical Framework and the OAP Behaviour Plan Instructions. While each Behaviour Plan is unique to each child/youth and their family, there are a number of common steps that OAP providers are expected to follow in the plan development process as outlined in the OAP Guidelines, OAP Clinical Framework and OAP Behaviour Plan Instructions.

It is also expected that every OAP Behaviour Plan will include the following elements:

- brief background information;
- summary of Behavioural Observations/assessments;
- strengths of the child/youth;
- domains to be addressed;
- skills to be developed;
- behaviours to be decreased (if needed);
- process for assessing interfering behaviours (if needed) ;
- planned intervention and maintenance approach;
- evaluation plan;
- risks and benefits of the intervention;
- roles of family/caregivers;
- roles and responsibilities of clinicians;
- inter-professional collaboration;
- ongoing communication plan;
- clinical Supervisor's rationale for recommended intervention;
- additional information as required;
- attachments, including assessment results;
- signatures of the parent/guardian/youth and the Clinical Supervisor.

OAP clinical supervisor attestation

Clinical Supervisors are responsible for overseeing all aspects of a child/youth's OAP Behaviour Plan and must meet several required qualifications as outlined in the OAP Guidelines (January 2018, section 5.4). OAP Clinical Supervisors must collaborate with the Family Support Worker and keep them informed of any changes or updates to the Behaviour Plan as necessary.

Front-Line Therapists are responsible for implementing the services outlined in the Behaviour Plan and must receive an appropriate amount of training and clinical supervision from the Clinical Supervisor. Recommended qualifications for front-line

therapists are outlined in the OAP Guidelines (January 2018, section 5.4).

Administration of OAP direct funding option (DFO)

Transfer Payment Recipients administering the OAP direct funding option are required to:

- check all required documentation including the OAP Behaviour Plan, OAP Clinical Supervisor Attestation and OAP Behaviour Plan Budget for completion for the purpose of flowing funds. This is an administrative review and does not include a clinical review of the OAP Behaviour Plan;
- within 30 calendar days of receiving the required documentation outlined above, issue funding for services as outlined in a child or youth's OAP Behaviour Plan or advise of any additional information required;
- provide and enter into a funding agreement with the family, which will outline both the funding and reconciliation process;
- reconcile all submitted receipts within a maximum of 30 calendar days after the last receipt is submitted for direct funding.

If it is determined that funding was spent on ineligible services, steps will be taken to recover the funds from the parent/caregiver who has signed the agreement.

Family support workers

Transfer Payment Recipients are required to maintain Family Support Workers until the needs-based autism program has been implemented.

The primary role of Family Support Workers is to support families in the following ways:

- continue to help families plan for and access a broader range of services beyond evidence based behavioural services;
- help families understand how to access interim one-time funding and the options for how the funding can be used to achieve their goals;

- support and participate in the Coordinated Service Planning process where appropriate ensuring streamlined service delivery and communication to avoid duplication of roles;
- initiate and support the development of a youth's transition plan and coordinate connections to adult services and community supports including education, post-secondary and employment supports;
- conclude the OAP Family Service Plan and provide all relevant Family Service Plan documentation to families.

If capacity permits, Family Support Workers may also provide other family services to support parents/caregivers to become:

- active in their child's intervention with the skills, knowledge and resources required to help their child reach his/her fullest potential;
- informed about relevant behavioural terms, how to support family routines, strategies to promote generalization and maintenance of skills;
- engaged in effective collaboration with professionals;
- aware of the resources available to them and how to access them.

Program goals

The goal of this program is to:

- Ensure children/youth with existing behaviour plans continue to access seamless, evidence-based services until they transition into Core Clinical Services in the needs-based OAP.

Ministry expectations

Services will be:
- reflective and responsive to individual, family and community strengths and needs;
- accountable to the individual, family, and community;
- sensitive to the social, linguistic, and cultural diversity of families and Indigenous communities;

- staffed by individuals with a suitable range of skills and abilities necessary to respond effectively to the needs of children/ youth and their families;
- based on the individual's assessed needs, preferences and availability of individual, agency, community, and contracted ministry resources.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of individuals served in direct service option: OAP Services	The number of children who are receiving DSO service on the last service day of the quarter
OAP services: Ministry-funded agency expenditures:	Total ministry-funded expenses for the service agency to administer and/or deliver this service in the reporting Year (cumulative)

Services delivered: OAP — caregiver- mediated early years programs

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Ontario Autism Program (OAP) Caregiver-mediated Early Years programs ("Programs") help young children (12 to 48 months of age) learn new skills and meet individualized goals in the areas of social communication, play and build caregiver capacity to support their child's development.

People served

These programs are available to children who are registered with the OAP, with a confirmed diagnosis of autism, and are between the ages of 12 to 48 months.

Program/service features:

As part of the needs-based OAP, the Programs are time-limited services for young children based on their individual needs. In parent/caregiver-mediated services, parents/caregivers learn therapeutic strategies from professionals and are supported to use these strategies with their child.

Programs are play-based and child-led and delivered for up to six months.

The Programs are focused on building caregiver capacity to support their child's skill development in one or more of the following areas:

- social interaction;
- play communication;

- emotional development;
- adaptive development and self-help skills.

Eligible children may receive one OAP early years program (i.e., either an OAP Caregiver-mediated Early Years program or the OAP – Entry to School Program) per fiscal year.

Children who are receiving core clinical services funding or who have an active OAP behaviour plan are not eligible to receive caregiver-mediated early years programs at the same time.

Children who are receiving caregiver-mediated early years programs can receive other Ontario Autism Program supports (other than OAP core clinical services), special needs supports and/or community-based early intervention programs at the same time. For example, a child can receive foundational family services at the same time as a caregiver-mediated early years program.

Specific service provided

Families can choose the program that best meets their child's needs. Six different caregiver-mediated programs are available:

- Early social interaction/social communication emotional regulation and transactional supports (ESI/SCERTS) – for children 12 to 36 months (three years) at start of intervention;
- Joint attention, symbolic play, engagement and regulation (IASPER) – for children 12 to 48 months (four years) at start of intervention;
- Pivotal response treatment (PRT) – for children 12 to 48 months (four years) at start of intervention;
- PLAY project – for children 12 to 48 months (four years) at start of intervention;
- Project ImPACT – for children 12 to 48 months (four years) at start of intervention;
- Social ABCs – for children 12 to 42 months (three and a half years) at start of intervention.

Program goals

The goals of OAP – Caregiver-Mediated Early Years Programs are:

- to support families and children as soon as possible after diagnosis by providing parents/caregivers with specific strategies to support their child's development while working towards meeting identified developmental milestones;
- to help parents/caregivers feel engaged and better supported in interacting with their child and addressing their child's needs;
- to help young children develop/acquire core foundational skills in the areas of communication, socialization and play to facilitate participation in activities with their families and peers.

Ministry expectations

The Programs must be:

- caregiver-mediated;
- individualized and responsive;

- effective (i.e., Program must have demonstrated effectiveness for young children with autism spectrum disorder and have demonstrated ability to show measurable change in a child's outcomes, over a specific time period);
- evidence-informed (i.e., Program has a strong research base demonstrating positive child outcomes and has not demonstrated any evidence of harm)
- delivered for up to six months;
- delivered with fidelity, with target outcomes measured, and outcome data is evaluated to monitor program effectiveness.

The Transfer Payment Recipient's therapists must teach caregivers specific techniques to support their child's development and may not deliver the intervention directly to the child. The Programs may include the therapist demonstrating implementation of a technique or strategy with the child while the parent/caregiver observes, in order to learn specific techniques.

The Transfer Payment Recipient may deliver the Programs' Services in community and home-based settings, and/or delivered through virtual service delivery.

Reporting requirements

Service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of Individuals Served: OAP CMEY	Total number of unique children served in OAP – Caregiver- Mediated Early Years Programs. This should only include children who have completed service (cumulative). Children should only be counted once regardless of how many different instances of service they receive. Children who are currently in service but have not yet completed the program should not be included. If the lead provider and partners are delivering more than one type of program, the number of children who have completed each unique program should be listed (i.e. total number for each specific program).
Ministry- funded agency expenditures: OAP CMEY	Total ministry-funded expenses for the Transfer Payment Recipients to administer and/or deliver the Caregiver-mediated Early Years Programs in the reporting year (cumulative)

Number of individuals currently participating (Unique): OAP CMEY	The total number of children currently participating in, but who have not yet completed, OAP – Caregiver-Mediated Early Years Programs. Children are only counted once during the reporting period. This should only include children who are currently participating in the program at the end of the specified reporting period. It should not include children who have already completed the program in that fiscal year. Children should only be counted once if the program has not yet ended. If the lead provider and partners are delivering more than one type of program, the number of unique children for each program who are participating in but who have not yet completed service should be listed (i.e., total number for each specific program).
Number of individuals waiting for service: OAP CMEY	The total number of children waiting to access an OAP Caregiver- mediated Early Years program. This includes the number of children who have been determined to be eligible and are waiting to begin receiving Caregiver- mediated Early Years service as of the last day of the reporting period. A child is to be reported after the intake process is completed, i.e., once the service provider has determined that the child is eligible to receive CMEY services. If lead provider and partners are delivering more than one type of program, the number of children waiting to access each unique program should be listed separately.
Average wait time from intake to service initiation (number of days): OAP CMEY	The average number of days between completing intake for an OAP Caregiver-mediated Early Years program with a service provider and service initiation. This includes the average number of days from when a family signed up for a program to the date that the family began to receive services from a staff member.

Number of individuals (who did not finish service): OAP CMEY	The total number of children/families who did not finish or complete the program to fidelity (i.e., stopped receiving services before the program was completed and did not receive the total number of service hours offers by the provider). If lead provider and partners are delivering more than one type of program, this should include the total number of children/families that did not finish each unique program.
Number of individuals served (Indigenous): OAP CMEY	The total number of Indigenous children served by the OAP – Caregiver-Mediated Early Years Programs.
Number of individuals served (Francophone): OAP CMEY	The total number of Francophone children served by the OAP – Caregiver-Mediated Early Years Programs with programs delivered in French
Number of staff trained: OAP CMEY	The total number of staff that completed training and/or certification. This includes staff that have completed training to fidelity in the Caregiver-mediated Early Years program model. Staff are to be reported in the reporting period in which they completed the training.
Number of days to complete staff training (average): OAP CMEY	The average number of days to complete training/certification for staff. This represents the average number of days for staff that have completed training to fidelity.
Number of families served through virtual delivery (unique): OAP CMEY	The number of unique families served through virtual service delivery only. This includes the number of unique families served only through virtual service delivery (i.e., excluding hybrid service delivery)

Number of families served through in person delivery (unique): OAP CMEY	The number of unique families served through in-person service delivery. This includes the number of unique families served only through in-person service delivery (i.e. excluding hybrid service delivery)
Number of families served through hybrid delivery (unique): OAP CMEY	The number of unique families served through a hybrid delivery model (e.g. a combination of virtual and in-person sessions)
Number of Families Served (Language Other Than English and French): OAP CMEY	The total number of families served in a language other than English and French

In addition, OAP – Caregiver-Mediated Early Years Programs Transfer Payment Recipients will complete an annual narrative evaluation report which is due at Final Reporting (reporting template and dates to be provided separately).

Services delivered: OAP — entry to school program

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The Ontario Autism Program (OAP) Entry to School program will support young children on the autism spectrum to successfully transition to school for the first time through:

- facilitating children's core foundational skill-development through a group-based program to prepare them to enter school;
- providing transition supports as they enter school;
- providing families and educators with access to targeted consultation support from OAP – Entry to School Program staff upon request, during the child's first six months in school to support a successful school transition.

People served

To participate in Entry to School program, children must be:

- registered for the OAP;
- between 3 and 6 years old as of December 31 in the year they are starting school;
- starting school for the first time (either kindergarten or grade one).

Program/service features

As part of the needs-based Ontario Autism Program (OAP), the Entry to School program is a six-month group-based skill-building program for young children, aged 3 to 6 years, registered with the OAP and who are entering school for the first time

(either kindergarten or grade one), to prepare them to enter school. The Entry to School program is available in English and French.

Some children are not eligible for the program, including children:

- who are receiving core clinical services funding;
- with an active OAP behaviour plan;
- who have already started attending school;
- who start participating in a caregiver-mediated early years program in April or later of the year that they will start school.

Children who are in the entry to school program can receive other Ontario Autism Program supports (other than OAP core clinical services), special needs supports and/or community-based early intervention programs at the same time. For example, a child can receive foundational family services at the same time as the entry to school program.

Following the group-based program, children will receive transition supports as they enter school to support a successful school transition. Families and educators will be able to access consultation services from Entry to School program staff, upon request, during a child's first six months in school.

Eligible children may receive one OAP early years program (i.e., either an OAP Caregiver-mediated Early Years program or the OAP – Entry to School Program) per fiscal year (i.e., April 1 to March 31).

Specific service provided

The group-based program will target skill-building in school readiness skills within the following six domains:

Communication: For example, expressing wants and needs, understanding words and language, social communication, non-verbal communication, conversation, ability to learn to use a communication system/device effectively

within a variety of activities.

Play: For example, toy exploration, constructive play (such as drawing, puzzles), reciprocal play, parallel play, imaginative play, pre-symbolic, symbolic and social play, and engaging in group play/games.

Social interaction: For example, understanding of social boundaries, social reciprocity, interactions with peers, acquiring new behaviours by observing/imitating peers.

Functional routines: For example, following classroom routines, self-help skills such as dressing and toilet training, and using the teacher as a source of support.

Behavioural self-management: For example, emotional regulation, self-management, self-monitoring, ability to use effective strategies to cope with sensory sensitivities.

Pre-academics, learning and attention: For example, acquiring new learning skills, working within a group setting, and independent work

Within the group-based program, individualized programming should consider each child's developmental profile.

The group-based skill-building program will be delivered for up to six months, offered on half days (three hours per day), five days per week, with flexibility for the number of days or hours a child attends depending on their needs. Children's entry into the program will be aligned with the school year as much as possible, so that children receive the group program as close as possible to their school start date.

The group-based program will be delivered by multi-disciplinary program staff with expertise in autism spectrum disorder, applied behaviour analysis, speech and language pathology, occupational therapy, and early childhood development. OAP Entry to School staff are expected to consult with other clinicians already working with the child to align goals and gather information to support successful school transitions.

The group-based program will be delivered in a community setting, with consideration of opportunities to leverage existing settings in local communities if relevant (such as

childcare centres, preschools, schools) and based on local capacity and community partner agreements. The program is intended to be delivered in person, where possible. Virtual delivery options may be considered if required to address local needs.

The program will be delivered taking into account the various cultural, linguistic and geographic populations of children within a service provider's region, including but not limited to First Nations, Inuit and Métis children and families, Francophone and other linguistic populations, as well as rural and remote communities.

All programming and services delivered in areas designated under the *French Language Services Act* (FLSA) will be provided in French to any families who request services in French. This could include using internal French language service capacity or establishing a formal partnership agreement with another service provider that has agreed to provide the service in French through a referral clause. All service providers with a referral clause are accountable for ensuring that clients know where they can access services in French. When entering into a contract agreement with third parties, the service provider must integrate a French Language Services clause to ensure FLS capacity and that services provided are delivered in accordance with the FLSA. Service providers delivering programming and services in a non-designated area under the FLSA are expected to establish pathways to promote access to services in French to support children accessing the Entry to School program whose first language is French and who are transitioning to a French-language learning environment in French language school boards. There are no prescribed requirements on how to establish pathways, but examples include:

- Francophones who contact the service provider are made aware of where they can access services delivered in French;
- there is signage in English and in French at the service provider's reception area about how to obtain programs/services in French within their community;
- the website includes information in both languages on how to obtain services delivered in French in the community;
- there is a plan to develop a referral agreement with another service provider who has agreed to provide the service in French;

- there is information about how the service provider will work with French-language school boards to facilitate the transition to a French-language educational environment.

After children complete the group-based program and transition into school, during the child's first six months in school, the family and/or educators will have access to targeted consultation from Entry to School program staff, based on their individual needs and/or educators' requests, to support the transition.

Program goals

The goals of the OAP – Entry to School Program are:

- to facilitate young children's skill development in school readiness skills across six domains (i.e., communication, play, social interactions, functional routines, behavioural self-management, and pre-academics, learning and attention) to support their transition to school;

- to support young children on the autism spectrum to successfully transition to school;

- to empower parents to be active participants in their child's team supporting their transition to school.

Ministry expectations

Entry to School service providers are expected to:

Coordinate information sharing with schools prior to the school transition: Service providers will coordinate case-conferences and support sharing of information with all other parties, including the school-based transition team and other OAP funded and special needs clinicians providing services to the child, to identify the child's strengths and needs;

Conduct consultations: Service providers are expected to consult with other clinicians already working with the child (such as behaviour analysts, occupational therapists and/or speech language pathologists) to align treatment goals and strategies, and gather information to support development of the child's school

transition plan;

Collaborate with school boards: Service providers are expected to work closely and collaboratively with their respective school boards in supporting a child's transition to school by working with the school-based transition team members to participate in the development and implementation of child-specific transition plans that are based on the individual needs of each child. With appropriate consent, service providers will also share information with the school-based transition team members on the child's progress in the Entry to School program prior to school entry;

Deliver services effectively: Service providers will be staffed by individuals with the appropriate range of skills and abilities who will deliver the program by taking into account each child's and the families' unique needs while also being sensitive to the various cultural, linguistic and geographic populations of children within a service provider's region, including but not limited to: First Nations, Inuit and Métis children and families, Francophone and other linguistic populations, as well as rural and remote communities;

Consult and work with parent/caregivers: Service providers will be expected to collaborate with families to set goals for the child during transition to school.

Providers will work closely with parents/caregivers to identify the child's unique needs and circumstances and develop appropriate transition supports that are consistent with the identified needs;

Provide transition supports: Transition supports will be based on the child's individual needs and/or parent/caregiver and/or educators' requests to support the child's successful transition and entry into school. Service providers will provide assistance to teacher, early childhood educators (ECEs), educational assistants (EAs) and other professionals working with students transitioning to school as required to support the child's transition into the classroom setting. Service providers will also provide resources and/or consultation to families and classroom educators if required to support a child's transition to school.

The Transfer Payment Recipient will deliver the program in accordance with the following principles:

Province-wide support: including remote, rural and underserved areas;

Sensitivity: to the social, linguistic and cultural diversity of families;

Reflective and responsive: to individual, family and community needs;

Professionalism: staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the information needs of children/youth with ASD and their families.

Reporting requirements

Service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of individuals served: OAP – Entry to School Program	Total number of unique children served by the OAP – Entry to School Program who have completed the group-based program in the current reporting period. This should only include children who have completed the group-based program (cumulative). Children should only be counted once regardless of how many different instances of service they receive. Children who are currently in service but have not yet completed the program should not be included.
Ministry- funded agency expenditures: OAP – Entry to School Program	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative)

Number of individuals currently participating (unique): OAP – Entry to School Program	The total number of children currently participating in, but who have not yet completed, the Entry to School group-based program. This should only include children who are currently participating in the program at the end of the specified reporting period, and not children who have already completed the program or who are registered for the program but have not yet begun service. Children should only be counted once regardless of how many different instances of service they receive.
Number of individuals who received transition supports (unique): OAP – Entry to School Program	The total number of children who received transition supports and/or consultative supports upon request, provided by OAP – Entry to School Program staff, after their school start date. Children should only be counted once regardless of how many different instances of service they have received.
Number of individuals waiting for service: OAP – Entry to School Program	The total number of children waiting to access the Entry to School Program. This includes the number of children who have registered and are waiting to begin receiving Entry to School service as of the last day of the reporting period. A child is to be reported after the intake process is completed, i.e., once the service provider has determined that the child is eligible to receive services and has registered the child for the program.
Number of individuals served (who reside in a rural or remote community): OAP – Entry to School Program	The total number of children served in the Entry to School Program who live in a rural or remote community. "Rural and/or remote community" is defined as any community that either: • Has a score of 40 or greater on the Rurality Index of Ontario • Has a population of less than 1,000 people and a population density of 400 or fewer inhabitants per square kilometer

Number of families served (in a language other than English and French): OAP – Entry to School Program	The total number of families served in a language other than English and French
Number of Indigenous individuals served: OAP – Entry to School Program	The total number of Indigenous children served by the OAP – Entry to School Program
Number of individuals served (Francophone): OAP – Entry to School Program	The total number of Francophone children served by the OAP – Entry to School Program with program delivery in French

In addition, OAP – Entry to School Program Transfer Payment Recipients will complete an annual narrative evaluation report which is due at Final Reporting (reporting template and dates to be provided separately).

Services delivered: OAP — urgent response service

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

As part of the needs-based Ontario Autism Program (OAP), Urgent Response Service (URS) will provide time-limited services and supports for up to 12-weeks to respond rapidly to a specific, identified need to prevent further escalation or risk of harm to a child or youth, other people and/or property.

The OAP URS is not an emergency or crisis support; children/youth referred to the OAP URS who are in a crisis or emergency situation will be supported to access local crisis services or a hospital emergency room as appropriate.

People served

URS will be available for all children and youth registered in the OAP who meet defined criteria identified through a URS intake process.

Program/service features

The OAP URS is focused on preventing further escalation or risk of harm to a child or youth, other people and/or property, identified through the presentation of one or more of the following high-risk factors at a level to qualify the child or youth as having an urgent need, but not in an emergency or crisis situation:

- suicidal ideation or behaviour violent thinking;
- fire setting;
- harm to animals risk of exploitation;

- non-suicidal self-injurious behaviour;
- aggression;
- inappropriate sexual behaviour flight risk;
- property destruction.

Where it is determined that a child or youth is eligible for the OAP URS, a URS service plan will be established for up to 12 weeks and in consultation with the family/caregivers. The establishment of the URS service plan may also involve collaboration with the family's immediate support system and/or other relevant professionals, as required (e.g., OAP Care Coordinator, local service providers and other professionals involved with the child/youth and family/caregivers).

Where it is determined that a child or youth is not eligible for the OAP URS, a family will be supported through the OAP URS to access appropriate local supports and services within and outside the OAP, including crisis/emergency services as appropriate.

Specific service provided

The URS service plan may include one or more of the following urgent response services as outlined in the OAP URS Regional Based Proposals Guidelines:
- short-term, interdisciplinary consultation with a child/youth's intervention team and/or family and/or educator(s);
- respite service up to a maximum number of hours and a maximum duration service navigation to existing services within and outside of the OAP;
- direct support to the family and/or professionals involved to implement behaviour intervention and/or therapy techniques with the child/youth (e.g., mediator model intervention).

After six weeks, a child or youth's progress will be reviewed, in consultation with a family/caregiver(s), and any required adjustments will be made to the URS service plan. An additional review of the child/youth's progress will be completed prior to 12- weeks to prepare for transition from URS and to support a family/caregiver(s) to identify and

access the appropriate local supports and services within and outside the OAP following discharge.

Program goals

As outlined in the OAP URS Regional Based Proposals Guidelines, the following objectives will guide the delivery of the OAP URS:

- reduce risk of harm to the child/youth, others and/or property ;
- stabilize and prevent crisis;
- target a single issue that can be addressed within a time-limited approach;
- integrate the OAP URS with OAP core clinical services, foundational family services, the care coordinator role and other non-OAP services.

Ministry expectations

URS lead organizations in each MCCSS-defined region are accountable to the ministry for managing and coordinating the delivery of the OAP URS to support the individual needs of children and youth on the autism spectrum, in collaboration with local service providers.

URS lead organizations will deliver the program in accordance with the following principles:

- child, youth and family-centred;
- coordinated and collaborative;
- quality, best practice, and evidence-informed ;
- accessible and responsive.

URS lead organizations will also consider that the OAP URS will not:

- be a 24/7 service;
- replace existing emergency or crisis supports, including local crisis services or hospital emergency room;
- replace or fast track access to core clinical services in the OAP;

- provide intensive residential services;
- provide direct funding to families to purchase services.

Reporting requirements

Service data will be reported at an Interim and Final period. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Ministry-funded Agency Expenditures: OAP – Urgent Response Service	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative).
Number of Individuals Served (Unique): OAP – Urgent Response Service	Total number of unique children/youth eligible for OAP Urgent Response Service for whom a 12-week service plan was developed and implemented and the children/youth discharged
Number of FTE OAP Urgent Response Service Coordinators: OAP – Urgent Response Service	The total number of FTE OAP Urgent Response Service Coordinators.
Number of Referrals: OAP – Urgent Response Service	The total number of individual referrals made for OAP Urgent Response Service
Number of Individuals Re-Referred (Unique): OAP – Urgent Response Service	The total number of unique children/youth who have been discharged from OAP Urgent Response Service and have been re-referred to OAP Urgent Response Service during the reporting period.

Number of Re-Referrals for the Same High-Risk Factor: OAP – Urgent Response Service	The total number of unique children/youth who have been re-referred to OAP Urgent Response Service for the same identified high-risk factor during the reporting period.

Services delivered: OAP — foundational family services

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

Foundational Family Services is a service pathway accessible to any family, legal guardian or caregiver of a child or youth registered in the needs-based Ontario Autism Program (OAP). Families can access foundational family services at any point based on their child's needs, at no cost. Foundational Family Services aim to build a family's capacity to support their child or youth's learning and development and are offered in a variety of formats including virtual, self-directed, in-person or group-based sessions that are tailored to different family, cultural and regional needs.

People served

Foundational Family Services available to all families upon registering for the OAP, and throughout the family's service journey, up until age 18.

Program/service features

Foundational Family Services aim to provide families registered in the OAP tools to work with their child or youth and participate in their ongoing learning and development through services and supports that are:

- informed by evidence;
- delivered by a range of professionals;
- are responsive to a family's changing needs over time and a child's needs, strengths and developmental stage;

- offered in a variety of ways, including virtual, self-directed, in-person or group-based;
- tailored to the unique regional, language and cultural needs in different communities;
- offered by organizations using collaborative, innovative and interprofessional approaches to work with other partners in the community.

Specific service provided

Foundational Family Services may include:

Family and peer mentoring – share experiences in a supportive, informative, and social atmosphere;

Caregiver workshops and follow-up coaching sessions – information, education, and resources on a variety of topics;

Brief targeted consultations – direct support to help address a specific need and support a child or youth's skill development;

Transition supports – help preparing for a child or youth's personal and educational transitions as well as transitions to adulthood;

Family resource and clinic days – opportunities for families to brainstorm, consult and problem-solve with professionals.

Program goals

Foundational Family Services will help to build a family's capacity to support their child or youth's learning and development throughout the family's service journey in the OAP.

Ministry expectations

The Transfer Payment Recipient will be responsible for delivering services that are:

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- accessible and inclusive to families in each region, including:
  - families from all backgrounds, with diverse cultural and language needs families living in rural, remote, and Northern communities;
  - children and youth with co-occurring needs.
- available through organizations, who will collaborate on innovative interprofessional approaches with community partners;
- offer a diverse selection of evidence-informed services in a variety of formats (e.g., group, individual, self-directed, virtual, in-person) that are delivered by a range of professionals;
- flexible and responsive to families' changing needs over time based on a child or youth's strengths and needs according to their developmental stage(s);
- create opportunities for program innovation and ability to build new partnerships that are sensitive and respond to the local needs of the community;
- meet quality assurance and accountability measures set by the ministry, through continuous program evaluation, data collection and monitoring.

A Transfer Payment Recipient is not expected to offer a full suite of Foundational Family Services.

A Transfer Payment Recipient must communicate their program offerings directly to families they serve.

A Transfer Payment Recipient may enter Memoranda of Understanding and/or sub-contractor agreements with service providers to deliver Foundational Family Services in accordance with the terms and conditions of this Agreement. However, program accountabilities and reporting to the ministry will rest with the Transfer Payment Recipient.

Reporting requirements

Service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service data name	Definition
Number of Individuals Served (Unique): OAP Foundational Family Services	The total number of unique children or youth served who received service in the fiscal year.
Ministry-funded Agency Expenditures: OAP Foundational Family Services	The total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative)

In addition, Transfer Payment Recipients delivering Foundational Family Services will complete an annual evaluation report which is due at the end of Q4 each fiscal year (reporting template and dates will be provided separately).

Services delivered: OAP — workforce capacity fund

Component: Autism

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

The OAP Workforce Capacity Fund provides time-limited grants to children's service providers and community organizations to support projects and activities that build Ontario's capacity to deliver OAP Core Clinical Services.

People served

Grant recipients may include children's service providers (public and private organizations) who provide OAP core clinical services, Indigenous-led organizations, post-secondary institutions, professional associations and regulatory colleges, not-for-profit organizations and community groups.

Program/service features

Funding is offered in two streams:

Expansion Stream: provides direct financial support to help public and private children's service providers expand their internal capacity to deliver OAP Core Clinical Services to more children;

Innovation Stream: supports groups of organizations to develop and test innovative responses to OAP Core Clinical Services workforce and service system challenges. Projects funded through this stream must target an entire community, region(s), or the province as a whole;

Specific service provided

The following activities are eligible:

Expansion Stream: staff training; hiring additional staff or increasing staff hours; purchasing clinical supervision; purchasing technology that directly supports virtual service delivery; and service provider travel to serve more children living in rural or remote communities.

Innovation Stream: projects must meet all of the following criteria:

- involves developing and testing an innovative solution;
- responds to a broad workforce or service system challenge related to OAP core clinical services;
- contributes towards at least one of the Fund's three objectives as outlined in the program guidelines;
- targets an entire community, region(s) or the province as a whole.

Program goals

The vision of the OAP Workforce Capacity Fund is to grow and develop the autism workforce delivering OAP Core Clinical Services so that families in the OAP can purchase the services they need, where and when they need them.

Overall, the Fund has three broad objectives:

1. staff: build, retain, and grow the OAP Core Clinical Services workforce;

2. organizations: increase the skills and knowledge of service provider organizations to operate within a fee-for-service market;

3. delivery models: strengthen service delivery models and approaches to improve service access for families.

The program accepts applications focused on any region or sociodemographic group, however, applications focused on Northern, rural, remote, Indigenous and/or

francophone families will be prioritized for funding.

Ministry expectations

The program will be administered in accordance with the program guidelines and procedures issued by the Ministry of Children, Community and Social Services (MCCSS) and amended from time to time.

Eligible and ineligible activities for both streams are outlined in the program guidelines.

Reporting requirements

Service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report-back due dates.

Service data name	Definition
Ministry-funded agency expenditures: OAP – Workforce Capacity Fund	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the Funding Year (cumulative).

Grant recipients from both streams will complete an annual report at the end of the fiscal year (reporting template and dates to be provided separately).

Component: Broader public sector – other – children's services

Services delivered: BPS — other — children's services

Component: Broader public sector – other – children's services

Legislation: *Pay Equity Act, 1990*

Service description

Broader public sector funding supports the pay equity adjustment costs for eligible agencies that provide children's services.

People served

Staff employed by eligible agencies providing children's services that use the proxy method of comparison for staff positions.

Program/service features

Proxy pay equity adjustment costs for eligible agencies providing children's services.

Specific service provided

Pay equity adjustment costs using the proxy method of comparison for staff positions that the ministry does not fund or contract for with the agency.

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Program goals

To redress gender discrimination in the compensation of employees employed in female job classes in Ontario.

Ministry expectations

Children's services agencies receiving proxy pay equity funding will provide all eligible employees with a proxy pay equity payment in compliance with legislation.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report-back due dates.

Component: Children's rehabilitation services

Services delivered: community-based rehabilitation services

Component: Children's rehabilitation services

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

SmartStart Hubs

SmartStart Hubs will be a clear entry point to early identification and special needs services for families with concerns about their child's development and day-to-day

functioning related to development. Through the SmartStart Hubs families' concerns will be explored and families will be supported to identify their children's strengths and functional needs from a holistic perspective. Hubs will ensure seamless connections to appropriate further assessments and services, including family-based supports. SmartStart Hubs will develop streamlined service pathways with community partners to ensure that the family experience is seamless.

Community-Based Rehabilitation Services

Community-Based Rehabilitation Services (CBRS) includes delivery of speech-language pathology, occupational therapy and physiotherapy (and other complementary services for children and youth with support needs, delivered in community-based settings (including multi-service agencies, community settings, at a family's home, and/or through virtual approaches)). These services are designed to support children's development and day-to-day-functioning so that they can participate meaningfully at home, school, and in the community; achieve their life course goals; and, are set up for success in adulthood.

People served

SmartStart Hubs are expected to serve children and youth from birth until the age of 19, or up to age 21 if they are in school and living in Ontario. SmartStart Hubs will serve children and youth whose families have concerns about their development and/or day-to-day functioning related to development (not driven by mental health concerns alone).

Community-Based Rehabilitation Services are provided to children and youth up to 19 years of age with physical and/or developmental disabilities, chronic illness and/or communication disorders, or other developmental support needs, and their families.

Program/service features

SmartStart Hubs and CBRS are delivered by multi-service agencies using a holistic

approach to meeting the diverse needs of children and youth through services that are culturally-safe and responsive for families of all races and cultures and ensures that all people feel safe when receiving services and supports.

Services are provided within a continuum of supports and interventions reflecting levels and/or intensity of service to address functional needs and meet family- centered goals, with efficient access to services. Rehabilitation services are delivered by multi-disciplinary teams of regulated health professionals and allied service providers.

Specific service provided

SmartStart Hubs will be delivered according to the SmartStart Hubs: Connecting Families with Child Development Services Policy and Practice Guidelines, 2022 (SmartStart Hubs Guidelines), and include:

- clear entry to/connecting families with child development services information gathering;
- connection to service family-based supports;
- streamlined service pathways.

Community-Based Rehabilitation Services will include the following features:

- assessment;
- intervention planning and goal setting with families inclusive of a continuum of Speech-Language Pathology, Occupational Therapy and Physiotherapy Intervention services;
- collaboration and coordination among service providers;
- consultative services for families and educators;
- discharge/transition planning;
- other services as deemed necessary that may include: Audiology Rehabilitation Engineering; Social Work; Psychology and Psychometry; and Therapeutic Recreation;
- equitable access to Information and Resources;

- services are child and family-centered and support the diverse needs of families in a way that is culturally safe, and promotes equity, anti-racism, and anti-oppression.

Program goals

The goal of the SmartStart Hubs is to be a clear point of entry to children's development services for parents and caregivers who have concerns about their child's development and/or day-to-day functioning related to development.

The goal of Community-Based Rehabilitation Services is to support children and youth with rehabilitation services that are flexible, individualized and coordinated so that they can participate meaningfully in school and community and at home, achieve their life course goals, and are set up for success in adulthood.

Ministry expectations

SmartStart Hubs are managed in accordance with the SmartStart Hubs Guidelines, 2022 or any subsequent updated versions (or any other supporting policy documents provided by the Ministry).

CBRS is managed in accordance with the descriptions provided here and/or additional guidance documents as provided by the Ministry.

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report-back due dates.

Service data name	Definition

Number visits (total): CBRS	The total number of community-based rehabilitation service visits including in-person, videoconference, or non face-to-face (such as by telephone or email). A visit is each occasion when an individual is provided service in a functional centre. Services may include occupational therapy, physiotherapy, speech- language pathology, nutrition, social work, audiology, psychology, therapeutic recreation etc.
Number of individuals served (unique): CBRS	The unique number of children and youth that received community-based rehabilitation services in the Funding Year. Services may include occupational therapy, physiotherapy, speech-language pathology, nutrition, social work, audiology, psychology, therapeutic recreation etc.
Average wait time from referral to initial assessment (number of days): CBRS	The average number of days waited for a community-based rehabilitation services assessment (from the referral date to the initial assessment date). The number of days waited for an assessment divided by the number of children and youth who received an initial therapy assessment will give the average wait time for an assessment (on a year-to-date average)
Average wait time from initial assessment to service initiation (number of days): CBRS	The average number of days waited from initial community- based rehabilitation services assessment to service initiation (date of the actual first visit)
Number of individuals waiting for initial assessment: CBRS	The number of children and youth who are waiting for an initial therapy assessment for community-based rehabilitation services (children and youth have a referral date but have not received an initial therapy assessment)
Number of individuals waiting for service initiation: CBRS	The number of children/youth who are waiting for community- based rehabilitation intervention services to begin (have received an initial therapy assessment, but service has not begun)

Ministry-funded agency expenditures: CBRS	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver community-based rehabilitation services in the Funding Year (cumulative)
Number of visits (total – Occupational Therapy): CBRS	The total number of community-based occupational therapy visits including in-person, videoconference, or non face-to-face (such as by telephone or email). A visit is each occasion when an individual is provided service in a functional centre
Number of visits (total – Physiotherapy): CBRS	The total number of community-based physiotherapy in-person, videoconference, or non face-to-face (such as by telephone or email) visits. A visit is each occasion when an individual is provided service in a functional centre.
Number of visits (total – Speech-Language Pathology): CBRS	The total number of community-based speech-language pathology visits including in-person, videoconference, or non face-to-face (such as by telephone or email). A visit is each occasion when an individual is provided service in a functional centre
Number of individuals served (Unique – Occupational Therapy): CBRS	The unique number of individuals receiving community-based occupational therapy during the reporting period. If an individual was served in more than one functional centre, they would be counted in each centre.
Number of individuals served (Unique – Physiotherapy): CBRS	The unique number of individuals receiving community-based physiotherapy during the reporting period If an individual was served in more than one functional centre, then they would be counted in each centre
Number of individuals served (Unique – Speech-Language Pathology): CBRS	The unique number of individuals receiving community-based speech-language pathology during the reporting period. If an individual was served in more than one functional centre, they would be counted in each centre.

Number of individuals referred to CTC services (total)	The unique number of individuals referred to the CTC organization for all services during the reporting period. The referral must be received, and date stamped by the CTC. Report the same data as MIS 8562470 "Referrals to the CTC Organization".
Number of intake assessments completed (total): SmartStart Hubs	The unique number of individuals for which an intake assessment was completed (intake assessment refers to the occurrence of an exploratory conversation). Total refers to the total number during the reporting period.
Average age at intake assessment (months): SmartStart Hubs	The average age of all individuals at intake assessment (where an exploratory conversation was held) during the reporting period
Number of individuals at intake assessment (ages 0 to 4): SmartStart Hubs	The number of individuals ages 0 to 4 for which an intake assessment was completed (where an exploratory conversation was held) during the reporting period
Number of individuals at intake assessment (ages 5 to 12): SmartStart Hubs	The number of individuals ages 5 to 12 for which an intake assessment was completed (where an exploratory conversation was held) during the reporting period
Number of individuals at intake assessment (ages 13 to 19): SmartStart Hubs	The number of individuals ages 13 to 19 for which an intake assessment was completed (an exploratory conversation was held) during the reporting period
Number of individuals waiting for intake assessment: SmartStart Hubs	The number of individuals who are waiting to have an intake assessment completed with the SmartStart Hubs (individuals have been referred but have not yet had an exploratory meeting) during the reporting period

Average wait time from referral to intake assessment (number of days): SmartStart Hubs	The average number of days waited for SmartStart Hubs intake assessment (from the referral date to the completion of the exploratory conversation meeting) during the reporting period
Annual Narrative Report	A report that provides additional information to help the ministry monitor the performance of Community-based Rehabilitation Services, School-Based Rehabilitation Services and SmartStart Hub services, as applicable.

Services delivered: school-based rehabilitation services

Component: Children's Rehabilitation Services

Legislation: *Child, Youth and Family Services Act, 2017*

Service description

School-Based Rehabilitation Services (SBRS) consists of the delivery of Speech-Language Pathology, Occupational Therapy and Physiotherapy for children and youth in publicly-funded schools to support children's functioning and development so they can participate more fully at school, at home and in their communities.

People served

Children and youth attending publicly-funded elementary or secondary school in Ontario may access SBRS from school entry through to their exit from secondary school.

Program/service features

School-Based Rehabilitation Services are delivered by multi-service agencies using a holistic approach to meeting the diverse needs of children and youth through the provision of Speech-Language Pathology services, Physiotherapy services and/or Occupational Therapy services in accordance with the *Regulated Health Professionals Act, 1991* to school-aged children and youth in publicly-funded schools. Services include assessment and goal setting, delivery of intervention services at various stages and settings, as well as transition planning.

Specific service provided

School-Based Rehabilitation Services may occur any time from school entry to exit and

must be delivered with the inclusion of:

- referral and intake assessment;
- intervention planning, goal setting with families, and delivery inclusive of a continuum of Speech-Language Pathology, Occupational Therapy and Physiotherapy intervention services;
- collaboration and coordination among service providers;
- consultative services for families and educators;
- discharge/transition planning;

Services are child and family-centered and support the diverse needs of families in a way that is culturally safe, promotes equity, anti-racism, and anti-oppression.

Program goals

The goal of children's rehabilitation services is to support children and youth with rehabilitation services that are flexible, individualized and coordinated so that they can participate meaningfully in school and community and at home, achieve their life course goals, and are set up for success in adulthood.

Ministry expectations

SBRS are managed in accordance with the descriptions provided here or any subsequent updated versions (or any other supporting policy documents provided by the ministry).

Reporting requirements

The following service data will be reported on at an Interim and Final period. Please refer to your final agreement for report back due dates.

Service data name	Definition

Number of individuals waiting for initial assessment: SBRS	The number of children and youth who are waiting for an initial therapy assessment for school-based rehabilitation services (have a referral date but have not received an initial therapy assessment).
Number of individuals served (unique): SBRS	The unique number of children and youth that received school- based rehabilitation services in publicly funded schools during the reporting period. Services may include occupational therapy, physiotherapy and/ or speech-language pathology
Ministry-funded agency expenditures: SBRS	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver school-based rehabilitation services in the Funding Year (cumulative).
Number of individuals served (Occupational Therapy): SBRS	The unique number of individuals receiving school-based occupational therapy in publicly funded schools during the reporting period. If an individual was served in more than one functional centre, then they would be counted in each centre.
Number of individuals served (Physiotherapy): SBRS	The unique number of individuals receiving school-based physiotherapy in publicly funded schools during the reporting period. If an individual was served in more than one functional centre, then they would be counted in each centre.
Number of individuals served (Speech- Language Pathology): SBRS	The unique number of individuals receiving school-based speech-language pathology in publicly funded schools during the reporting period. If an individual was served in more than one functional centre, then they would be counted in each centre.
Number of individuals waiting for service initiation: SBRS	The number of children and youth who are waiting for school- based rehabilitation intervention services to begin (have received an initial therapy assessment, but service has not begun).

Average wait time from referral to initial assessment (number of days): SBRS	The average number of days waited for a school-based rehabilitation services assessment (from the referral date to the initial assessment date). The number of days waited for an assessment divided by the number of children and youth who received an initial therapy assessment will give the average wait time for an assessment (on a year-to-date average).
Average wait time from initial assessment to service initiation (number of days): SBRS	The average number of days waited from initial assessment for school-based rehabilitation services to service initiation (date of the actual first visit).
Number of visits (total – Occupational Therapy): SBRS	The total number of school-based occupational therapy in- person, videoconference, or non face-to-face (such as by telephone or email) visits. A visit is each occasion when an individual is provided service in a functional centre.
Number of visits (total – Physiotherapy): SBRS	The total number of school-based physiotherapy in-person, video conference, or non face-to-face (such as by telephone or email) visits. A visit is each occasion when an individual is provided service in a functional centre.
Number of visits (total – Speech-Language Pathology): SBRS	The total number of school-based speech-language pathology visits including in-person, videoconference, or non face-to-face (such as by telephone or email). A visit is each occasion when an individual is provided service in a functional centre.

Violence Against Women

Definitions

"Women" includes persons who identify as women.
"Dependents" includes children and/or family members affected by violence and/or abuse, who are currently residing in the home of the individual seeking services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

General expectations applicable to all VAW TPRs

- TPRs will have in place the necessary physical security measures to maintain the physical safety, within the agency service location, of women and dependents receiving services and agency employees;

- TPRs must confirm that a Police Vulnerable Sector Check has been completed within the last three years, and every three years thereafter for anyone who comes into unsupervised contact with women and/or their dependents while performing their duties at the agency. This requirement applies to both current and new staff, volunteers and others (e.g., students, board members);

- TPRs will have both a mechanism and a policy requiring the sharing of information with Assaulted Women's Helpline (AWHL), Talk4Healing, and Fem'Aide, and Ontario 211 regarding any service disruption, program closure or enhancements;

- TPRs should keep their information up to date in community resources/connections;

- TPRs will maintain an up-to-date database of TPR profiles and related program information to facilitate appropriate referrals. In addition, where appropriate, TPRs will establish protocols with Ontario 211 to transfer callers to that service and/or to have access to their database;

- TPRs will have in place the appropriate referral protocol to refer callers requesting services in French to regional francophone crisis line (Fem,Aide);

- TPRs will have in place the appropriate referral protocol to refer callers requesting Indigenous specific services to Talk4Healing;

- TPRs should be in compliance with all aspects of the *French Language Services Act* and in designated areas provide an "active offer of services" in French. French speaking individuals should be informed about the available services in French and signs in both English and French should be displayed and visible in public areas;

- TPRs will develop appropriate referral criteria and mechanisms with all local VAW providers, the Children's Aid Society (CAS), including Indigenous Societies (IS) and appropriate children's services in order to maximize the effectiveness of services for women, in keeping with the CAS IS VAW Collaboration Agreements;

- TPRs will have a written service complaint and problem resolution process that will be made available to women and dependents who use services upon request;

- TPRs will have a strategy for the provision of quality services to women who have experienced abuse and their dependents;

- TPRs will work collaboratively with other VAW TPR and local non-VAW service providers in order to increase opportunities for integration of services and supports and the involvement of the broader community;

- TPRs are obligated to follow all applicable legislation, acts, policy, agreements, requirements and guidelines (including but not exclusively MCCSS "Violence Against Women Emergency Residential Standards", (https://www.mcss.gov.on.ca/en/mcss/open/vaw/vaw_Manual.aspx) VAWCC guidelines, CAS/VAW collaboration agreements, Transitional and Housing Support Program guidelines, Guidelines on Police Record Checks for the Vulnerable Sector, and SOR guidelines (https://www.iaccess.gov.on.ca/SORRLTraining/en/index.htm))

General expectations – services delivered: VAW programs

- Programs will respect the diverse needs of all women and children regardless of their ability, race, sexual orientation, political or religious beliefs, ethno-cultural background, and First Nations, Metis, Inuit identity;
- The type of support will be flexible and specific to the immediate crisis situation. The level of support is based on an assessment of the individual's needs, preferences and available individual, agency, community and contracted ministry resources;
- Staff providing services are required to have post-secondary education and/or relevant experience. They will be suitably trained and qualified to provide services to women who have experienced abuse and their dependents. For clinical counselling, staff are required to have a degree in social work or related field.

Capacity Building

- VAW capacity building funding may be available on a fiscal basis to assist eligible TPRs to carry out a broad scope of capacity building activities to strengthen agencies' organizational and functional capacity;
- VAW agencies may choose from a broad scope of activities which fall under three general types of capacities:
  o Organizational and structural capacity
  o Governance and human resource capacity
  o Financial capacity
- VAW capacity building funding cannot be used for direct service delivery to clients;
- Agencies are encouraged to work collaboratively on common activities that would benefit all the agencies or the entire VAW sector.

VAW Satisfaction Survey

- TPRs will provide all individuals who have accessed MCCSS-funded VAW emergency residential, counselling services including crisis/support, long-term

therapeutic and sexual assault counselling and Transitional and Housing Support Program an opportunity to complete the VAW Satisfaction Survey.

CAS IS VAW Collaboration Agreements

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

To assist Children's Aid Societies (CAS), including Indigenous Societies (IS) and Violence Against Women residential and counselling service providers to collaborate more effectively in order to increase the safety of women and their dependents.

Service description

Program goals

- To develop a consistent approach to violence against women issues in the child welfare sector;
- To develop a consistent approach to child protection issues in the violence against women sector
- To build stronger working relationship between the violence against women and child welfare sectors

Ministry expectations:

- CAS, including IS and VAW agencies participating in the collaboration agreements will work cooperatively to develop safety and service planning for women who have experienced violence and their dependents;
- CAS including IS and VAW agencies will ensure that their existing collaboration agreements are consistent with the intersection points and outcomes identified in the collaboration agreement template;

- CAS including IS and VAW agencies will ensure that their existing collaboration agreements are consistent with the guiding principles and values of intervention as identified in the collaboration agreement template;
- Agencies funded through VAW should develop and implement collaboration agreements with their local CAS including IS;
- CAS, including IS and VAW agencies are encouraged to include other agencies engaged for the provision of child welfare and VAW services in collaboration agreements (e.g. non-designated Indigenous child and family services);
- Local CAS IS/VAW Collaboration Agreement Committees will be responsible for:
  - Overseeing the full implementation of the signed Collaboration Agreement;
  - Providing ongoing monitoring of the Agreement, including identifying barriers and changes to improve collaboration
  - Sharing relevant findings with participating CAS, including IS and VAW agencies to celebrate successes and identify/address shortcomings; and
  - Reporting annually to respective Regional Offices on outcomes and issues related to the Agreement.

- Agencies are responsible for ensuring that decisions made by local committees are approved by agency senior management and the Board of Directors.

Component: Violence Against Women

Services delivered: VAW child witness program

Component: Violence Against Women

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

- To provide early intervention to child witnesses of violence against women in order that they may heal from the harmful effects of witnessing violence and thus avoid the later need for more intensive supports;

- To support the development of a personal safety plan for women and their children, who have experienced abuse, in order to confirm their immediate safety and help them avoid further abuse.

Service description

Eligibility

- Children, 18 years of age or younger, who have witnessed violence against women and related forms of violence;
- The children may be residents of residentials, children of women receiving counselling programs or living in the community;
- Caregivers, age 16 years or older, whose children have witnessed abuse;
- Women, age 16 years or older, whose children have witnessed abuse (alternate).

Safety planning

- Services include the development of safety strategies or plans for women and their dependents;
- A safety plan identifies the steps a woman and their dependents can take to increase their safety and helps to prepare them for the possibility of further violence. It should include, but not be limited to:
  - Emergency escape plans for various situations (i.e. going to court, workplace, home);
  - A list of emergency and resource numbers; and
  - A list of items to be stored in a safe place (e.g. ID, clothes, etc.).

- Safety plans reflect the woman's immediate personal circumstances, needs and choices. The plan will be comprehensive, concrete, include safety strategies and referrals to appropriate services.

Services included

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- Comprehensive assessment;
- Development of safety strategies or plans for women and their dependents;
- Concurrent support group counselling for women and their children aged 4 – 18;
- Supports for women and their children aged 0 – 4 (within those TPRs that provide this service);
- Referral and short-term follow-up supports for children and their mothers.

<u>Services excluded</u>

- Crisis phone counselling;
- Counselling support provided as part of other services, such as counselling services, emergency residential, and transitional and housing support program.

Program/service features

<u>Program goals</u>
- Increase the safety of mothers and their children through the development of strategies so that their lives are not further endangered;
- Support child witnesses to tell their stories and to understand their rights, impact, safety planning and violence prevention strategies;
- Assist mothers in supporting their children to heal from the effects of witnessing violence;
- Assist and advocate for women and their children regarding their health, safety and well-being.

Ministry expectations

- Programs will provide follow-up contact for up to three months to address safety issues and support needs Child Witness Guidelines;
- Programs will provide assistance in areas of childcare, transportation and cultural interpretation, as appropriate. Programs will seek to empower women in their

roles as mothers by means of counselling that is learner centred and strengths-based.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Women Served: Child Witness	Unique, or unduplicated, count of women that received Child Witness services in the reporting year. A woman is counted only once per year. If the client carries into the next fiscal year, the client is counted again in the new reporting period.
Child Witness : Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative).
Number of Indigenous Individuals Served: Child Witness	Number of unique individuals (women and dependents) receiving Child Witness services that have identified or self- declared themselves to be of Indigenous, Inuit, Métis or First Nations origin.
Number of Dependents Served: Child Witness	Unique, or unduplicated, count of dependents that received Child Witness services in the reporting year. Dependents are those of the abused woman receiving service. The dependent or child must be receiving services to be counted.
Number of Referrals Elsewhere Due to Capacity or Placed on Waitlist: Child Witness	The combined total of: Referrals elsewhere because the service was at capacity; Number of individuals waitlisted. A women may be counted more than once if she requested service at different points in the fiscal year. Dependents are not counted.

Number of Referrals to a More Appropriate Service: Child Witness	Referrals to a more appropriate service (at same agency, at another agency, for service in French/another language). A women may be counted more than once if she requested service at different points in the fiscal year. Dependents are not counted.

Services delivered: VAW counselling

Component: Violence Against Women

Service objectives

- To provide community-based counselling, support and referral services for women and their dependents who have experienced abuse and/or sexual assault, including historic sexual abuse in childhood in order that they may live free of violence;
- To support the development of a personal safety plan for women and their dependents, who have experienced abuse, in order to confirm their immediate safety and help them avoid further abuse.

Service description

Eligibility

- Services are for women, aged 16 years or older, who identify themselves as having been sexually, physically, or emotionally abused by their partners, or significant others (could include caregiver or other immediate family/household member) and their dependent children.

Safety planning

- Services include the development of safety strategies or plans for women and their dependents;
- A safety plan identifies the steps a woman and their children can take to increase their safety and helps to prepare them for the possibility of further violence. It should include, but not be limited to:
  - emergency escape plans for various situations (i.e. going to court, workplace, home);

- o A list of emergency and resource numbers; and;
- o A list of items to be stored in a safe place (e.g. ID, clothes, etc.).

- Safety plans reflect the woman's immediate personal circumstances, needs and choices;
- The plan will be comprehensive, concrete, include safety strategies and referrals to appropriate services.

Services included

- Crisis/support counselling to assist individuals seeking assistance, delivered in person, or by other means (e.g. phone, email and videoconference);
- Types of counselling services include: crisis/support counselling (includes safety planning; advocating providing rights information, referrals, follow-up support,outreach); sexual assault counselling; and long-term therapeutic counselling to assist women who have experienced abuse to gain a more in-depth understanding of woman abuse and empowerment and cope with the effects of violence;
- Short-term, goal-focused counselling for women in the community;
- Mid and long-term clinical counselling to support abused women's emotional well-being and healing;
- Sexual assault counselling provided to women who have been sexually abused or those who have experienced sexual abuse in their childhood;
- Development of safety strategies or plans for women and their dependents;
- Provision of information on rights, options, and available services;
- Referrals or linking women to appropriate services;
- Outreach to women including promoting residential and residential services;

Services excluded

- Crisis phone support provided through provincial lines;

- Counselling support provided as part of other services, such as emergency residential, child witness program, and transitional and housing support program services.

Program/service features

Program goals

- Increase the safety of women and their dependents who are fleeing violent relationships and prevent further re-victimization;
- Support women to understand their rights, and safety planning and violence prevention strategies;
- Assist caregivers in supporting their children to heal from the effects of witnessing violence;
- Assist and advocate for women and their dependents regarding their health, safety and well-being.

Ministry expectations

- Programs will seek to empower women in their various roles, including that of caregiver, by means of counselling that is person centered;
- TPRs will have mechanisms in place to provide counselling services or referrals to link women in residential options with appropriate services.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Women Served: Counselling Services	Unique, or unduplicated, count of women that received counselling services or child witness services for the reporting year. A woman is counted only once per year. The count represents an active client roster for the year. If the client carries into the next fiscal year, the client is counted again in the new reporting period. This data element includes counts of women served under the former "Child Witness Program" as well as women served under the former "Counselling Services" program.
Number of Referrals Elsewhere Due to Capacity or Placed on Waitlist: Counselling Services	Counselling refers to the former "Child Witness Program" and the former "Counselling Services". This data element includes requests for Counselling that were: Referred elsewhere because the service was at capacity (e.g., staff have full caseloads and cannot take new counselling clients); or Placed on a waitlist. The same women may be counted more than once under Counselling if they requested service at different points in the fiscal year. Reporting is based on the initial response that takes place following the request for service. For example, if a woman requests service and is placed on the waitlist and receives the service within the same quarter, her request for service should still be reported once under this data element. Dependents are not counted under this data element.
Number of Indigenous Individuals Served: Counselling Services	Number of unique individuals (women and dependents) receiving services that have identified or self-declared themselves to be of Indigenous, Inuit, Métis or First Nations origin.

Number of Counselling Hours: Counselling Services	The number of hours spent by paid staff providing counselling for individuals/families in-person or over the phone. Hours are reported from staff perspective from start time to end time. For example, if two staff spend an hour with a group of families, two hours are reported. Counselling refers to the former "Child Witness Program" and the former "Counselling Services". This data element is for counselling hours under the counselling program only. This excludes travel to client, documentation, preparation, and other activities with landlord, shelters, medical professionals, telephone calls to third parties, advocacy, that are performed on behalf of individuals. Time spent providing direct counselling to clients outside of regular set counselling appointments, regardless of setting, should be counted. For example, staff attends court with a client and over a period of five hours, one hour, was spent providing goal focused counselling. This one hour should be counted.
Number of Dependents Served: Counselling Services	Unique, or unduplicated, count of dependents that received counselling services or child witness services for the reporting year. A dependent is counted only once per year. The count represents an active client roster for the year. If the client carries into the next fiscal year, the client is counted again in the new reporting period. Dependents are those of the abused woman receiving service. The dependent or child must be receiving services to be counted. This data element includes counts of dependents served under the former "Child Witness Program" as well as dependents served under the former "Counselling Services" program.
Counselling Services: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative). This includes the "Child Witness Program" and the "Counselling Services" program.

Number of Referrals to a More Appropriate Service: Counselling Services	This data element includes requests for Counselling that were referred to a more appropriate service either within the agency or with another agency. This would include women referred to another agency to receive service in French or another language. The same women may be counted more than once within the same detail code if they requested service at different points in the fiscal year. Reporting is based on the initial response that takes place following the request for service. Dependents are not counted in this data element.

Services delivered: VAW emergency residential

Component: Violence Against Women

Service objectives

- To provide community-based emergency residential safe space and crisis support services for women and their dependents who have experienced violence, in order that they may live free of violence;
- To provide 24/7 crisis phone counselling, including assistance with safety planning, providing information on rights, options and available services, referrals, etc., to assist women to manage an immediate crisis situation;
- To support the development of a personal safety plan for women and their dependents, who have experienced violence, in order to confirm their immediate safety and help them avoid further abuse.

Service description

Eligibility

- Services are for women aged 16 years or older, who identify themselves as having experienced sexual, physical, and/or emotional abuse, and their dependents

Safety planning

- Services include the development of safety strategies or plans for women and their dependents
- A safety plan identifies the steps a woman and their dependents can take to increase their safety and helps to prepare them for the possibility of further violence. It should include, but not be limited to:
  - Emergency escape plans for various situations (i.e. going to court, workplace, home);

- A list of emergency and resource numbers; and;
- A list of items to be stored in a safe place (e.g. ID, clothes, etc.).

- Safety plans reflect the woman's immediate personal circumstances, needs and choices;
- The plan will be comprehensive, concrete, and include safety strategies and referrals to appropriate services.

Specific services provided

- Supportive counselling;
- Temporary safe and secure residential services;

- Provision of food and other residential supports (i.e. blankets, hygiene products);
- Emergency transportation;
- Referrals or linking women to alternative accommodations;
- Assisting with housing applications;
- Provision of information on rights, options, and available services;
- Development of safety strategies or plans for women and their children ;
- Supports for system navigation;
- Assistance with information on immigration, transportation and cultural interpretation;
- Services through the local crisis phone line;
- Outreach to women, including promoting residential services;
- Advocacy on behalf of the woman and her dependents;
- Children's services including child care.

Services excluded

- The VAW emergency residential excludes the following services funded and reported under other VAW programs:
  - Crisis counselling through provincial phone line;
  - Clinical counselling services; and;

o   Sexual assault and long-term counselling.

Program/service features

Program goals

- Assist women who are fleeing violent / abusive relationships to increase safety for themselves and their dependents, prevent re-victimization and take steps to rebuild their lives;
- Support women and their dependents to understand their rights, safety planning and violence prevention strategies;
- Assist women in supporting their dependents to heal from the effects of witnessing violence;
- Assist and advocate for women and their dependents regarding their health, safety and well-being.

Ministry expectations

- Programs will seek to empower women in their various roles, including that of caregiver, through services that are person centred;
- TPRs will implement written policies and procedures in place to address areas identified in the "Violence Against Women Emergency Residential Standards (https://www.mcss.gov.on.ca/en/mcss/open/vaw/vaw_Manual.aspx) " released in September 2015.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Resident Days (women and dependents): Emergency Residential	The number of calendar-days an individual is served in the emergency residential space. The day of entry to service is counted and the day of exit is not counted. When the individual enters and leaves the service on the same day, one day is counted. Count resident days when the following types of beds are used by VAW clients: Beds funded by MCCSS; Beds funded by other revenue (e.g. fundraising) but dedicated for use for VAW clients; Beds funded by other programs (e.g. homelessness); and Alternate settings (e.g. overflow beds, cots, hotel rooms, cribs, etc.). Dependents are those of the abused woman receiving service. The dependent or child must be receiving services to be counted. Note: The day of exit is not counted to allow accurate calculation of occupancy rates. Otherwise the same bed would be counted twice for two different women on the same day. In order to track resident days, take a daily census of occupied beds (including alternate settings if used) and add up the census to calculate the total resident days for the reporting period.
Number of Individuals Served (Women): Emergency Residential	Unique, or unduplicated, count of women that received services in an emergency residential space for the reporting year. A woman is counted only once per year. The count represents an active client roster for the year. If the client carries into the next fiscal year, the client is counted again in the new reporting period. Woman is only reported for residential clients, non-residential clients and phone calls to the shelter are excluded from this data element.
Number of Indigenous Individuals Served: Emergency Residential	Number of unique individuals (women and dependents) receiving services that have identified or self-declared themselves to be of Indigenous, Inuit, Métis or First Nations origin. This data element is only reported for residential clients (i.e., excludes calls to crisis lines or non-residential clients in a VAW shelter).

Number of Dependents Served: Emergency Residential	Unique, or unduplicated, count of dependent that received services in an emergency residential space for the reporting year. A dependent is counted only once per year. The count represents an active client roster for the year. If the client carries into the next fiscal year, the client is counted again in the new reporting period.
Number of Beds: Emergency Residential	The maximum number of spaces for overnight stay by residents at the end of the reporting period. This is a snapshot figure. The spaces include beds that are and are not occupied at the time of count. This includes beds fully or partially funded by MCCSS VAW and beds funded by sources of revenue outside of MCCSS VAW that are dedicated for use for VAW clients (i.e., beds that are funded by fundraising or other revenue sources and help increase the capacity of the service system).Total beds do not include: Alternate settings (e.g. overflow beds, cots, hotel rooms, cribs, etc.) that are used when the shelter is at capacity; or Beds that are dedicated for use by another service (e.g. homelessness).
Number of Admissions: Emergency Residential	Number of women (only) that are accepted to the program to receive services as residents from paid staff during the reporting year. The same person may be counted more than once if they re- enter the service (i.e., this is not a unique count of individuals). Admissions must be documented. For example, a woman begins staying at the shelter in April. She leaves the shelter after two weeks. She returns to the shelter in August for a month. In this scenario, two admissions are counted because the woman re- entered the service within the same fiscal year

Number of Bed Days Available: Emergency Residential	The cumulative number of spaces available and staffed each day in the period to provide services during the reporting period. The total spaces available each day of the reporting period are added. The following types of beds are counted: Beds funded by MCCSS; and Beds funded by other revenue (e.g. fundraising) but dedicated for use for VAW clients. The following types of beds are NOT included in the count: Beds funded by other programs (e.g. homelessness); and Alternate settings (e.g. overflow beds, cots, hotel rooms, cribs, etc.). This data element is intended to show the organization's capacity to provide service. Spaces or beds that cannot be staffed or spaces closed for renovations that are unavailable for service should not be included. These unavailable bed days are not counted but can be derived from this data element. Note: To track this data element, use one of the following two methods: 1) Take a daily census of all open or occupied VAW beds funded by MCCSS or other revenue (those represented in the Beds data element). For this census, exclude alternate settings (e.g. overflow, cots, hotel, and cribs) and beds dedicated for use by another service (e.g. homelessness). Add up the total daily bed count quarterly to report bed days available; OR 2) Track the number of days beds are unavailable daily and subtract this count from the number of beds multiplied by the number of days in the reporting period. For example, for the year end reporting, in a ten bed shelter, one bed was closed for renovations for 20 days during the year. Therefore, the year-end figure for bed days available will equal 3,630:(365 days/year *10 beds) – 20 days closed = 3,630Note: In a leap year, where there is a February 29th, the above calculation would be based on 366 days.
Emergency Residential: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year(cumulative).

Number of Vacant and Unassignable Bed Days: Emergency Residential	The cumulative number of beds each day in the reporting period that are vacant but unassignable due to the configuration of rooms. For example, if a family occupies three of four beds in a room, the fourth bed should be counted as unassignable due to room configuration if the shelter will not place a single woman in a room with a family. The total spaces that are unassignable due to room configuration on each day of the reporting period are added. The following types of beds are counted: Beds funded by MCCSS Beds funded by other revenue (e.g. fundraising) but dedicated for use for VAW clients. The following types of beds are NOT included in the count: Beds funded by other programs (e.g. homelessness) Alternate settings (e.g. overflow beds, cots, hotel rooms, cribs, etc.) Beds that are closed and unavailable due to renovations. This data is intended to show the organization's true capacity to provide service. Rooms that are closed due to renovations are not reported under this data element, since they can be derived from Bed Days Available. To track this data element, use the following method: Take a daily census of all vacant VAW beds funded by MCCSS and other revenue (those represented in the Total Beds data element) that are not available due to room configuration. For this census, exclude alternate settings (e.g. overflow, cots, hotel, and cribs) and beds dedicated for use by another service (e.g. homelessness). Add up the total daily unassignable bed count quarterly to report vacant and unassignable bed days.

Number of Referrals to a More Appropriate Service: Emergency Residential	Women referred to a more appropriate service either within the agency or with another agency. This would include women referred to another agency to receive service in French or another language. This data element includes requests for Emergency Residential that were referred to a more appropriate service either within the agency or with another agency. This would include women referred to another agency to receive service in French or another language. The same women may be counted more than once if they requested service at different points in the fiscal year. Reporting is based on the initial response that takes place following the request for service. Dependents are not counted in this data element.
Number of Referrals Elsewhere Due to Capacity or Placed on Waitlist: Emergency Residential	This data element includes requests for Emergency Residential services that were: Referred elsewhere because the service was at capacity (e.g. beds are at capacity); or Placed on a waitlist. The same women may be counted more than once under Emergency Residential if they requested service at different points in the fiscal year. Reporting is based on the initial response that takes place following the request for service. For example, if a woman requests service and is placed on the waitlist and receives the service within the same quarter, her request for service should still be reported once under this data element. Dependents are not counted under this data element.

Services delivered: VAW provincial crisis lines

Component: Violence Against Women

Service objectives

- To provide 24/7 telephone assistance, information (e.g. rights, safety, violence prevention strategies) and referrals to appropriate services for women who have experienced, or are at risk of experiencing, abuse and their dependents;
- To support the development of personal safety strategies or plans for women and their dependents, who have experienced abuse, in order to confirm their immediate safety and help them avoid further abuse;
- Callers may also be neighbours, family members or friends of a woman in crisis seeking assistance to manage a crisis situation;
- To address the particular challenges of accessing services in rural, remote and isolated communities in Ontario.

Service objectives specific to Talk4Healing

- To provide 24/7 culturally appropriate telephone counselling to Indigenous women across Ontario and specifically in remote and isolated communities with limited access to local services;
- To deliver crisis support, information and referral services to survivors and other members of Indigenous communities impacted by violence against Indigenous women;
- To provide services in Indigenous languages;
- To promote awareness of Talk4Healing throughout Ontario.

Service description

People served

- Services are for women, aged 16 years or older, calling to request assistance and support in dealing with abuse by their partners (including physical, sexual or emotional abuse), significant others, other relationships (e.g. landlords, caregivers, someone else in a position of authority), or strangers (e.g. sexual assault).

Talk4Healing additionally serves

- Indigenous men whether survivors and/or abusers living in Ontario who require information and referral to other services in their communities;
- Concerned family/friends and community members living in Ontario who require information and referral to other services in their communities;
- Non-Indigenous women who require information and referrals to other VAW services in their communities.

Definitions

Safety planning

- Services include the development of safety strategies or plans for women and their dependents;
- A safety plan identifies the steps a woman and their dependents can take to increase their safety and helps to prepare them for the possibility of further violence. It should include, but not be limited to:
  - Emergency escape plans for various situations (i.e. going to court, workplace, home);
  - A list of emergency and resource numbers; and;
  - A list of items to be stored in a safe place (e.g. ID, clothes, etc.).

- Safety plans reflect the woman's immediate personal circumstances, needs and choices. The plan will be comprehensive, concrete, and include safety strategies and referrals to appropriate services.

Services provided

- Toll-free phone line available throughout Ontario, 24 hours per day, 7 days per week for confidential, anonymous crisis calls;
- Services are provided via telephone and TTY devices;
- Assistance to callers to manage immediate crisis situations;
- Development of safety strategies or plans for women and their dependents;
- Provision of information on rights, options and available services;
- Referral or assisting callers in accessing appropriate services;
- Services will be client-centered based on individuals' needs and preferences;
- Wherever possible, individuals will be connected to the programs and services available in their communities or surrounding areas, including available;
- counselling services;
- elf-identified individuals seeking services for themselves will be referred to either Fem'aide (for Francophone women), Talk4Healing (for Indigenous women) or the Assaulted Women's Help Line according to the caller's preference.

Services provided specific to Talk4Healing

- In addition to English, services will be available in the three predominant Indigenous languages in Ontario (Ojibway, Cree and Oji-Cree), and other Indigenous languages as requested, either directly through Talk4Healing or through a secondary service;

- Services available to Indigenous men, abusers, and concerned family, children and dependents, friends and community members will include:
  - Information and referral to appropriate community services (including, where possible, Indigenous cultural/holistic programs and services;

- o The agency will market the helpline to increase awareness of the services provided.

Services excluded

- The Provincial Crisis Line program excludes the following services:
  - o Calls related to administration, or calls from other TPRs, funders, etc.; and
  - o Crisis phone support provided as part of other services, such as local emergency residential crisis lines.

Program/service features

Program goals

- Increase the safety of women and their dependents

- Provide timely, reliable and accurate information and service referral to women fleeing violent relationships;

- Support women to understand their rights, safety planning and violence prevention strategies;

- Assist with the health, safety and well-being needs of the woman.

Program goals specific to Talk4Healing

- To increase access to culturally appropriate VAW services and supports for Indigenous women who have experienced violence and their dependents across Ontario;

- To respond to the high rates of violence experienced by Indigenous women.

Ministry Expectations

Referral criteria and protocols with emergency service responders will be developed in order to immediately connect individuals requiring urgent

emergency assistance to the appropriate emergency responders (police, medical, etc.)

Protocols will be established to outline emergency management procedures to ensure services will be able to continue operations during an emergency situation that may occur at the location (e.g., if the agency experiences a flood and staff are unable to access the agency)

Staff qualifications specific to Talk4Healing

- Program staff will respect and be sensitive to the social, linguistic and cultural diversity of Indigenous communities;
- Program staff will be trained and/or qualified to effectively respond to issues including but not limited to violence against Indigenous women (emotional, physical, sexual abuse), suicide, intergenerational trauma, mental health, addictions, and the isolation and unique circumstances experienced by some Indigenous women living in remote/isolated communities;
- In addition to the above qualifications, program staff providing counselling services will also have post-secondary education and/or relevant experience. For clinical counselling, staff are also required to have a degree in social work or a related field;
- Program staff will be trained and/or qualified to provide referrals to Indigenous cultural/holistic programs and services;
- Program staff will have knowledge of the types of programs and services available across Ontario for Indigenous women, children and dependents, men and abusers.

Protocols and partnerships specific to Talk4Healing

- The agency may partner with other organizations to support service delivery and/or a marketing strategy;

- he agency will develop relationships and linkages with existing service providers and Indigenous communities in Ontario to further enhance service coordination and collaboration;
- Partnership agreement and protocols with women's shelters in southern Ontario and across the province will be developed to form a community network of support for the Help Line (including Ontario Association of Interval & Transition Houses (OAITH) and Aboriginal Shelters of Ontario (ASOO);
- Referral criteria and protocols with existing service providers serving male survivors and abusers across Ontario will be developed in order to maximize the effectiveness of services for Indigenous men;
- Expanded existing translation services to include additional Indigenous languages.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Provincial Crisis Lines: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative).

Number of Phone Interactions: Provincial Crisis Lines	The number of occasions when services are provided by paid staff over telephone to individuals. The service may be provided by paid staff or interpreters. The phone interaction (call) must be documented. This excludes: Calls with volunteers without any paid staff present; Administrative calls or calls with landlord, shelters, medical professionals, etc., on behalf of individuals where clients are not present; and Hang-ups without an opportunity to provide service. This is ONLY applicable to the Assaulted Women's Helpline, Fem'Aide and Talk4Healing.

Services delivered: VAW transitional and housing support program

Component: Violence Against Women

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

- To provide transitional and housing supports and services for women and their dependents, who have experienced abuse, to help them connect with community supports and find and maintain housing;
- To support the development of a transitional support plan and a safety plan for women and their dependents, who have experienced abuse, based on the principles of person- centered planning, self-determination and choice, and that services provided are reflective of these plans;
- To assist and advocate for women and their dependents regarding their health, safety and well-being;
- To strengthen connections to safe and affordable housing supports and additional services, as needed;
- To assist women in healing from violence as well as supporting their dependents to heal from the effects of witnessing violence.

Service description

Eligibility

- Services are for women, aged 16 or older, who identify themselves as having been sexually, physically, or emotionally abused by their partners, significant others (could include caregiver or another immediate family/household member);

- Women may be currently receiving services from a residential or women's/ family counselling program. Intake is not limited to these referral sources and should include/be accessible to all who are eligible.

Individual transition plan and goal setting

- Services include the development of a transition plan for women
- The plan should identify the short-term and long-term goals that a woman would like to achieve and the steps they will need to take to achieve these goals. Goals may include, but are not limited to:

  o Securing legal assistance;
  o Finding and maintaining housing Applying for social housing Securing financial assistance;
  o Connecting with counselling and other support services; and
  o Connecting with community resources (e.g. schools, legal, immigration).
- The plan will be based on the principles of person-centered planning, self-determination and choice

Individual safety planning and goal setting

- Services include the development of safety strategies or plans for women and their dependents;
- A safety plan identifies the steps a woman and their children can take to increase their safety and helps to prepare them for the possibility of further violence. It should include, but not be limited to:
  o Emergency escape plans for various situations (i.e. going to court, workplace, home);
  o list of emergency and resource numbers; and;
  o A list of items to be stored in a safe place (e.g. ID, clothes, etc.).
- Safety plans reflect the woman's immediate personal circumstances, needs and choices. The plan will be comprehensive, concrete, include safety strategies and referrals to appropriate services for women who reside in the community.

Specific services Included

- Developing transition and safety plans
- Referrals and advocacy in the following areas:
  - Housing;
  - Long term counselling Parenting support Educational upgrades Job training;
  - Applying for income support Immigration process Cultural interpretation;
  - Legal process, including legal aid, court attendance and custody; and;
  - Health and wellness services.

- Providing necessary community supports including:

  - Applying for income support;
  - Group supports for women in transition including job training Immigration process including applications;
  - Cultural interpretation; and;
  - Legal process, including legal aid, court attendance and custody.

Services excluded

- The VAW Transition and Housing Support detail code excludes referrals and linkages provided as part of other services, such as emergency residential, counselling, crisis phone counselling and child witness program services;

Program/service features

Program goals

- Increase the safety of women and their dependents;
- Assist both women and their dependents by providing strength-based supports to maximize their capacity to live free of violence;

- Assist caregivers in supporting their dependents to heal from the effects of witnessing violence;
- Assist and advocate for women and their dependents regarding their health, safety and well-being.

Ministry expectations

- The type of support will be flexible and based on an individual transition plan which has both short and long-term goals;
- TPRs will work collaboratively with the Social Housing Co-ordinated Access Centres to co-ordinate housing supports available to women who have experienced abuse, as per the following existing local cross-sectoral referral agreements requirements:

  o All THSP providers are expected to have a referral agreement in place with their local Social Housing Co-ordinated Access Centre(s)
  o Each referral agreement should outline how the THSP and social housing providers will work together when:

    ▪ A tenant identifies a need for violence against women support services A survivor of domestic violence is placed under the special priority policy A survivor of domestic violence is at risk of eviction;
    ▪ A transitional and housing support worker refers a client to an Access Centre; and;
    ▪ Additional intersection points can be developed, as necessary.

  o The development of the local referral agreements will adhere to the principles outlined in the program guidelines for the Transitional and Housing Support Program (distributed October 2004);
  o The referral agreement will include a conflict resolution process for the development and implementation of the agreement. The conflict resolution process should address disputes that may arise during the development, implementation and administration of the local referral agreement; and;

o   TPRs participating in local referral agreements are encouraged to include other parties into the existing referral agreements, as appropriate (e.g. emergency homeless shelters, VAW emergency residential supports, rent banks, etc.).

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Referrals to a More Appropriate Service: Transitional and Housing Supports	Women referred to a more appropriate service either within the agency or with another agency. This would include women referred to another agency to receive service in French or another language. This data element includes requests for Transitional and Housing Supports that were referred to a more appropriate service either within the agency or with another agency. This would include women referred to another agency to receive service in French or another language. The same women may be counted more than once if they requested service at different points in the fiscal year. Reporting is based on the initial response that takes place following the request for service. Dependents are not counted in this data element.
Number of Women Served: Transitional and Housing Supports	Unique, or unduplicated, count of women that received services under transitional and housing supports for the reporting year. A woman is counted only once per year. The count represents an active client roster for the year. If the client carries into the next fiscal year, the client is counted again in the new reporting period.
Number of Indigenous Served: Transitional and Housing Supports	Number of unique individuals (women only) receiving services that have identified or self-declared themselves to be of Indigenous, Inuit, Métis or First Nations origin. Dependents are not counted under this data element.

Number of Referrals Elsewhere Due to Capacity or Placed on Waitlist: Transitional and Housing Supports	This data element includes requests for THSP that were: Referred elsewhere because the service was at capacity (e.g., staff have full caseloads and cannot take new THSP clients); or Placed on a waitlist. The same women may be counted more than once under THSP if they requested service at different points in the fiscal year. Reporting is based on the initial response that takes place following the request for service. For example, if a woman requests service and is placed on the waitlist and receives the service within the same quarter, her request for service should still be reported once under this data element. Dependents are not counted under this data element.
Transitional and Housing Supports: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative).

Services delivered: VAW coordinating committees

Component: Violence Against Women

Service objectives

- To support community coordination activities to improve community responses to the needs of survivors of abuse by strengthening linkages and networks among existing community agencies/service providers and enhancing inter-agency cooperation, collaboration, coordination, and integration.

Service description

Program goals

- Strengthening partnerships and community linkages (networking, enhanced collaboration, information sharing among local service systems to improve accessibility and quality of services);
- Carrying out prevention, education and training to help raise awareness of the issue of violence against women, the resources/services available in the community, and enhancing the service system knowledge base;
- Promoting innovation and involvement of multiple partners in planning and delivery with the goal of increasing accessibility and quality of services;
- Identifying and developing plans to reduce service gaps;
- Build organizational and system capacity, enhance capabilities, and strengthen operations in the Violence Against Women system.

Ministry expectations

- Members of the Violence Against Women Coordinating Committees (VAWCC) should include representation from the VAW sector (i.e., residentials, counselling

and family services, survivors of violence). VAWCC are strongly encouraged to seek representation from other sectors, included but not limited to:

- o Justice (i.e., police and victim services, crown attorneys, judges);
- o Health;
- o Child welfare Housing;
- o Indigenous services;
- o French language services;
- o Settlement/immigration services; and;
- o Other social service systems.

- To promote an integrated service delivery system that is responsive to survivors, VAWCC's are expected to be representative of their community and include stakeholders from diverse populations such as Indigenous and Francophone communities;

- VAWCC's are encouraged to share with MCCSS any of their activities/initiatives that may include: promotional/education materials, training curriculum, inter agency protocols, and research;

- Project funding should be used to fund domestic/sexual violence related projects that aim to improve community responses to the needs of survivors by strengthening linkages and networks among existing community agencies/service providers.

Services delivered: VAW CAN-ON 22-23

Component: Violence Against Women

Legislation: *French Language Services Act (FLSA)*
(https://www.ontario.ca/laws/statute/90f32)

Service description

The Canada-Ontario (CAN-ON) Agreement on French-language services (FLS) is a bilateral agreement between the Government of Canada and the Province of Ontario.

The purpose of the CAN-ON Agreement on FLS is to provide funding to ensure the continued development, enhancement and accessibility of quality French-language services for Ontario's Francophone community, in accordance with obligations under the *French Language Services Act*, 1986.

People served

Vulnerable Francophone populations, including victims of violence.

Program/service features

CAN-ON supports projects that:

- Improve accessibility and quality of community and social services in French for vulnerable Francophone populations;
- Enhance the development of integrated services for vulnerable Francophone populations.

Specific service provided

Violence Against Women's – CAN-ON 22-23

Ensure the optimal planning and delivery of FLS for vulnerable Francophone populations, including victims of violence.

Program goals

Ensure access and quality of social and community services in French for vulnerable Francophone populations, including victims of violence.

Ministry expectations

- Projects should be time-limited, and/or demonstrate sustainability beyond the one-time funding that is available;

- Projects should outline concrete outcomes, including performance measures that are SMART (specific, measurable, achievable, realistic and have a particular timeline);

- Projects should give consideration to partnerships, cross-sectoral/inter-ministerial collaboration and creative/innovative thinking;

- Projects receiving CAN-ON funding are required to report that progress is being made toward attaining the stated objectives, interim and final reports are required for each project every year of the initiative's duration and must be submitted to the MCCSS FLS Unit within the prescribed timeframe. These reports are reviewed by the MCCSS FLS Unit to ensure that the terms and conditions of funding are being met.

Reporting requirements

- The full yearly contribution of federal funds is flowed to the ministry prior to the end of each fiscal year that the project is funded following the production of an interim financial report provided by the MCCSS FLS Unit detailing:
  - The actual expenditures incurred by each project prior to September 30, and;
  - The total expenditures anticipated until March 31 of the fiscal year in question.

- Submission of the interim report must be done in the form provided by the MCCSS FLS Unit and as at the time communicated by the MCCSS FLS Unit

- In addition, for each year that a project is funded, the ministry must submit a final report to the FLS Unit detailing:
  - The results of the preceding fiscal year, based on the measures, performance indicators and outcomes set forth in the project submission, and;
  - The actual expenditures up to March 31 of the preceding fiscal year.

- Submission of the final report must be done in the form provided by the MCCSS FLS Unit and as at the time communicated by the MCCSS FLS Unit;

- The interim and final reports must be certified by a duly authorized financial

officer of the ministry.

Service Data Name	Definition
VAW CAN-ON Funds 22-23: Ministry-funded Agency Expenditures	Total funds for the Transfer Payment Recipient to administer and/or deliver this project in the reporting year (cumulative)

Component: Victim Services

General expectations applicable to all victim services TPRs

The first three sections of this document: French Language Services; Complaints Resolution; and Coordination and Collaboration set out requirements that are applicable to most Programs/Services outlined in this document and must be read in conjunction with the specific Program/Service that the Recipient is responsible for. The following French Language Services requirements apply to all Programs/Services set out in this Service Objectives Document.

French language services

Recipients providing services in non-designated areas

The Recipient is required to maintain a list of French language services (FLS) in their area and a referral process to ensure that requests for services in French are directed to appropriate FLS providers in the community.

Recipients providing services in designated areas

If the Recipient is responsible for services in one of the areas designated by the *French Language Services Act*, in addition to the above requirement, the Recipient will also demonstrate to the Province the following:

- Access to FLS: Initial incoming calls are answered in French and over-the-counter services are available in French at all times; there is signage and visibility of available services in French and appropriate means of communicating with the Francophone population;
- Communication with stakeholders: All correspondence sent to the Recipient in French receives a reply in French. All materials intended for public distribution are made available simultaneously in English and French. Any forum, meetings or consultation meetings are offered in both French and English;
- Written communication: Documents produced for public use are translated into French;

- Complaint resolution: A complaint mechanism is identified to support resolution of complaints/issues pertaining to the delivery of <u>FLS</u> that complies with the Complaints Resolutions section in this Service Objectives Document;
- Data collection/reporting: Data is collected and reported on regarding the number of individuals receiving <u>FLS</u>, the number of activities/consultations with the Francophone community and other related reporting as requested by the Regional Office.

In addition, Recipients that provide services in the areas designated by the *French Language Services Act* will collaborate with other service providers responsible for the delivery of French Language Services in order for both service providers to meet their obligations.

Complaints resolution

The following Complaints Resolution requirements apply to all Programs/Services set out in this Service Objectives Document except for the following Programs: Online Training Initiative to Address Anti-Human Trafficking, Online Training Initiative to Support Senior Victims of Crime, and the Victim Quick Response Program+.

Below are the minimum requirements that Transfer Payment Recipients are expected to meet. Reference should be made to the Implementing Complaints Resolution Best Practices for Service Delivery Guidance Document.
- The Recipient shall have a written service complaint and resolution process;
- The Recipient shall ensure the written service complaint and resolution process:

    o Includes a process about how a complaint can be submitted anonymously to the agency;

    o Outlines the actions to be taken in response to a complaint;

    o Includes timelines for acknowledgement of complaints and for responses to complaints;

    o Outlines circumstances for when additional time is required for responses to complaints;

- Outlines all potential internal and external avenues of escalation to be taken if a Client/Participant is not satisfied with the resolution;

- Acknowledges the complaint and provides assurances that making a complaint with not affect a Client/Participant's access to services;

- Incorporates existing processes as outlined in the Serious Occurrence Reporting Procedures for Transfer Payment Recipients.

- Information about this process will be publicly available and provided to the Province upon request;

- The Recipient will provide all Clients/Participants, including the parents/guardians and support persons of Clients/Participants with information about the service complaint and resolution process;

- The Recipient shall ensure that all processes and procedures relating to the service complaint and resolution process comply with all applicable accessibility, human rights, and French language services requirements;

- The written service complaint and resolution process shall be regularly reviewed and approved by the Governing Body;

- The Recipient will be responsible for retaining records in relation to complaints for seven years from the expiry of the Agreement;

- The Recipient will incorporate information and training on the service complaint and resolution process for all new employees and volunteers.

Coordination and collaboration

The following Coordination and Collaboration requirements apply to all Services Delivered set out in this Service Objectives Document except for the Anti-Human Trafficking (AHT) Online Training Initiative, Supporting Senior Victims of Crime Online Training Initiative (SSVC), and the Victim Quick Response Program+ (VQRP+).

Below are the minimum requirements that Transfer Payment Recipients are expected to meet. Reference should be made to the Implementing Coordination and Collaboration Best Practices for Service Delivery Guidance Document.

Providing clients with service information & overview of victim rights

- The Recipient will utilize and/or maintain an up-to-date inventory of relevant programs and services available in their community;

- The Recipient will make available to all Clients/Participants current resource and information materials on topics relevant to the Program/Service as well as other relevant community support services available in their community.

The Recipient will make information on victims' rights as outlined in Ontario's *Victims' Bill of Rights* and the *Canadian Victims Bill of Rights* available to all Clients/Participants.

Referrals & system navigation

- The Recipient will offer referrals proactively, as well as at the request of Clients/Participants, where appropriate, to:
  - Ensure Clients/Participants have access to inclusive services and supports that meet their diverse, linguistic, cultural, and accessibility needs; and;
  - Empower Clients/Participants to access their choice of service provider.

- The Recipient will provide assistance to Clients/Participants in accessing other service providers and will facilitate the connection, where appropriate, and with Client/Participant consent

- The Recipient will coordinate with relevant Indigenous organizations and communities to facilitate access to culturally appropriate services for Indigenous Clients/Participants

Partner engagement & collaborative networks

- The Recipient will participate in activities to build cooperative and mutually supportive relationships with other community groups and organizations;

- The Recipient will participate in outreach and service promotion activities in collaboration with other service providers to promote Clients'/Participants' awareness of, and access to services;

- The Recipient will build relationships with Indigenous service providers offering culturally appropriate services to Indigenous Clients/Participants;
- The Recipient will participate on committees, networks, or community tables that are relevant to the Program/Service where appropriate.

Services delivered: Anti-Human Trafficking (AHT) Online Training Initiative

Component: Victim Services

Legislation: *Ministry of Community and Social Services Act*

Service description

The Province is providing funding to the Recipient to provide ongoing maintenance and technical support for Participants in the Online Training Initiative to Address Human Trafficking. Funding is also being provided to update portions of the content, develop additional materials and continue promoting the training program among service providers to help identify and provide appropriate services required by victims of human trafficking.

People served

Service providers and professional associations across the province.

Program/service features

Specific service provided

The Recipient will:
- Maintain the existing website and training modules and provide prompt technical and academic support to training Participants;
- Update the content based on recent developments in the anti-trafficking efforts in Ontario and based on feedback received from Participants;

- Develop modified versions of the training for targeted promotion among certain professional categories, in consultation with the Province;
- Host a series of four webinars in each year, offering Participants the opportunity to interact with the training development team, ask questions and engage in;
- conversations with subject matter experts and other service providers working to assist human trafficking victims/survivors;
- Host four Q&A sessions that focus specifically on MCIS training modules where subject matter experts would lead a discussion on various human trafficking topics covered in the training programs;
- Promote the training program among service providers and professional associations across the province;
- Update and promote the training initiative as a continuing education resource for professionals working with survivors of human trafficking.

  - Update the training to align with and reflect the efforts being made as part of the Ontario Strategy to End Human Trafficking and the Provincial Anti-Human Trafficking Coordination Office
  - Actively promote the training with professional bodies such as the Law Society of Upper Canada, the Ontario Nurses' Association, Police Colleges and School Boards and Community Colleges, and promote this training initiative as Continuing Education Units so members get professional development credits
  - Develop additional training content and webinars for continued engagement of learners, in alignment with the Province's instructions as to theme or subject matter

Program goals

The goals of this initiative are to ensure ongoing access and user support for the existing online training, and to enhance the training to provide additional/updated information to training Participants. With the development of new modules of the training, it is anticipated that the training will appeal to an even wider professional audience.

Ministry expectations

The Recipient will participate in the evaluation of services through the submission of financial/statistical reports and other processes identified by the Ministry.

The Recipient will evaluate the effectiveness of the human trafficking curriculum and online training, based on criteria to be developed jointly with the Province. This will include an analysis of any written or verbal feedback received from training Participants as demonstrated through feedback surveys conducted in both English and French.

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Performance measures and project evaluation service data will be reported through supplemental reports to the ministry.

Service Data Name	Definition
Ministry-funded Agency Expenditures: Anti- Human Trafficking (AHT) Online Training	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Anti-Human Trafficking Online Training program in the reporting year (cumulative).

Services delivered: supporting senior victims of crime online training initiative (SSVC)

Component: Victim Services

Legislation: *Ministry of Community and Social Services Act*

Service description

The Province is providing funding to the Recipient to provide ongoing maintenance and technical support for Participants in the Supporting Senior Victims of Crime online training for victim service providers to better assist seniors affected by violent crime. Funding is being provided as part of an ongoing process to update the training content including additional materials as required and continue promoting the training to service providers to allow them to be more able to identify and respond to the needs of seniors affected by violent crime as well as coordinate community responses and referrals.

People served

Service providers across the province.

Program/service features

Specific service provided

The Recipient will:

- Maintain the existing online training platform and provide technical support to facilitate service providers to access the training until the end of fiscal year 2022-23;
- Update the website content and handbook based on feedback received from Participants as well as recent developments involving improved practices relating to better addressing the need of older victims of crime;

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- Host a series of four webinars in each year, offering Participants the opportunity to interact with the training development team, ask questions and engage in conversations with subject matter experts, other service providers that work with older populations;
- Continue promoting the training program to encourage service providers across the province to participate in the online training.

Program goals

The goals of this initiative are to ensure ongoing access and user support to the existing online training, and to enhance the training to provide additional/updated information for its Participants, increase service providers' ability to identify and respond to the unique needs of seniors affected by violent crime, including those impacted by domestic violence and/or sexual assault, as well as to help service providers coordinate community responses and referrals across sectors.

Ministry expectations

The Recipient will participate in the evaluation of services through the submission of financial/statistical reports and other processes identified by the Province.

The Recipient will evaluate the uptake and effectiveness of the curriculum and online training, based on criteria to be developed jointly with the Province. This will include an analysis of any written or verbal feedback received from training Participants as demonstrated through feedback surveys conducted in both English and French.

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Ministry-funded Agency Expenditures: Supporting Senior Victims of Crime Online Training Initiative (SSVC)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Supporting Senior Victims of Crime Online Training program in the reporting year (cumulative).

Services delivered: family court support worker (FCSW)

Family Court Support Worker (FCSW)

Component: Victim Services

Legislation: *Ministry of Community and Social Services Act*

Service description

The Province provides funding to the Recipient to deliver the Family Court Support Worker Program. This community-based program provides supports to victims of domestic violence involved in the family court process. Funding for the Family Court Support Worker Program covers salary, benefits and related costs for Family Court Support Workers.

People served

The Family Court Support Worker Program is funded through the Victims' Justice Fund. All services funded through this source will be directed exclusively to benefit victims of crime.

The Family Court Support Worker Program is intended for victims of domestic violence who are involved in the family court process. This includes victims who are about to start a family court proceeding.

Recipients will serve male victims of domestic violence, either through direct service delivery or referrals to services that meet their specific needs.

Program/service features

The Recipient will provide direct services and support to victims of domestic violence involved in the family court process. Services will facilitate the victim's understanding of, and passage through, the family court system.

Important Note: Family Court Support Workers will not provide legal advice, opinion or direction to clients.

The Recipient is responsible for the delivery of Family Court Support Worker Program services/activities to Clients living in the catchment area. All victims of domestic violence must be able to access Family Court Support Worker Program services within their catchment area. Where the mandate of a Family Court Support Worker Program service provider limits client access to services at their organization (e.g. for male survivors of domestic violence), the service provider must have a process in place to ensure that the victim of domestic violence is able to receive equivalent services in their catchment area. For example, the Recipient could coordinate with another Family Court Support Worker Program service provider in an adjoining catchment area to ensure services can be provided in the victim's jurisdiction of choice. Victims of domestic violence will not incur any costs to access these alternative services.

The Recipient will work collaboratively with other services for victims of domestic violence, including the Victim/Witness Assistance Program (V/WAP), to ensure victims have access to the supports they need at every stage of the court process.

The Recipient will encourage and support workers to participate in training opportunities available through the Family Court Support Worker Program Training Initiative, including use of the online portal for the initiative.

Specific service provided

Support workers will:
- Conduct a needs assessment for clients;
- Provide information about the family court process;
- Assist the victim to record the history of abuse to prepare for family court proceedings;
- Provide the victim with safety planning, including safety planning related to court attendance, and referrals for risk assessments where appropriate;
- Assist the victim with the legal aid process;
- Support the victim to follow through on requests received from lawyers;

- Debrief with clients following family court appearances, lawyer appointments, Family Law Information Centre meetings, and consultations with duty counsel;

- Refer the victim to specialized services (both domestic violence-specific and culturally relevant services) in the community;

- Communicate with criminal court-based services, such as the V/WAP, where appropriate, and in accordance with the appropriate protocol;

- Communicate with other family court-based services and referral sources to ensure seamless delivery of appropriate information and support;

- At the client's request, accompany the victim to a family court proceeding, where appropriate, and resources permit.

The Recipient is responsible for completing all workplan activities as identified by the ministry.

Program goals

The goals of the Family Court Support Worker Program are to:
- Provide supports for victims of domestic violence involved in the family court process, and address victim safety through safety planning;

- Increase the victim's awareness of available services and supports;

- Build the core competencies of service providers to support victims of domestic violence who are involved in the family court system.

Ministry expectations

The Recipient will comply with any Program Standards that are developed for the Family Court Support Worker Program by the Province.

The Recipient will distribute client satisfaction surveys to all Clients when their participation in the Family Court Support Worker Program ends (i.e. when the file is closed). Recipients will offer Clients the option of completing the survey online or by hard copy.

The Recipient will participate in other processes identified by the Province to measure

the effectiveness of the Family Court Support Worker Program, Family Court Support Worker Program service delivery and compliance with the Agreement.

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Quarterly service data will be reported through supplemental reports to the ministry.

Service Data Name	Definition
Ministry-funded Agency Expenditures: Family Court Support Worker (FCSW)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Family Court Support Worker program in the reporting year (cumulative).

Family court support worker (FCSW) training initiative

Legislation: *Ministry of Community and Social Services Act*

Service description

The Province provides funding to the Recipient to continue to enhance the Training Initiative for workers funded by the Family Court Support Worker (FCSW) Program. This training initiative involves:

- Training, both in person and through an online web portal, to support delivery of consistent, specialized services across the province for victims of domestic violence who are involved in the family court process;
- Maintaining a moderated online discussion forum and resource repository, where Family Court Support Workers (FCSWs) can be kept up to date on issues relevant to their role, and share lessons learned and best practices.

People served

The training is provided to Family Court Support Workers.

Program/service features

The Recipient is responsible for the delivery of Program services/activities to Participants living in the catchment area.

The Recipient will consult with the Province on key deliverables. Key deliverables include the following:

i. Review and enhance core competencies for FCSWs
- This should be reflected in any additional training materials developed during this contract period to improve skills and knowledge of core competencies;
- Any updates will be part of the FCSW training component.

ii. Training

- Training and related materials should be clear on the distinction between the provision of legal information, which is within scope of the FCSW Program, and legal advice, which is not within scope;
- Training materials for the in-person training will take into account and align with any existing FCSW Program Standards or any that may be developed by the Province for implementation during the contract period;
- Ensure that training addresses opportunities to increase service delivery capacity to diverse populations;
- Address the training needs of new FCSWs through the development and provision of an online training program.

a) In Person Training

During each Funding Year, training for FCSWs will include one conference, of two days in length, and will also include an additional one-day conference for new FCSWs entering the FCSW Program. The Recipient will work in collaboration with the Province to develop the learning components of any in-person training or conference for FCSWs, which should focus on increasing the knowledge and capacity of FCSWs to deliver funded services. The Recipient will obtain prior approval of the Province for the final curriculum of any in person training or conference

In addition, this training should:
- Incorporate topics related to the family justice system, family law and domestic violence, and the role of the Victim/Witness Assistance Program (V/WAP);
- Incorporate components relating to the unique needs of Francophone victim;s, Indigenous victims, victims with disabilities and other diverse populations
- Address the specific needs of those who identify as male victims of domestic violence and those with non-binary gender identity who are victims of domestic violence, in addition to the addressing the specific needs of those who identify as women who are victims of domestic violence;
- Be delivered in a manner consistent with the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations, including the establishment of policies,

practices and procedures that promote accessibility for persons with disabilities to access the services offered;

- Be delivered in a manner consistent with the Freedom of Information and Protection of Privacy Act, the French Language Services Act, and Ontario's Human Rights Code.

b) Online Portal

- Provide access and online resources for FCSWs funded to deliver the FCSW Program, including the additional non-FCSWs previously trained;
- Activities under this heading include:
  - Maintain an online moderated discussion forum for FCSWs as a means of disseminating pertinent information, including updates on relevant changes in family law and family and criminal courts, and responding to concerns or challenges workers are encountering in the course of carrying out their duties;
  - The online discussion forum will be moderated by a family law lawyer. Moderation will be provided on a regular basis (6 days a month) to ensure that timely responses are made to online inquiries;
  - Maintain an online directory with the up-to-date contact information for each of the FCSWs in the province;
  - The Directory should include a current list of workers who can provide services in French in designated areas under the French Language Services Act and also who facilitate the coordination of French language services in non-designated areas.

- Develop, enhance and maintain online resource and training materials, including an up-to-date Resource Manual, and best practices to support FCSWs in their assignments:
  - Develop an enhanced orientation process and package to support new forum users;
  - Provide support regarding user skill development and technical issues related to the forum for forum users;
  - Conduct research and evaluate forum use dynamics;

- o All in-person training materials will be available on the online portal within 30 days of the training (conference);
- o Links to services for victims of domestic violence, including French, Indigenous, those who identify as male, those with non- binary gender identity as well as those who identify as women will be available on the portal;
- o The Province will be granted 14 days' access to the moderated forum after each reporting period as well as when requested by the Province.

Program goals

The goals of the Family Court Support Worker Training Initiative are to:
- Enhance the knowledge and competency of FCSWs to support the delivery of consistent, specialized services across the province for victims of domestic violence who are involved in the family court process.

Ministry expectations

i. Providing Access to the FLS Initiative
- The FCSW Program French Language Services (FLS) Initiative will be provided access to the Training Initiative Program portal and electronic discussion forum, so that the coordinator of the FLS initiative can scan the English language portal and/or forum to identify relevant questions, discussions, issues or information for users of the French language forum;
- The list of FCSWs who can provide services in French in designated areas will be provided to the FCSW Program's FLS Initiative.

ii. Workplan items
The Recipient is responsible for completing all workplan activities identified by the ministry.

iii. Evaluation
The Recipient will administer an evaluation of the following components to FCSWs:
- In-person training (conference)
- Online forum and/or portal

Evaluations of the online forum and/or portal will be completed by the last day of June of each Funding Year and the evaluation of the in-person training will be completed within 3 months of the dates of the in-person trainings/ conferences.

The results will be evaluated by the Province on a regular basis to assess performance and effectiveness in addressing the training and online portal (including discussion forum) and also include an assessment of the ongoing educational needs of FCSWs.

Evaluation should include the following:

- FCSWs satisfaction with the quality of in person training, website, online resources, and moderated forum, as shown through feedback surveys or other tools, which will be developed in consultation with the Province and will address
  o Quality and relevance of the training and the curriculum, as demonstrated by:
    ▪ How well the curriculum addresses Program requirements as outlined in this document and identified in consultation with the Province
    ▪ Delivery of training; and;
    ▪ The extent to which FCSWs acquire, maintain and improve knowledge and skills as a result of the training.

  o Quality of website and online resources provided for ongoing access by FCSWs, as demonstrated by:
    ▪ Quality, relevance, and currency of information, training materials, and best practices available online;
    ▪ Ongoing maintenance of online directory with up-to-date contact information.

Successful maintenance and enhancement of a collaborative learning environment for FCSWs, as demonstrated through participation in the moderated online discussions and forums.

Accessibility of online resources to FCSWs, as demonstrated by portal traffc and outreach activities.

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Quarterly service data will be reported through supplemental reports to the ministry.

Services delivered: Internet Child Exploitation Counselling Program (ICE)

Component: Victim Services

Legislation: *Ministry of Community and Social Services Act*

Service description

The Internet Child Exploitation Counselling Program provides short-term counselling services to victims of Internet Child Exploitation (ICE) and to their impacted family members.

The Internet Child Exploitation Counselling Program is available to support a child or youth, and their family members, where exploitation involving the use of technology (though not necessarily and not solely through the Internet) has occurred.

Applicants who meet the eligibility criteria described under People served will be eligible to access counselling funded under the Internet Child Exploitation Counselling Program. The service provider, or counsellor, may subsequently invoice the Internet Child Exploitation Counselling Program directly for services rendered, up to a maximum of $1,500 per child or youth victim, and $1,000 per impacted family member.

Internet Child Exploitation Counselling Program services are provided as outlined in the latest version of the Internet Child Exploitation Counselling Program Standards.

People served

Applications to the Internet Child Exploitation Counselling Program will be considered for applicants who meet all of the following eligibility criteria:

- The applicant is a victim of ICE or an impacted family member of such a victim
  The primary residence of the applicant is in Ontario;

- The applicant is in need of counselling services;

- The applicant has not previously received comparable funding from the Internet Child Exploitation Counselling Program or another government program, such as the Victim Quick Response Program+, for the same criminal occurrence;

- The applicant has not been charged regarding the reported occurrence;

- There are no other resources available to meet the applicant's immediate need that provide funding comparable to that of the Internet Child Exploitation Counselling Program (e.g., private insurance plan or other publicly funded services).

The Internet Child Exploitation Counselling Program funds are to be spent in Ontario within six (6) months of the date of the first counselling session. Other funding provisions are outlined in the Standards.

Program/service features

The Recipient is responsible for the delivery of Internet Child Exploitation Counselling Program services/activities to Participants living in the catchment area.

Specific service provided

Application assessments

The Recipient will:
- Receive Internet Child Exploitation Counselling Program application forms, related interim or final invoices from counsellors, and requests for transportation expenses or expenses for persons with disabilities;
- Review and assess applications for counselling within five (5) business days;

- Confirm or deny eligibility based on the Internet Child Exploitation Counselling Program's eligibility criteria;

- Where the counselling expenses are approved, send an approval letter to the applicant or to the person who applied on the child's behalf, and to the identified counsellor as soon as a decision is made. Where the applicant requested funding for transportation or to accommodate a disability, the letter will also note to what extent these expenses will be covered;

- Where the application is not approved, send a letter to the applicant (and counsellor, if identified) as soon as the decision is made, explaining the rationale for this decision;

- Develop a process to allow applicants who are denied eligibility to request a review of the decision. The process must allow such applicants to request a review of the decision in writing, which will be considered by a Recipient staff member who was not involved in the initial eligibility decision, and who, in appropriate circumstances, could overturn the initial decision.

Referrals and quality assurance

- Maintain an up to date inventory of qualified service providers across Ontario, with a particular focus on publicly-funded agencies with expertise in provision of counselling to children, youth and families, including agencies that can provide linguistic and culturally- relevant services to meet the needs of Indigenous, Francophone and ethno-cultural communities;

- Coordinate referrals to counselling services across Ontario, including referrals to long-term support when the client asks for it;

- Prioritize referrals to community-based counselling services, funded by the government to provide free counselling to the client, and verify that service delivery agencies have appropriate qualifications, insurance, quality assurance, clinical supervision and risk management procedures to ensure safe and competent service delivery;

- In cases where it is determined that publicly-funded counselling services are not available or not accessible on a timely basis, and the need for counselling is urgent, make referrals to private service providers who are:
  - Registered Social Workers who are members in good standing of the Ontario College of Social Workers and Social Services Workers; or
  - Registered Psychologists and Psychological Associates who are members in good standing of the College of Psychologists of Ontario;
- In cases where referrals are made to private providers, verify that the provider has current Professional Liability Insurance;
- If a referral is made to a traditional Indigenous healing service, identify an appropriate Healer or Elder in collaboration with an established Indigenous organization to ensure safe delivery within a traditional Indigenous healing model;
- Ensure that a vulnerable sector check is performed on all staff members who are involved in the delivery of the Internet Child Exploitation Counselling Program, and that only staff members who do not have any record of offences involving children are allowed to participate in any aspect of the Child Exploitation Counselling Program. The vulnerable sector check must be completed at a minimum every three years.

Processing payments

- Upon receipt of an interim or final invoice from a counsellor and an attendance sheet, verify that service was delivered in accordance with the approval letter and process payment;
- Pay travel, hotel and accessibility costs according to the guidelines set-out in the Standards.

Administration

The Recipient will:

- Develop policies, protocols, procedures and Program administration processes to deliver the Internet Child Exploitation Counselling Program in accordance with this Agreement;
- Implement appropriate checks and balances and segregation of duties pertaining to fund management, verification of invoices, and issuance of payments, budget monitoring, and monthly reconciliations. Staff responsible for recommending Internet Child Exploitation Counselling Program applications for approval or payment for counselling services rendered will be distinct from staff charged with the final approval of counselling applications and payments to counsellors;
- Operate a province-wide toll-free telephone line for service providers, victims and their family members to provide information about the Internet Child Exploitation Counselling Program and available services under the Program, and to provide referrals to service providers in their area. The line will have capacity to provide information and referrals in French.

Program goals

The goals of the Internet Child Exploitation Counselling Program are to help victims of ICE and their impacted family members to recover from the victimization they experienced and improve their coping skills.

Ministry expectations

Outreach

The Recipient will:
- Develop and implement outreach and promotion activities throughout Ontario to raise awareness about the Internet Child Exploitation Counselling Program and how to apply for counselling services.

French language services

In addition to the requirements set out above that apply to all programs, the Recipient

will:

- State on its website and in its information materials that the Internet Child Exploitation Counselling Program provides services in French in designated regions under the *French Language Services Act;*

- As part of the intake process, advise all Clients that the Internet Child Exploitation Counselling Program provides services in French to Clients who live in designated regions under the *French Language Services Act;*

- Maintain a list of French language services (FLS) in each designated region under the *French Language Services Act*that can provide Internet Child Exploitation Counselling Program services in French and implement a referral process to ensure that requests for services in French are directed to appropriate FLS providers in those regions.

Diversity & inclusion

The Recipient will:

- State on its website and in its information materials that the Internet Child Exploitation Counselling Program provides culturally-appropriate services for diverse Clients, including Indigenous Clients, interpretation services for Clients who request services in languages other than English or French, and it can accommodate the needs of persons with disabilities;

- Advise all Clients, as part of the intake process, of the availability of such services.

- Ensure that the up to date inventory of qualified service providers across Ontario includes agencies that can provide linguistic and culturally-relevant services to meet the needs of diverse Clients, including Indigenous Clients;

- Take appropriate measures, including providing signs, notices and other information on services and initiating communication with the public, to make it known to members of the public that the service is available in a culturally-appropriate form for diverse Clients and can accommodate the needs of Clients with disabilities;

- If a referral is made to a traditional Indigenous healing service, identify an appropriate Healer or Elder in collaboration with an established Indigenous

organization to ensure safe delivery within a traditional Indigenous healing model;

- Consider what accommodation may be required to help Clients with disabilities access services, up to a maximum of $1,000 in total for each eligible Client with a disability, as per the Funding Provisions outlined in the Standards;
- Develop and implement a complaint mechanism to support resolution of complaints/issues pertaining to culturally-appropriate services for diverse Clients or accommodation of the needs of Clients with disabilities;
- Collect and report on data regarding the number of individuals receiving culturally-relevant services, interpretation services and accommodation for disabilities.

Work plan items

The Recipient is responsible for completing all workplan activities identified by the ministry.

Service evaluation

The Recipient will participate in evaluation activities identified by the Province to measure the effectiveness of the Internet Child Exploitation Counselling Program, including the implementation of a Client survey to seek feedback on service outcomes.

Liaison and coordination with the provincial strategy

The Recipient will participate in the activities of the Provincial Strategy to Protect Children from Sexual Abuse and Exploitation on the Internet, as required, and support the members of the Provincial Strategy team to ensure that supports for victims are available in a timely manner where an arrest is made for any Internet child exploitation-related crime.

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Quarterly service data will be reported through supplemental reports to the ministry.

Service Data Name	Definition
Ministry-funded Agency Expenditures: Internet Child Exploitation Counselling Program (ICE)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Internet Child Exploitation program in the reporting year (cumulative).

Services delivered: sexual assault centre (SAC)

Component: Victim Services

Legislation: *Ministry of Community and Social Services Act*

Service description

The Province provides funding to the Recipient for the Sexual Assault Centre (SAC) Program. This community-based program provides crisis support and intervention services to victims/survivors of sexual violence, their families, partners, and friends.

People served

The Sexual Assault Centre Program provides support and services to survivors of sexual violence who are sixteen (16) years and older, as well as to their family members, non-offending partners and friends.

Program / service features

A SAC is a safe place in the community where those who identify as women, non-binary, Two Spirit, genderqueer and intersex who have experienced sexual violence (hereinafter "survivors") can get free, confidential and immediate support 24 hours a day, 365 days a year.

The model used by each Recipient to deliver the Sexual Assault Centre Program services/activities listed in section 4 varies across the province in order to respond to the diverse demographics of each community.

Specific service provided

The Recipient is responsible for the delivery of Sexual Assault Centre Program services/activities to Clients living in the catchment area.

Counselling and peer support

The Recipient will provide face-to-face counselling by staff and peer support by volunteers to provide guidance and support to survivors and assist them in responding to their own situation.

Counselling and support provided by the Recipient may be provided one-on-one or in a group session format.

Outreach and public education

The Recipient will participate in education activities directed at the general public or special sectors. The purpose of public education is to inform the public about the Sexual Assault Centre Program and to provide information about sexual violence, including challenging the myths and misconceptions that exist in society with regard to sexual violence.

Public education activities may include public speaking engagements, provision of training workshops to other professionals, presentations, response to media requests, publications, and participation at events such as Take Back the Night, International Women's Day, Sexual Assault Awareness Month, etc.

Public education may be accomplished in several ways including:

- The development and dissemination of literature, pamphlets, posters, websites, etc.
- Public accessibility to Sexual Assault Centre Program resource libraries;
- Awareness campaigns in conjunction with local school boards, universities and colleges;
- Presentations to community groups.

Advocacy and accompaniment

- Advocacy: The Recipient will assist survivors with matters pertaining to medical, legal, and social services. Advocacy may include writing correspondence, filling out forms and making calls on behalf of survivors, including advocacy for service/programs;
- Accompaniment: Upon request, the Recipient's staff/volunteers may accompany a survivor to other places where services are provided. These places may include hospitals, police stations, court services, medical and psychiatric clinics, abortion counselling services, HIV/AIDS clinics, immigration and housing programs or other social services.

Information and referral services

The Recipient will maintain up-to-date resource materials and information on issues related to sexual violence and on other community support services. The Recipient will also assist survivors by coordinating referrals to other services.

Practical assistance

The Recipient will provide practical assistance to survivors based on individual need. Practical assistance may be provided in a variety of ways, including but not limited to, the provision of clothing, transportation, childcare, food, etc.

Community liaison/development

The Recipient will participate in activities to build cooperative and mutually supportive relationships with other community groups and organizations. Community liaison/development activities may include such things as networking, involvement with local community and provincial coordinating committees, development of local protocols with key services (e.g., V/WAP, VCAO), and identification of gaps in service.

24-hour crisis and support telephone line

The Recipient will be accessible to survivors by telephone and/or TTY, to provide

support and/or intervention in response to a caller's immediate needs. Service is to be available on a full-time basis, 24 hours per day, 365 days a year. In some areas, Crisis Line support may be coordinated through a shared regional call centre.

Training

The Recipient will ensure that staff and volunteers who provide direct services are appropriately trained and supervised and have the requisite skills and expertise to respond to the needs of survivors of sexual violence.

Program goals

The goals of the Sexual Assault Centre Program are to:

- Enhance survivor safety.
- Increase survivors' level of empowerment.

Ministry expectations

Workplan items

The Recipient is responsible for completing all workplan activities identified by the ministry.

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Quarterly service data will be reported through supplemental reports to the ministry.

Service Data Name	Definition

Ministry-funded Agency Expenditures: Sexual Assault Centre (SAC)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Sexual Assault Centre program in the reporting year (cumulative).

Services delivered: Support Services for Male Survivors of Sexual Abuse (SSMSSA)

Component: Victim Services

Legislation: *Ministry of Community and Social Services Act*

Service description

The Support Services for Male Survivors of Sexual Abuse Program provides direct services to those who identify as male or those with non-binary identity who are survivors of sexual abuse, including time-limited individual counselling, group counselling, telephone and e-counselling, peer support, and referrals to other appropriate community support services to meet other long- term needs that Clients may have.

People served

To be eligible for service, the survivor will:
- Be 16 years of age or older at the time of service Be a resident of Ontario;
- Have experienced historical sexual abuse or be a victim of recent sexual assault.

The family of the survivor may also be eligible for service at the discretion of the Support Services for Male Survivors of Sexual Abuse Program.

Program/service features

The Recipient is responsible for the coordination and delivery of Support Services for Male Survivors of Sexual Abuse Program services and activities to Clients within the catchment area, comprising the municipalities specified under the Geographic Coverage chart in the Ministry Requirements section below.

The Recipient is responsible to ensure that the Support Services for Male Survivors of Sexual Abuse Program is delivered in accordance with the latest version of the Support Services for Male Survivors of Sexual Abuse Program Standards, as amended by

the Province from time to time.

Specific service provided

Regional coordination of services

The Recipient will coordinate access to and administer the delivery of counselling services delivered by the Recipient and Partnering Agencies within its region.

The Recipient will:

- have a contractual agreement in place with each Partnering Agency within its Regional Network of Service;
- establish written policies on the reimbursement payment process to all Partnering Agencies;
- develop and implement policies regarding service delivery and coordination, such as:
  - intake and assessment processes and procedures;
  - the type of counselling Clients will receive (one-on-one counselling, group counselling, e- counselling, telephone counselling, peer support).
- referral processes for Clients who require longer-term services, as such resources exist in local communities;
- referral processes for persons who are not eligible for services under the Support Services for Male Survivors of Sexual Abuse Program, as such resources exist in local communities; and;
- ensure the completion of reporting requirements established by the Province on service delivery data for monitoring and evaluation purposes. This includes advising the Province immediately of any partners being added or removed and notifying the Province when entering into a new agreement with a Partnering Agency.

Service delivery

The Recipient will ensure that Partnering Agencies (and the Recipient in its direct service delivery role)

- conduct intake and Client needs assessments and ensuring that there is a written protocol in place on processes for conducting intake and assessments;
- develop an appropriate service plan that takes into consideration the individual circumstances of each Client and making adjustments to service plans, where necessary;
- provide direct services, i.e., individual and group counselling, telephone and e-counselling, peer support;
- provide Clients with information and referrals to other services to meet Clients' longer-term needs that have been identified, where such services are available;
- provide persons who are not eligible for services under the Support Services for Male Survivors of Sexual Abuse Program with referrals to other appropriate services, where such services are available; and;
- deliver the counselling service modalities in accordance with the costs outlined below.

Individual counselling

Individual counselling, including in-person, telephone, e-counselling. Maximum hourly rate of pay - 85$/hour

Group counselling

Maximum hourly rate of pay for 1 counsellor - $85/hour.

Maximum 2 counsellors per group session at a maximum hourly rate of pay - $170/hour.

Maximum of 2 hours per group session.

Peer support

Maximum hourly rate of pay per session - $30/hour

Maximum of 2 hours with one facilitator

Service parameters

A counselling session will be an individual session (including in-person, e-counselling, or telephone counselling), a group session, or peer support. Agencies may deliver any combination of counselling sessions (e.g., all individual, all group, or a combination of individual and group sessions).

The Recipient will consider the most cost-effective modalities to deliver counselling that meet the Clients' needs, in order to the deliver the services within the budget as set out in the agreement. Accordingly, the Recipient may encourage Partnering Agencies to prioritize group counselling for Clients who may be ready for it or may limit the number of counselling sessions that Clients may receive.

A minimum number of three Clients (with one counsellor facilitating) or a minimum of four Clients (with either one or two counsellors facilitating) are required to start a group counselling session.

Clients will not be charged fees to receive any services provided under the Support Services for Male Survivors of Sexual Abuse Program.

Program goals

The goals of the Support Services for Male Survivors of Sexual Abuse Program are:

- To provide people who identify as male or non-binary survivors of sexual abuse and their families with support services and short-term counselling to help them deal with the impact of abuse, develop improved coping strategies, and make changes to improve their functioning;
- To improve service planning, coordination, and the capacity of communities to meet the needs of people who are male or non-binary survivors of sexual abuse;

- To coordinate access to a suite of region-wide services including individual and group counselling and peer and community support services for male and non-binary survivors of sexual abuse.

Ministry expectations

Training

The Recipient will develop and implement training and professional development activities for Partnering Agencies. The Recipient will identify training needs in

consultation with the Partnering Agencies. The Recipient will develop a training plan taking into consideration these identified needs.

The Recipient will organize a professional development session for their regional network at least once annually for information-sharing, continuous improvement and best practices, and community capacity development.

Outreach

The Recipient will coordinate and implement outreach and service promotion activities in consultation with the Partnering Agencies to promote Clients' awareness of, and access to services. These activities may include public education and community capacity development and should reflect the needs of the communities served.

Diversity and inclusion

The Recipient and relevant Partnering Agencies will have a diversity policy in place and demonstrate concrete efforts towards meeting the needs of diverse communities and provide culturally-competent services.

The Recipient is responsible for developing and implementing services that are tailored to the needs of Clients in its region. This includes ensuring that they and their Partnering Agencies deliver services in a culturally-appropriate manner that is

responsive to the needs of Indigenous Clients, Clients who seek culturally-appropriate services, and persons with disabilities. The Recipient will ensure that they and their Partnering Agencies inform Clients that such culturally-appropriate services are available, and to ask whether they would like to access such services or require any accommodation to access services

Regarding culturally-appropriate services for Indigenous Clients, the Recipient will partner with at least one Indigenous organization that has the capacity to deliver services in a culturally-sensitive manner to Indigenous Clients. The Recipient will ensure that Partnering Agencies make Clients aware that culturally-appropriate services for Indigenous persons are available.

In terms of services for Clients with disabilities, the Recipient is responsible to ensure that all services offered in its region are provided to persons with disabilities in a manner that accommodates their needs in order to facilitate their access to services. The Recipient will also ensure that Clients are made aware that accommodation is available for persons with disabilities and establish protocols with Partnering Agencies to help Clients access such services.

Workplan items

The Recipient is responsible for completing all workplan activities identified by the ministry.

Geographic coverage

The following chart shows the municipalities, within which the Recipient is responsible for providing and coordinating services. It includes all First Nations located within the boundaries of one or more municipalities.

Region	Municipality

East	- Prescott & Russell - Ottawa - Stormont - Dundas & Glengarry Leeds & Grenville - Lanark - Renfrew Frontenac - Lennox & Addington - Hastings - Prince Edward - Haliburton - Peterborough - Northumberland Kawartha Lakes
North	- Parry Sound Nipissing Manitoulin Timiskaming - Cochrane Algoma - Sudbury - Thunder Bay Kenora Rainy River
Central	- Durham - York - Simcoe - Muskoka - Toronto - Peel - Halton

West	- Dufferin - Hamilton - Niagara - Norfolk - Haldimand - Brant - Waterloo - Wellington - Grey - Bruce - Huron - Perth - Oxford - Elgin - Middlesex - Lambton - Chatham - Kent - Essex

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Quarterly service data will be reported through supplemental reports to the ministry.

Service Data Name	Definition

Ministry-funded Agency Expenditures: Support Services for Male Survivors of Sexual Abuse (SSMSSA)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Support Services for Male Survivors of Sexual Abuse program in the reporting year (cumulative).

Services delivered: Victim Crisis Assistance Ontario (VCAO)

Victim Crisis Assistance Ontario (VCAO)

Component: Victim Services

Legislation: *Ministry of Community and Social Services Act*

Service description

The Province provides funding to the Recipient for the delivery of the Victim Crisis Assistance Ontario (VCAO) Program.

The Recipient will deliver the VCAO Program using trained staff and volunteers, who will provide victim-centred support and culturally-relevant services, in collaboration with other community service providers, to individuals affected by crime and tragic circumstances. Upon receiving a request from police or another VCAO service provider, the Recipient will deploy crisis responders to provide immediate, on scene assistance.

Victims may also access service via self-referral, or referral from another service provider.

Once the Client's needs are assessed, VCAO Program staff or volunteers will provide information and referrals to relevant community services. In most cases, the support provided by the VCAO Program is short-term in nature. Vulnerable victims, as determined by an assessment, are eligible for enhanced support.

People served

The VCAO Program serves individuals affected by crime and tragic circumstances. Children under 16 years of age require consent/permission from a parent or guardian.

Program/service features

The VCAO Program will be delivered in accordance with the most up-to-date version of the VCAO Program Standards and the most up-to-date version of the Victim Quick Response Program+ (VQRP+) Standards.

Specific service provided

The Recipient is responsible for the delivery of services/activities to Clients living in the catchment area. The menu of services offered by the VCAO Program includes:
- 24/7 assistance when requested by police or an agency with which the VCAO Program has a protocol;
- practical assistance needs assessment;
- referrals to relevant community and government support services;
- support to assess Client eligibility and assist them to collect documentation to apply to the VQRP+;
- safety planning provision of information;
- enhanced support, particularly for survivors of human trafficking and other;
- vulnerable populations community support sessions; and client follow-up.

Program goals

The goals of the VCAO Program are:
- To provide early assistance and support, information and referrals to individuals affected by crime and tragic circumstances, both in-person or remotely;
- To reduce the likelihood of further harm by helping a Client identify and address safety issues and;
- To help Clients identify their needs and concerns and develop strategies to address them.

Ministry expectations

Community liaison/development

The Recipient will work with local police services and community service providers to develop a process for referrals of victims of crime to the VCAO Program.

The Recipient will implement protocols with local organizations and communities serving children and youth, racialized individuals, members of the 2SLGBTQ+ community, and Indigenous people to ensure that victims receive wraparound supports and are able to access supports from their service provider of choice.

Workplan items

The Recipient is responsible for completing all workplan activities identified by the ministry.

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Quarterly service data will be reported through supplemental reports to the ministry.

Service Data Name	Definition
Ministry-funded Agency Expenditures: VCAO Alternative Victim Service Provider (AVSP)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the VCAO program - Alternative Service Provider site in the reporting year (cumulative).
Ministry-funded Agency Expenditures: VCAO Exit Route	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the VCAO Exit Route in the reporting year (cumulative).
Ministry-funded Agency Expenditures: VCAO Online Training Initiative	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the VCAO Online Training Initiative in the reporting year (cumulative).

Ministry-funded Agency Expenditures: VCAO Victim Quick Response Program + Service Delivery (VQRP+)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the VCAO Victim Quick Response Program+ Service Delivery in the reporting year (cumulative).
Ministry-funded Agency Expenditures: Victim Crisis Assistance Ontario (VCAO)	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Victim Crisis Assistance Ontario program in the reporting year (cumulative).

Victim Crisis Assistance Ontario (VCAO) Alternative Victim Service Provider (AVSP)

Legislation: *Ministry of Community and Social Services Act*

Service description

The Province provides funding to the Recipient for the delivery of the Victim Crisis Assistance Ontario (VCAO) Program - Alternative Victim Services (AVSP) Site.

The Recipient will deliver VCAO AVSP using trained staff and volunteers, who will provide victim-centred support and culturally-relevant services, in collaboration with other community service providers, to individuals affected by crime and tragic circumstances. Upon receiving a request from police or another VCAO service provider, the Recipient will deploy crisis responders to provide immediate, on scene assistance.

Victims may also access service via self-referral, or referral from another service provider. Once the Client's needs are assessed, VCAO AVSP staff or volunteers will provide information and referrals to relevant community services. In most cases, the support provided by the VCAO AVSP is short-term in nature. Vulnerable victims, as determined by an assessment, are eligible for enhanced support.

People served

The Program serves individuals affected by crime and tragic circumstances. Children under 16 years of age require consent/permission from a parent or guardian.

Program/service features

The VCAO AVSP will be delivered in accordance with the most up-to-date version of the VCAO Program Standards and the most up-to-date version of the Victim Quick Response Program+ (VQRP+) Standards.

Specific service provided

The Recipient is responsible for the delivery of services/activities to Clients living in the catchment area. The menu of services offered by the VCAO AVSP includes:

- 24/7 assistance when requested by police or an agency with which the Recipient has a protocol;
- practical assistance needs assessment;
- referrals to relevant community and government support services;
- support to assess Client eligibility and assist them to collect documentation to apply to the VQRP+;
- safety planning provision of information;
- enhanced support, particularly for survivors of human trafficking and other vulnerable populations;
- community support sessions client follow-up and;
- counselling to survivors of sexual assault, over the age of 16, who identify as; women, non-binary, Two Spirit, genderqueer and intersex, where publicly-funded
- counselling services do not exist and the individuals are not eligible for emergency counselling through VQRP+.

Note: Survivors of sexual abuse who identify as men will be referred to the Support Services for Male Survivors of Sexual Abuse Program.

Program goals

The goals of the VCAO AVSP are:

- To provide early assistance and support, information and referrals to individuals affected by crime and tragic circumstances, both in-person or remotely;
- To reduce the likelihood of further harm by helping a Client identify and address safety issues and;
- To help Clients identify their needs and concerns, and develop strategies to address them.

Ministry expectations

Community liaison/development

The Recipient will work with local police services and community service providers to develop a process for referrals of victims of crime to the VCAO AVSP.

The Recipient will implement protocols with local organizations and communities serving children and youth, racialized individuals, members of the 2SLGBTQ+ community, and Indigenous people to ensure that victims receive wraparound supports and are able to access supports from their service provider of choice.

Workplan items

The Recipient is responsible for completing all workplan activities identified by the ministry.

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets. Quarterly service data will be reported through supplemental reports to the ministry.

Victim Crisis Assistance Ontario (VCAO) Exit Route

Legislation: *Ministry of Community and Social Services Act*

Service description

The Province provides funding to the Recipient for the delivery of Exit Route.

The Recipient will deliver Exit Route using trained staff, who will provide specialized victim-centered, trauma-informed and culturally-appropriate support to victims/survivors of human trafficking and intimate partner violence.

People served

The Program serves victims/survivors of human trafficking and intimate partner violence. Children under the age of 16 require consent/permission from a parent or guardian unless they are assessed to be mature minors.

Program/service features

The Recipient is responsible for the delivery of services/activities to participants living in the catchment area (City of Toronto). Exit Route services that overlap with Victim Crisis Assistance Ontario (VCAO) Program will be delivered in accordance with the most up-to-date version of the VCAO Program Standards and the most up-to-date version of the Victim Quick Response Program+ (VQRP+) Standards.

Delivery of Exit Route services to participants who are victims/survivors of human trafficking and under the age of 18 will be coordinated with the Toronto Children at Risk of Exploitation (CARE) Unit.

Specific service provided

In addition to the services offered through the VCAO Program, the following services will be offered:
- System Navigation – The Recipient will assist victims/survivors of human trafficking and intimate partner violence to navigate various services and practical;
- supports to address their needs. This navigation will include facilitated linkages to community agencies instead of just straight referrals;
- Counselling Support - The Recipient will immediately connect victims/survivors of human trafficking and intimate partner violence to a qualified counsellor within the Recipient's organization to provide them with crisis intervention counselling and emotional support;
- Enhanced Follow-up - The Recipient will proactively follow-up with victims/survivors of human trafficking and intimate partner violence a minimum of two times, to ensure that connections are working with other supports and to

continue to support them with any ongoing needs, including assisting them to transition to longer-term services within their community.

Program goals

The goals of Exit Route are:
- To enhance access to support services and reduce service barriers for victims/survivors of human trafficking and intimate partner violence through the provision of system navigation services;
- To increase collaboration among policing and other justice and community partners to improve supports for victims/survivors of human trafficking and intimate partner violence and;
- To reduce the likelihood of further harm and increase the likelihood of victims/survivors leaving their trafficker(s) or abusive partner by providing wraparound supports to victims/survivors of human trafficking and intimate partner violence.

Ministry expectations

Community liaison/development

The Recipient will have victim services workers embedded into select Toronto Police Services Units and Divisions, including the Human Trafficking Enforcement Unit, so that on scene assistance can be provided to an increased number of victims/survivors of human trafficking and intimate partner violence, or in the immediate aftermath at the local police station.

The Recipient will focus on building more collaborative relationships in their community, particularly with organizations that serve Indigenous and racialized communities. For Victims/survivors of human trafficking and intimate partner violence from Indigenous and racialized communities, the Recipient will work with organizations serving these communities to implement alternative ways, other than through the police or at police stations, for community members to access service.

The Recipient will network with existing community and court-based services, as well as the Toronto CARE Unit when appropriate, providing support to victims/survivors of human trafficking and intimate partner violence to strengthen those relationships and to ensure that the organizations are working collaboratively, without service duplication, to provide wraparound supports to these victims/survivors.

Workplan items

The Recipient is responsible for completing all workplan activities identified by the ministry.

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Quarterly service data will be reported through supplemental reports to the ministry.

Victim Crisis Assistance Ontario (VCAO) Online Training Initiative

Legislation: *Ministry of Community and Social Services Act*

Service description

The Province provides funding to the Recipient for the administration of the VCAO Online Training Initiative.

The VCAO Online Training serves VCAO service providers in Ontario to enable service providers to better identify the needs of victims of crime and to provide support for these victims to address their diverse and unique needs.

People served

The VCAO Online Training serves VCAO service providers in Ontario.

<u>Program/service</u>
<u>Specific service provided</u>

The Recipient will be responsible for the administration of the <u>VCAO</u> Online Training Initiative, which includes:

- Entering into a Partnership Agreement with the legal entity, (currently Dual Code Inc.), that hosts and maintains the <u>VCAO</u> online training for <u>VCAO</u> service providers in Ontario (the "Host"), which will enable service providers to better identify the needs of victims of crime and to provide support for these victims to address their diverse and unique needs;

- Providing administration support, as needed, to facilitate <u>VCAO</u> service providers access to the training;

- Follow-up with the Host should any issues or concerns arise Ensuring the Host completes any reporting required by the Province;

- Notifying the Province in a timely manner should there be any serious occurrences in relation to the online training, including system outages that cannot be remedied within a reasonable period of time and;

- Ensuring the following conditions are met by the Host as part of the Partnership Agreement:

  o The previously developed English and French online training modules are maintained on the existing platform and website, which is accessible for persons with disabilities;

  o Access and support to the existing <u>VCAO</u> online training is provided for up to 5,000 users from <u>VCAO</u> service delivery organizations;

  o Materials are accessible and any necessary adjustments are made to address any technical or accessibility barriers;

  o There is password-protected access to the system for users;

  o A daily back up of online training data is maintained on a daily basis and any lost or damaged data is restored to the extent of the latest backup;

  o There is an online resource available for users to assist with any technical issues that may arise;

- The system is available to users with at least 99.9% availability (excluding scheduled maintenance downtime where notice is provided to service providers);
- Systems are monitored 24/7;
- System outages are addressed immediately, 24/7, including notifying users of outages;
- Standard technical support is provided to the administrators at each <u>VCAO</u> site via tickets submitted via email or the web 24/7. Technical issues will receive the following response times based on their priority:
  - Blocker or Critical - These requests are addressed immediately, 24/7/365;
  - Major - Response is as soon as possible, within four business hours (Mon-Friday, 9am-5 pm EST, excluding statutory holidays);
  - Minor - Response time is as soon as possible, within 1 business day Trivial - Response time is as soon as possible, within 3 business days;
  - The Recipient is notified in a timely manner should there be any system outages that cannot be remedied within a reasonable period of time.

Program goals

The goals of the <u>VCAO</u> Online Training Initiate are:

- To enable VCAO service providers in Ontario to better identify the needs of victims of crime and to provide support for these victims to address their diverse and unique needs.

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

On an annual basis the Recipient will provide the Province with specific reporting in relation to the <u>VCAO</u> Online Training Initiative, to be completed by the Host, which will include:

- Data regarding, the number of people/agencies that access and complete training; and;
- Statistics from the online user satisfaction surveys,

Victim Quick Response Program+ (VQRP+)

Legislation: *Ministry of Community and Social Services Act*

Service description

The Victim Quick Response Program+ supports direct victims, their immediate family members, and witnesses in the immediate aftermath of violent crimes by providing short-term support with essential expenses in order to lessen the impact of the crime, enhance safety, and meet immediate practical needs arising from the commission of the crime.

People served

VQRP+ funding is available to assist victims, their immediate family members and witnesses (hereinafter "victims") of eligible crimes. Applicants to the Program are required to meet the eligibility requirements as set out in the VQRP+ Standards ("Standards").

VQRP+ is a program of last resort for victims who lack access to personal resources for the requested VQRP+ support or expense and who do not have any available private or public sources of assistance. Before a victim is eligible to apply for VQRP+, the Recipient is required to exhaust referrals to available community resources.

Program/service features

- VQRP+ is a program of last resort. Support is available for: Safety expenses;
- Practical assistance expenses Travel and associated expenses Crime scene clean-up;

- Counselling services, traditional Indigenous health services and associated transportation expenses;
- Expanded supports for survivors of human trafficking and;
- Supports for victims with serious injuries and for families of homicide victims,

Program goals

The goals of VQRP+ are to:

- Provide short-term assistance to victims in the immediate aftermath of violent crime;

- Lessen the impact of violent crime through immediate support services to victims of violent crime;

- Increase the immediate safety of victims of violent crime and help to prevent re-victimization,

Ministry expectations

The Recipient is responsible for the delivery of VQRP+ services/activities to Participants in the catchment area.

All VQRP+ services will be provided in accordance with the Standards.

Eligibility Assessment

The Recipient will assess the eligibility of a victim to receive VQRP+ assistance in accordance with the Standards.

VQRP+ Application, Assistance and Follow-up

The Recipient will assist eligible victims to submit a VQRP+ application. The Recipient is responsible for submitting a full and complete application on behalf of the victim. The Recipient is further responsible for following up with victims regarding approvals,

denials, exceptional circumstance requests, tracking of transportation expenses and change of counsellor requests. In addition, the Recipient will assist eligible victims to obtain the required documentation to apply for serious injury supports, residential treatment for victims of human trafficking and the homicide survivor support. The Recipient is also responsible for obtaining or verifying application information requested by the VQRP+ analysts with the victim, police and/or other service providers in order to assist the analysts to make an eligibility determination.

Submission of Receipts

For approved applications, the Recipient will submit all invoices for the requested expense(s) to VQRP+ for processing. In order to receive reimbursement by the Province, where the expense has already been incurred, the Recipient will submit proof of payment within the required timelines.

Maintenance of Service Providers Lists

The Recipient will maintain an up-to-date list of available service providers in its community. This includes a list of community service providers, such as publicly funded counselling services (e.g., Sexual Assault Centre Program, Support Services for Male Survivors of Sexual Abuse, Sexual Assault/Domestic Violence Treatment Centres, etc.), where victims can be referred.

The Recipient will also maintain an up-to-date list of private counsellors, who meet the requirements set out in the Standards, for victims who are eligible to receive counselling services through VQRP+. In addition, at least once per year, the Recipient will obtain a minimum of three quotes, where possible, from service providers who provide emergency services in order to ensure that VQRP+ is receiving good value for money.

Outreach and Public Education

The Recipient will engage in activities directed at promoting and raising awareness of VQRP+.

Community liaison/development

The Recipient will work with local police services and community service providers to develop a process for referrals of victims of crime to VQRP+.

The Recipient will implement protocols with local organizations and communities serving children and youth, racialized individuals, members of the 2SLGBTQ+ community, and Indigenous people to ensure that victims receive wraparound supports and are able to access supports from their service provider of choice. The Recipient will work collaboratively with the service provider of choice and the VQRP+ applicant to determine eligibility.

Recruitment & Training

The Recipient will ensure that staff and volunteers who provide direct services are appropriately trained and supervised, attend all training sessions held by the Province and have the requisite skills and expertise to respond to the needs of victims of crime.

Workplan items

The Recipient is responsible for completing all workplan activities identified by the ministry.

Reporting requirements

All service and financial data will be collected through the VQRP+ OneKey database.

Services delivered: Victim Support Line (VSL)/Victim Services Directory (VSD) and Support Services for Male Survivors of Sexual Abuse (SSMSSA) crisis and referral line

Component: Victim Services

Legislation: *Ministry of Community and Social Services Act*

Service description

The Province provides funding to Findhelp Information Services (the Recipient), for the provision of Information and Referral (I&R) Services for the Victim Support Line (VSL) and the Support Services for Male Survivors of Sexual Abuse Provincial Crisis and Referral Line (SSMSSA Line), and to maintain a current provincial database for all victim services across the province, which may be accessed through the Victim Services Directory (VSD) on the Province's website. The I&R service provides victims of crime with timely and relevant information about supports and services available in their community, 24 hours a day, 365 days a year.

People served

The VSL, VSD and SSMSSA Line are intended to deliver services to victims of crime throughout the province of Ontario.

Program/service features

The Recipient is responsible for the delivery of VSL, VSD and SSMSSA Line services/activities to Participants living in the catchment area.

Specific service provided

I&R Services

The Recipient will provide victims of crime with direct access to an I&R counsellor/specialist through the VSL, 24 hours per day.

The service delivery requirements regarding I&R services are set out below:

a. ## Telephone services

The Recipient will:
- Provide I&R services via telephone for victims across the province, including those who identify as male survivors of sexual abuse and non-binary gender

identity survivors of sexual abuse, 24 hours per day, 365 days per year in multiple languages;

- Provide information and respond to callers regarding services for victims of crime, including but not limited to services funded by the Province;

- Provide an active offer of services in both offcial languages, and multi-lingual services based on in-house staffng and interpreters, as required;

- Ensure that the initial greeting to callers specifies whether the caller has reached the VSL English Line, the VSL French Line or the SSMSSA Line;

- Provide callers to the SSMSSA Line who are in crisis with a warm transfer to a crisis service for additional assistance.

b. Facilities/hours of operation

The Recipient shall supply the equipment, materials, supplies, and trained live staff, to provide I&R services, as well as justice information related to the court process outlined in Justice scripts on the Province's website, on a 24 hours per day, 7 days-a-week, holidays inclusive, basis, for all callers to the Province's VSL and SSMSSA Line.

c. Resource database

The Recipient shall demonstrate ownership of, or access to, an up-to-date consolidated province-wide database that includes resources that provide supports and services to victims in the province of Ontario. The Recipient shall:

- Collect new data, including exclusion and inclusion criteria Index and classify data, including the search methods;

- Maintain/update its database to ensure a 100% update rate within a 12-month;

- cycle (one week for updates provided by the Province).

d. Compliance

The Recipient will ensure compliance with the following:

- AIRS Standards and Quality Indicators for Professional Information and Referral - version 8.0 (January 2016);

- Ownership of all permits and licences required during the term of any resulting contract (e.g. software licences).

e. Service levels

The Recipient will ensure that no more than:
- 20% of incoming calls wait longer than one (1) minute to speak with an I&R Counsellor once the call has been sequenced in the Automated Call Distribution (ACD) system;
- 2% of incoming calls are kept waiting for more than three (3) minutes once the call has been sequenced in the ACD system.

f. Qualifications of I&R counsellors/specialists

The Recipient will ensure that:
- All staff answering calls directed from the VSL are appropriately trained and accredited to be a critical point of contact for victims and/or family and friends of victims, to listen to their situations, and provide information and appropriate referrals to local victim's supports and services;

g. Training

The Recipient will:
- Provide training opportunities for Provincial staff with regards to 211 Taxonomy at the Province's request;
- Allow Provincial staff or external training providers to train I&R Specialists on relevant topics as determined by the Recipient and/or as directed by the Province.

ii. Provincial database

The Recipient will maintain a provincial database to support the VSD on the Province's website and I&R services calls through the VSL and the SSMSSA Line.

The service delivery requirements regarding the <u>VSD</u> are set out below:

a. <u>Database services</u>

The Recipient will maintain a current, provincial database for all victim services across the province in order to provide victims of crime with timely and relevant information about supports and services available in their community. The Recipient will also provide research support and data services, as requested by the Province.

b. <u>Web-enabling</u>

The Recipient will provide ongoing enhancements to its provincial victim services database to ensure comprehensive, current, and bilingual contact information for all priority services, including:

- Editorial research to confirm and update information on 600 key French language records;
- Outsourced translation and in-house proofreading by bilingual editor;
- Editorial review of 2,300 key English records to ensure consistency and form for public presentation.

c. <u>Ongoing development/revisions</u>

The Recipient will coordinate with the Province's developers to allow for:

- The provision of information required for the construction of search strings
- Incorporation of the Province's web template, and any subsequent updates to the same, into the display of search results

d. <u>Hosting and maintenance</u>

The Recipient will host search requests from users of the Province's website and revision(s) of search criteria as required and ensure

- Continued access to the Findhelp application for processing and display of search results;
- Notification to the Province if there are changes to the application that will affect the presentation or functionality of the portal;
- Daily updates of the Recipient's database to ensure that all search results are current;
- Change weekly ETL (extract, transform and load) to maintain all current and pre-build new tables as required.

Ministry expectations

French language services

In addition to the requirements set out above that apply to all programs, the Recipient must ensure that the VSD is available in English and French and contains appropriate up-to-date referrals to community resources for French speaking individuals.

Outreach and public education

The Recipient's public education activities will be directed at providing information to the general public or special sectors about the VSL, VSD and SSMSSA Line, and includes public speaking engagements, provision of training workshops to other professionals, presentations, response to media requests, and publications.

Community liaison/development

The Recipient will participate in activities to build cooperative and mutually supportive relationships with other community groups and organizations. Community liaison/development activities may include such things as networking, involvement with local community and provincial coordinating committees, development of local protocols, and identification of gaps in service.

Workplan items

The Recipient is responsible for completing all workplan activities identified by the ministry.

Program goals

The goals of the VSL, VSD and SSMSSA Line are:

- To increase victims' access to information, community services and criminal justice system information through I&R counsellors/specialists and the online VSD;
- To increase access to crisis assistance for those who identify as male survivors of sexual abuse and non-binary gender identity survivors of sexual abuse and their families.

Reporting requirements

Service data on ministry funded expenditures will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Quarterly service data will be reported through supplemental reports to the ministry.

Service Data Name	Definition
Ministry-funded Agency Expenditures: Victim Support Line (VSL)/Victim Services Directory (VSD) and Support Services for Male Survivors of Sexual Abuse Crisis and Referral Line	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Victim Support Line/Victim Services Directory and Support Services for Male Survivors Line in the reporting year (cumulative).

Services Delivered: Broader Public Sector —
Other — Adult's Social Services

Component: Broader Public Service – Other – Adults' Social Services

Legislation: *Ministry of Community and Social Services (MCSS) Act*

The objectives of broader public sector pay equity funding are to support the pay equity adjustment costs of agencies that provide adult's social services.

Service description

People served

Staff employed by agencies providing adult's social services that use the proxy method of comparison for staff positions.

Program/service features

Specific service provided

Pay equity adjustment costs using the proxy method of comparison for staff positions that the ministry does not fund and contract for with the agency.

Program goals

Funding for proxy pay equity adjustment costs for agencies providing adult's social services.

Ministry expectations

Adult's social services agencies receiving proxy pay equity funding under the terms of this Service Contract will provide all eligible employees with a proxy pay equity payment in compliance with the *Pay Equity Act*.

Provincial anti-human trafficking
Component: Anti-Human Trafficking Community Supports

Services delivered: AHTCS — community supports fund

Component: Anti-Human Trafficking Community Supports

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

- Address the needs of survivors or persons at risk of human trafficking through dedicated wraparound and trauma-informed services and community capacity building to enhance prevention of human trafficking through early intervention, increased protection for children and youth who have been sexually exploited and dedicated survivor supports developed and delivered by survivors of human trafficking. Supports will be responsive to the circumstances of survivors or those at risk and will focus on addressing a wide range of needs in order to improve the short- and long-term outcomes for survivors.

Service description

Program goals

- Support an effective and coordinated multi-sector delivery network of dedicated, community- based and responsive services that will improve the short- and long- term well-being of victims and survivors or those at risk of human trafficking;
- Build capacity and sharing of promising practices so that service delivery providers can meet the unique needs of victims and survivors in in their community of choice where possible;

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- Strengthen awareness and education to target and challenge norms, attitudes and behaviours that enable trafficking to continue with the goal of preventing human trafficking in Ontario.

Program/service features

Services and supports for survivors and those at risk

- Crisis supports/trauma-informed counselling to assist individuals seeking urgent assistance;
- Provision of information on rights, options, and available services;
- Referrals or linking survivors or those at risk of human trafficking to appropriate services;
- Outreach to survivors, and those at risk, including survivors and those at risk who are Indigenous;
- Short- and long-term residential programming that improves the well-being of individuals who are trafficked or at- risk;
- Wraparound supports that address the unique trauma that has occurred from being trafficked;
- Provision of legal supports, including case management and advocacy; and
- Dedicated services and supports to address the needs of survivors or those at risk of trafficking.

Services excluded

- The Anti-Human Trafficking Prevention and Community Supports exclude supportive housing services; these will be provided through separate agreements with the Ministry of Municipal Affairs and Housing as applicable.

Ministry expectations

<u>Service delivery</u>

- Services and supports will respect the cultural and diverse needs of all survivors including Francophone, Indigenous, 2SLGBTQQIA+, rural/remote, newcomers, survivors with disabilities, and children and youth who have been sexually exploited through sex trafficking;
- Services and supports are community-focused and address the short and long-term needs of survivors of human trafficking;
- Services and supports enable service providers to deliver dedicated and specialized wrap-around supports, prioritizing survivor-led programming and services for children and youth who have been sexually exploited;
- While respecting that parent/guardians may have a different perspective than the child receiving support, the level of support is based on the principle of person-directed services, which encompass choice, individual need and available resources;
- Service providers are required to have staff that possess appropriate and relevant experience, which is inclusive of the lived experience of survivors;
- Staff will be suitably trained and qualified to provide services to survivors who have experienced exploitation. Staff providing clinical counselling are required to comply with all applicable legislation;
- Service providers will have mechanisms in place to provide counselling services or referrals to link survivors with appropriate services;
- Service providers delivering services in French designated areas or delivering services to someone from a designated area shall provide an "active offer of services" in the French language;
- Service providers will develop appropriate referral criteria and mechanisms with all local anti-human trafficking service providers, the Children's Aid Society (<u>CAS</u>) as appropriate and suitable children, youth and adult services in order to maximize the effectiveness of services for survivors or those at risk;
- Services provided to children and youth (including licensing for residential services) must comply with the provisions of the *Child, Youth and Family Services Act;*

- Service providers will have a written service complaint and problem resolution process that will be made available to survivors or those at risk who use services upon request;

- All service providers will have in-place processes for providing culturally responsive services to Indigenous survivors or those at risk. They will also have in place processes for referring Indigenous survivors or those at risk to appropriate Indigenous supports;

- Service providers will be active members in ministry-funded service system planning. Where applicable, service providers may participate in anti-human trafficking coalition tables, to build and strengthen service delivery networks, implement prevention and awareness initiatives and share best practices in service delivery mechanisms;

- Transfer Payment Recipients should work with Violence against Women (VAW) Transitional Housing Support Program (THSP) Workers, where appropriate, to connect survivors to housing resources;

- The Canadian Centre to End Human Trafficking (CCEHT) provides a hotline for callers with questions about human trafficking supports in Canada. The hotline acts as a central response and referral mechanism, along with a central data collection mechanism. CCEHT offers 24/7, multilingual access to a safe and confidential space to ask for help, connect to services, and report tips
  - All agencies will market CCEHT whenever possible, including in print materials, websites, training sessions, and promotional materials, etc.
  - In order to ensure that people are referred to the most appropriate services, it is important that service providers share information about changes to their organizations' programs and services with the CCEHT for their database
  - such as new programs added, changes to program locations or hours,
  - cancellation of programs or services, or changes to key contacts. Service providers will ensure that changes are communicated to the CCEHT within 2 weeks of the change, by contacting their office

Safety planning

- Service providers will have in place the necessary physical security measures to maintain the physical safety, within the service provider service location, of survivors receiving services and service provider employees;
- Services include the development of safety strategies or plans for survivors and those at risk of human trafficking that reflect the survivor's immediate personal circumstances, needs and choices;
- Safety strategies can include and are not limited to:
  - Development of safety plan for survivors who are exiting human trafficking Partnerships with community services;
  - Providing a backpack with a change of clothes, cellphone and essentials Providing safe transportation to access services;
  - Providing resources for mental health supports and harm reduction kits
  - Providing safety when accessing community services.

Capacity building, prevention, and awareness

- Service providers conducting training and/or capacity building will be required to develop and document relevant materials and provide copies to the ministry upon request;
- Service providers delivering training and/or capacity building should utilize the knowledge and expertise of survivors in developing the training and support survivors as deliverers of training when possible;
- Service providers are encouraged to use the Anti-Human Trafficking Coalition 101 decks;
- Activities that seek to enhance awareness of human trafficking should aim to empower survivors and avoid harmful stereotyping or depiction of survivors
- Support for community engagement to develop community-driven responses to support an informed and effective response to human trafficking;

- Transfer Payment Recipients should work with their municipal housing Service Manager to share information about human trafficking and improve housing outcomes for survivors of human trafficking;
- Broad and targeted education and awareness that will improve communities' understanding and address misconceptions regarding human trafficking.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Admissions: Man/Boy: Community Supports Fund	A person who self-identifies as Man/Boy who requested and received services. The number of individuals by gender that were accepted to the funded project and receive direct services from paid staff during the reporting year. The same person can be counted more than once if they re-enter the service (i.e., this is not a unique individual count) but should only be counted under one gender identity category per admission. If the client carries into the next fiscal year, the client is reported again in the new reporting period. Admissions must be documented. E.g., a man begins staying at a shelter in April. He leaves the shelter after two weeks. He returns to the shelter in August for a month. In this scenario, two counts under Admissions by Man/Boy are reported because the man is counted as two admissions. E.g., a man begins trauma therapy or long-term counselling in April. Because there is a plan for long-term treatment, only one count under Admissions by Man/Boy is reported. If the man discontinues treatment but returns in October and is accepted back into the program, two counts under Admissions by Man/Boy are reported. If a survivor attends drop-in counselling only with no long-term plan, each session attended would be counted under Admissions by Man/Boy if that is the main type of direct service funded in the project. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.

Number of Admissions: Other Gender: Community Supports Fund	A person who self-identifies as transgender, non-binary, two- spirit, or other who requested and received services. The number of individuals by gender that were accepted to the funded project and receive direct services from paid staff during the reporting year. The same person can be counted more than once if they re-enter the service (i.e., this is not a unique individual count) but should only be counted under one gender identity category per admission. If the client carries into the next fiscal year the client is reported again in the new reporting period. Admissions must be documented. E.g., an individual begins staying at a shelter in April. They leave the shelter after two weeks. They return to the shelter in August for a month. In this scenario, two counts under Admissions by Gender – Other Gender are reported because the individual is counted as two admissions. E.g., an individual begins trauma therapy or long-term counselling in April. Because there is a plan for long-term treatment, only one count under Admissions by Gender – Other Gender is reported. If the individual discontinues treatment but returns in October and is accepted back into the program, two counts under Admissions by Gender – Other Gender are reported. If a survivor attends drop-in counselling only with no long-term plan, each session attended would be counted under Admissions by Gender – Other Gender if that is the main type of direct service funded in the project. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.

Number of Admissions: Woman/Girl: Community Supports Fund	A person who self-identifies as female who requested and received services. The number of individuals by gender that were accepted to the funded project and receive direct services from paid staff during the reporting year. The same person can be counted more than once if they re-enter the service (i.e., this is not a unique individual count) but should only be counted under one gender identity category per admission. If the client carries into the next fiscal year, the client is reported again in the new reporting period.
	Admissions must be documented. E.g., a woman begins staying at a shelter in April. She leaves the shelter after two weeks. She returns to the shelter in August for a month. In this scenario, two counts under Admissions by Woman/Girl are reported because the woman is counted as two admissions. E.g., a woman begins trauma therapy or long- term counselling in April. Because there is a plan for long- term treatment, only one count under Admissions by Woman/Girl is reported. If the woman discontinues treatment but returns in October and is accepted back into the program, two counts under Admissions by Woman/Girl are reported. If a survivor attends drop-in counselling only with no long-term plan, each session attended would be counted under Admissions by Woman/Girl if that is the main type of direct service funded in the project. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.

Number of Indigenous Individuals Served: Man/Boy: Community Supports Fund	A person who self-identifies as Indigenous and Man/Boy and who requested and received services. Unique, or unduplicated, count of all individuals by gender identity who self-identified as Indigenous and received direct services in the funded project in the reporting year. A unique Indigenous individual served is reported under one Indigenous gender identity category to avoid duplicate counts. Individuals reported under Indigenous Individuals Served by Gender – Man/Boy should also be reported under: Individuals Served by Gender – Man/Boy. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Indigenous clients by gender in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals by gender that received counselling.
	Rationale: The purpose is to report the unique number of Indigenous clients served by gender identity in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Indigenous Individuals Served: Other Gender: Community Supports Fund	A person who self-identifies as Indigenous and two-spirit, transgender, non-binary or other who requested and received services. Unique, or unduplicated, count of all individuals by gender identity who self-identified as Indigenous and received direct services in the funded project in the reporting year. A unique Indigenous individual served is reported under one Indigenous gender identity category to avoid duplicate counts. Individuals reported under Indigenous Individuals Served by Gender – Other Gender should also be reported under: Individuals Served by Gender – Other Gender. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Within the Indigenous cultural context, two spirited people are those who are considered gifted because they carried two spirits: that of male and female. In today's context, the term refers to Indigenous people who may be gay, lesbian, bisexual, trans-gendered or those who walk carefully between the worlds and between the genders (Ontario Human Rights Code – Glossary of human rights terms) Transgender is an umbrella term for people whose gender identity and/or gender expression differs from what is typically associated with the sex they were assigned at birth. Individuals under the transgender umbrella may describe themselves using one or more of a wide variety of terms (Ministry of Community and Social Services, Violence Against Women Shelter Standards).Non- binary is an umbrella term for people who do not identify with the binary choice between male or female, or who may

	identify with aspects of both male and female (UK Office for National Statistics Update Trans Data Position Paper).Note:
	To avoid duplicate counts of the same individual in the reporting year, only report the number of Indigenous clients by gender in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.by gender that received counselling.
	Rationale: The purpose is to report the unique number of Indigenous clients served by gender identity in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Indigenous Individuals Served: Woman/Girl: Community Supports Fund	A person who self-identifies as an Indigenous Woman/Girl who requested and received services. Unique, or unduplicated, count of all individuals by gender identity who self-identified as Indigenous and received direct services in the funded project in the reporting year. A unique Indigenous individual served is reported under one Indigenous gender identity category to avoid duplicate counts. Individuals reported under Indigenous Individuals Served by Gender - Woman/Girl should also be reported under Individuals Served by Gender – Woman/Girl. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.
	"Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Indigenous clients by gender in the main type of service your project delivers.
	For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique number of Indigenous clients served by gender identity in the main type of service provided. This will prevent reporting the

	same individual more than once in the fiscal year.

Number of Individuals Served by Service Type: Culturally Responsive Supports/Activities: Community Supports Fund	Unique, or unduplicated, count of all individuals who received Culturally Responsive Supports/Activities in the funded project in the reporting year. Culturally Responsive supports and activities include land-based activities, healing/cultural teaching circles, cultural support groups, community/cultural events, etc. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.
	"Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of
	human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual

	more than once in the fiscal year.
Number of Individual Served by Serv Type: Other Non-Residential Direct Services Provided: Community Supports Fund	Unique, or unduplicated, count of all individuals who received a service not captured in the other service delivery types in the funded project in the reporting year. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.
	"Direct" services include, but are not limited to, counselling, system navigation through case management, and
	residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individual Served by type: Other Types of Trafficking (not labour and sex): Community Supports Fund	A person who has experienced another form of trafficking (i.e., not sex or labour trafficking) who requested and received services.
	Unique, or unduplicated, count of individuals who received direct services in the funded project in the reporting year. A unique individual served is reported under one trafficking subcategory only to avoid duplicate counts.
	This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.
	Subcategories are based on an individual's experience in relation to human trafficking. For example:
	The only subcategory for individuals who have not experienced trafficking is the Persons at Risk of Trafficking subcategory.
	All other categories pertain to individuals who have been trafficked at some point in time (i.e., recent or historical) and are seeking support to address their needs as survivors.
	When the type of trafficking experienced is known, this information supports improvements to tailored response and prevention efforts.
	"Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:

	Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling. Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting
Number of Individuals Exited Mental Health & Addictions Prior Completion of Goal: Community Supports Fund	Unique, or unduplicated, count of individuals who have exited mental health and addictions services/supports prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. Mental health support includes clinical/medical aspects to help deal with issues such as PTSD. It includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. It may include differentiating mental health problems from other underlying medical conditions. This will include services where medications may be prescribed. Addiction support includes withdrawal support and addiction treatment programs. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.

Number of Individuals Exited Residential Services Prior to Completion of Goal: Community Supports Fund	Unique, or unduplicated, count of individuals who have exited residential services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.

Number of Individuals Served (total): Community Supports Fund	Unique, or unduplicated, count of all individuals that received direct services in the funded project in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.
	The number of Total Unique Individuals Served must be equal to the total number of:
	• Individuals Served by Gender Individuals Served by Age
	• Individuals Served by Type of Trafficking

Number of Individuals Served by Service Type: Case Management: Community Supports Fund	Unique, or unduplicated, count of all individuals who received Case Management service in the funded project in the reporting year. Case management may include: • Identifying the parties responsible for executing a service plan • Monitoring progress Adjusting services • Connecting with other service providers, as needed Helping with issues and questions as they arise • Planning discharge • Measuring impact and outcomes The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public

	awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by Service Type: Counselling: Community Supports Fund	Unique, or unduplicated, count of all individuals who received Counselling support in the funded project in the reporting year. Counselling is delivered by a trained social worker. It is short-term and designed to help an individual address a problem or learn a coping mechanism.
	Counselling includes safety planning, advocacy for the individual, etc. The same person can be counted in other service subcategories (i.e., residential services, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by Service Type: Group Therapy: Community Supports Fund	Unique, or unduplicated, count of all individuals who received Group Therapy in the funded project in the reporting year. Group therapy is a long-term therapy which focuses on a broad range of issues to support an individual in the healing process in a group setting. This data element does not include Mental Health and Addiction Support which is more clinical and includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.
	"Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total

	number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by Service Type: Mental Health and Addictions: Community Supports Fund	Unique, or unduplicated, count of all individuals who received Mental Health and Addictions support in the funded project in the reporting year. Mental health support includes clinical/medical aspects to help deal with issues such as PTSD. It includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. It may include differentiating mental health problems from other underlying medical conditions. This will include services where medications may be prescribed. Addiction support includes withdrawal support and addiction treatment programs. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total

	number of clients served in the main type of service provided. This will prevent reporting
Number of Individuals Served by Service Type: Peer Mentorship: Community Supports Fund	Unique, or unduplicated, count of all individuals who received Peer Mentorship in the funded project in the reporting year. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.
	"Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by Service Type: Residential Services: Community Supports Fund	Unique, or unduplicated, count of all individuals who received Residential Services in the funded project in the reporting year. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element.
	Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

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Number of Individuals Served by type of trafficking: Labour Trafficking: Community Supports Fund	A person who has experienced labour trafficking who requested and received services. Unique, or unduplicated, count of individuals who received direct services in the funded project in the reporting year. A unique individual served is reported under one trafficking subcategory only to avoid duplicate counts. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. Subcategories are based on an individual's experience in relation to human trafficking. For example: The only subcategory for individuals who have not experienced trafficking is the Persons at Risk of Trafficking subcategory. All other categories pertain to individuals who have been trafficked at some point in time (i.e., recent or historical) and are seeking support to address their needs as survivors. When the type of trafficking experienced is known, this information supports improvements to tailored response and prevention efforts. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by type of trafficking: Sex Trafficking: Community Supports Fund	A person who has experienced sex trafficking who requested and received services. Unique, or unduplicated, count of individuals who received direct services in the funded project in the reporting year. A unique individual served is reported under one trafficking subcategory only to avoid duplicate counts. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. Subcategories are based on an individual's experience in relation to human trafficking. For example: The only subcategory for individuals who have not experienced trafficking is the Persons at Risk of Trafficking subcategory.
	All other categories pertain to individuals who have been trafficked at some point in time (i.e., recent or historical) and are seeking support to address their needs as survivors.
	When the type of trafficking experienced is known, this information supports improvements to tailored response and prevention efforts. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received

	counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by type: Persons at Risk of Trafficking: Community Supports Fund	A person who is at risk of human trafficking (i.e., has not experienced trafficking). Unique, or unduplicated, count of individuals who received direct services in the funded project in the reporting year. A unique individual served is reported under one trafficking subcategory only to avoid duplicate counts.
	This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.
	Subcategories are based on an individual's experience in relation to human trafficking. For example:
	The only subcategory for individuals who have not experienced trafficking is the Persons at Risk of Trafficking subcategory.
	All other categories pertain to individuals who have been trafficked at some point in time (i.e., recent or historical) and are seeking support to address their needs as survivors.
	When the type of trafficking experienced is known, this information supports improvements to tailored response and prevention efforts. Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of

	residential clients.
	Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.
	Rationale:
	The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served: 12-15: Community Supports Fund	A person who is between the ages of 12 to 15 who requested and received services. Unique, or unduplicated, count of all individuals by their age category who received direct services in the funded project in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Age in the main type of service your project delivers. For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year. |

Number of Individuals Served: 16-17: Community Supports Fund	A person who is between the ages of 16 to 17 who requested and received services. Unique, or unduplicated, count of all individuals by their age category who received direct services in the funded project in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Age in the main type of service your project delivers.

For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.

Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year. |

Number of Individuals Served: 18-24: Community Supports Fund	A person who is between the ages of 18 to 24 who requested and received services. Unique, or unduplicated, count of all individuals by their age category who received direct services in the funded project in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under A person who is between the ages of 18 to 24 who requested and received services.
	Unique, or unduplicated, count of all individuals by their age category who received direct services in the funded project in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Age in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of

| | residential clients.

Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year. |

Number of Individuals Served: 25 and older: Community Supports Fund	A person who is aged 25 years or older who requested and received services. Unique, or unduplicated, count of all individuals by their age category who received direct services in the funded project in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Age in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served: Other Gender: Community Supports Fund	A person who self-identifies as transgender, non-binary, two- spirit, or other. Unique, or unduplicated, count of all individuals by their gender (including Indigenous two-spirit, transgender, non- binary, and other Indigenous individuals), who received direct services in the funded project in the reporting year. A unique individual served is reported under one gender identity category to avoid duplicate counts. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Transgender is an umbrella term for people whose gender identity and/or gender expression differs from what is typically associated with the sex they were assigned at birth. Individuals under the transgender umbrella may describe themselves using one or more of a wide variety of terms (Ministry of Community and Social Services, Violence Against Women Shelter Standards).Non- binary is an umbrella term for people who do not identify with the binary choice between male or female, or who may identify with aspects of both male and female (UK Office for National Statistics Update Trans Data Position Paper).Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Gender in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients by gender.

	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals by gender that received counselling.
	Rationale: The purpose is to report the unique number of clients served by gender identity in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served: Woman/Girl: Community Supports Fund	A person who self-identifies as Woman/Girl who requested and received services. Unique, or unduplicated, count of all individuals by their gender (including Indigenous individuals) who received direct services in the funded project in the reporting year. A unique individual served is reported under one gender identity category to avoid duplicate counts. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Gender in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients by gender.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals by gender that received counselling.
	The purpose is to report the unique number of clients served by gender identity in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Who Completed Goal of Case Management: Community Supports Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of case management services as identified in the project success plan/theory of change and exited the service. Case management may include: • Identifying the parties responsible for executing a service plan • Monitoring progress • Adjusting services • Connecting with other service providers, as needed • Helping with issues and questions as they arise • Planning discharge • Measuring impact and outcomes The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public

	awareness and/or only provide a unique count of individuals that received counselling.
Number of Individuals Who Completed Goal of Counselling: Community Supports Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of counselling services as identified in the project success plan/theory of change and exited the service. Counselling is delivered by a trained social worker. It is short-term and designed to help an individual address a problem or learn a coping mechanism. Counselling includes safety planning, advocacy for the individual, etc. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal of Group Therapy: Community Supports Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of group therapy as identified in the project success plan/theory of change and exited the service. Group therapy is a long-term therapy which focuses on a broad range of issues to support an individual in the healing process in a group setting. This data element does not include Mental Health and Addiction Support which is more clinical and includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal of Mental Health and Addictions: Community Supports Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of mental health and addictions services/supports as identified in the project success plan/theory of change and exited the service. Mental health support includes clinical/medical aspects to help deal with issues such as PTSD. It includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. It may include differentiating mental health problems from other underlying medical conditions. This will include services where medications may be prescribed. Addiction support includes withdrawal support and addiction treatment programs. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal of Peer Mentorship: Community Supports Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of peer mentorship as identified in the project success plan/theory of change and exited the service. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal of Residential Services: Community Supports Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of residential services as identified in the project success plan/theory of change and exited the service. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal Other Non-Residential Direct Services: Community Supports Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of other non- residential direct services provided as identified in the project success plan/theory of change and exited the service. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	An individual is only counted once per year. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal of Culturally Responsive Supports/Activities: Community Supports Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of culturally responsive services as identified in the project success plan/theory of change and exited the service. Culturally responsive supports and activities include land-based activities, healing/cultural teaching circles, cultural support groups, community/cultural events, etc. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	An individual is only counted once per year. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.

Number of Individuals Who Exited Case Management Prior to Completion of Goal: Community Supports Fund	Unique, or unduplicated, count of individuals who have exited case management services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. Case management may include: • Identifying the parties responsible for executing a service plan • Monitoring progress • Adjusting services • Connecting with other service providers, as needed • Helping with issues and questions as they arise • Planning discharge • Measuring impact and outcomes The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Exited Counselling Prior to Completion of Goal: Community Supports Fund	Unique, or unduplicated, count of individuals who have exited counselling services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. Counselling is delivered by a trained social worker. It is short-term and designed to help an individual address a problem or learn a coping mechanism. Counselling includes safety planning, advocacy for the individual, etc. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Exited Group Therapy Prior to Completion of Goal: Community Supports Fund	Unique, or unduplicated, count of individuals who have exited group therapy services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. Group therapy is a long- term therapy which focuses on a broad range of issues to support an individual in the healing process in a group setting. This data element does not include Mental Health and Addiction Support which is more clinical and includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Exited Peer Mentorship Prior to Completion of Goal: Community Supports Fund	Unique, or unduplicated, count of individuals who have exited peer mentorship services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling. |
| Number of Individual Exited Other Non-Residential Direct Serv Prior Completion of Goal: Community Supports Fund | Unique, or unduplicated, count of individuals who have exited other non-residential direct services provided prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.

Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling. |

Number of Individuals Who Exited Culturally Responsive Supports/Activities Prior to Completion of Goal: Community Supports Fund	Unique, or unduplicated, count of individuals who have exited culturally responsive services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. Culturally responsive supports and activities include land-based activities, healing/cultural teaching circles, cultural support groups, community/cultural events, etc. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
Community Supports Fund: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative).

Number of Individuals Served: Man/Boy: Community Supports Fund	A person who self-identifies as man/boy who requested and received services. Unique, or unduplicated, count of all individuals by their gender (including Indigenous individuals) who received direct services in the funded project in the reporting year. A unique individual served is reported under one gender identity category to avoid duplicate counts. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Gender in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients by gender.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals by gender that received counselling.
	The purpose is to report the unique number of clients served by gender identity in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Services delivered: AHTCS — indigenous led initiatives fund

Component: Anti-Human Trafficking Community Supports

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service objectives

- Address the needs of Indigenous survivors, persons at risk and persons with lived experience of human trafficking through dedicated culturally responsive trauma- informed services and build community capacity to enhance locally driven solutions to human trafficking. Supports will also address existing service gaps and strengthen coordinated service delivery networks to respond to the needs of Indigenous survivors, persons at risk and persons with lived experience of human trafficking, including children and youth who have been sexual exploited through sex trafficking and improve overall well-being, safety and other short- and long- term outcomes.

Service description

Program goals

- Support an effective and coordinated multi-sector delivery network of dedicated, culturally responsive services that will improve the short and long-term well-being of Indigenous survivors, persons at risk and persons with lived experience of human trafficking;
- Indigenous agencies design culturally responsive services and supports for survivors;
- Provide opportunities for Indigenous survivors, persons at risk and persons with lived experience of human trafficking to hold leadership and mentorship roles;

- Build community capacity and sharing of promising practices among service providers to meet the specific needs of survivors, and persons at risk of human trafficking;
- Improve accessibility and responsiveness of services so that survivors or persons at risk can receive services in their community of choice, where possible;
- Strengthen awareness and education to target and challenge norms, attitudes and behaviours that enable trafficking to continue and with the goal of preventing human trafficking in Indigenous communities in Ontario.

Program/service features

Services and supports for survivors and those at risk

- Crisis supports/trauma-informed counselling to assist Indigenous persons seeking urgent assistance;
- Provision of information on rights, options, and available services;
- Referrals or linking survivors or persons at risk of human trafficking to appropriate services;
- Outreach to survivors and those at risk, including survivors and those at risk who are Indigenous;
- Short and long-term programming that improves the well-being of survivors and those at risk of trafficking who are Indigenous;
- Wraparound supports that acknowledge the impacts of historical oppressions and colonial violence in the trauma experienced by survivors of human trafficking who are Indigenous;
- Provision of legal supports, including case management and advocacy and transition supports for Indigenous survivors of human trafficking from provincially funded institutions and service systems seeking to access services; and;
- Dedicated services and supports to address the needs of survivors or persons at risk of trafficking.

Services excluded

- The Anti-Human Trafficking Prevention and Community Supports exclude supportive housing services; these will be provided through separate agreements with the Ministry of Municipal Affairs and Housing as applicable.

Ministry Expectations

Service Delivery

- Services and supports will respect the cultural and diverse needs of all Indigenous survivors, including: 2SLGBTQQIA+, urban, rural/remote, fly-in and Northern Indigenous communities for survivors with disabilities, and children and youth who have been sexually exploited through sex trafficking;
- Services and supports will respect the diverse needs of survivors or persons at risk;
- Services and supports are community-focused and are designed for, and by First Nation, Métis, Inuit and urban Indigenous organizations and communities to address the short and long-term needs of survivors of human trafficking;
- Services and supports enable service providers to deliver dedicated and specialized wrap-around supports, prioritizing Indigenous survivor-led programming and dedicated services for Indigenous children and youth who have been sexually exploited;
- Where possible, services will be provided in the preferred language of the Indigenous survivor or persons at risk;
- Supports provided will encompass choice, individual needs and experiences, the social, economic and historical factors contributing to the targeting and vulnerability of Indigenous survivors or persons at risk of human trafficking, and available resources;
- Service providers are required to have staff that possess appropriate and relevant experience, which may be inclusive of the lived experience of Indigenous HT survivors;

- Staff will be suitably trained and qualified to provide services to Indigenous persons at risk of trafficking and survivors who have experienced exploitation. Staff providing clinical counselling are required to comply with all applicable legislation;
- Service providers will have mechanisms in place to provide counselling services or referrals to link Indigenous survivors with appropriate services;
- Service providers will develop appropriate referral criteria and mechanisms with local anti- human trafficking service providers, the Children's Aid Society (CAS)/Indigenous Child Well- being Societies as appropriate and suitable children, youth and adult services in order to maximize the effectiveness of services for survivors;
- Services provided to children and youth (including licensing for residential services) must comply with the provisions of the *Child, Youth and Family Services Act;*
- Service providers will have a written service complaint and problem resolution process that will be made available to Indigenous survivors or persons at risk who use services upon request;
- Service providers will be active members in ministry-funded service system planning. Where applicable, service providers may participate in anti-human trafficking coalition tables, to build and strengthen service delivery networks, implement prevention and awareness initiatives and share best practices in service delivery mechanisms;
- Transfer Payment Recipients should work with Violence against Women (VAW) Transitional Housing Support Program (THSP) Workers, where appropriate, to connect survivors to housing resources;
- The Canadian Centre to End Human Trafficking (CCEHT) provides a hotline for callers with questions about human trafficking supports in Canada. The hotline acts as a central response and referral mechanism, along with a central data collection mechanism. CCEHT offers 24/7, multilingual access to a safe and confidential space to ask for help, connect to services, and, report tips;

- All agencies will market <u>CCEHT</u> whenever possible, including in print materials, websites, training sessions, and promotional materials, <u>etc.</u>
- In order to ensure that people are referred to the most appropriate services, it is important that service providers share information about changes to their organizations' programs and services with the <u>CCEHT</u> for their database – such as new programs added, changes to program locations or hours, cancellation of programs or services, or changes to key contacts. Service providers will ensure that changes are communicated to the <u>CCEHT</u> within 2 weeks of the change, by contacting their office.

Safety planning

- Service providers will have in place the necessary physical security measures to maintain the physical safety, within the service provider service location, of survivors receiving services and service provider employees;
- Services include the development of safety strategies or plans for survivors and those at risk of human trafficking that reflect the survivor's immediate personal circumstances, needs and choices;
- Safety strategies can include and are not limited to:
  - Development of safety plan for survivors who are exiting human trafficking Partnerships with community services;
  - Providing a backpack with a change of clothes, cellphone and essentials Providing safe transportation to access services;
  - Providing resources for mental health supports and harm reduction kits Providing safety when accessing community services.

Capacity building, prevention and awareness

- Service providers conducting training and/or capacity building will be required to develop and document relevant materials and provide copies to the ministry upon request;

- Service providers delivering training and/or capacity building should utilize the knowledge and expertise of survivors in developing the training and support survivors as deliverers of training when possible;
- Activities that seek to enhance awareness of human trafficking should aim to empower survivors and avoid harmful stereotyping or depiction of survivors
- Support for community engagement to develop community-driven responses to support an informed and effective response to human trafficking;
- Transfer Payment Recipients should work with the appropriate housing Service Manager to share information about human trafficking and improve housing outcomes for survivors of human trafficking;
- Broad and targeted education and awareness that will improve communities' understanding and address misconceptions regarding human trafficking.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Admissions: Man/Boy: Indigenous Led Initiatives Fund	A person who self-identifies as man/boy who requested and received services. The number of individuals by gender that were accepted to the funded project and receive direct services from paid staff during the reporting year. The same person can be counted more than once if they re-enter the service (i.e., this is not a unique individual count) but should only be counted under one gender identity category per admission. If the client carries into the next fiscal year, the client is reported again in the new reporting period. Admissions must be documented. E.g., a man begins staying at a shelter in April. He leaves the shelter after two weeks. He returns to the shelter in August for a month. In this scenario, two counts under Admissions by Man/Boy are reported because the man is counted as two admissions. E.g., a man begins trauma therapy or long-term counselling in April. Because there is a plan for long-term treatment, only one count under Admissions by Man/Boy is reported. If the man discontinues treatment but returns in October and is accepted back into the program, two counts under Admissions by Man/Boy are reported. If a survivor attends drop-in counselling only with no long-term plan, each session attended would be counted under Admissions by Man/Boy if that is the main type of direct service funded in the project. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.

Number of Admissions: Other Gender: Indigenous Led Initiatives Fund	A person who self-identifies as transgender, non-binary, two- spirit, or other who requested and received services. The number of individuals by gender that were accepted to the funded project and receive direct services from paid staff during the reporting year. The same person can be counted more than once if they re-enter the service (i.e., this is not a unique individual count) but should only be counted under one gender identity category per admission. If the client carries into the next fiscal year, the client is reported again in the new reporting period. Admissions must be documented.

Number of Admissions: Woman/Girl: Indigenous Led Initiatives Fund	A person who self-identifies as woman/girl who requested and received services. The number of individuals by gender that were accepted to the funded project and receive direct services from paid staff during the reporting year. The same person can be counted more than once if they re-enter the service (i.e., this is not a unique individual count) but should only be counted under one gender identity category per admission. If the client carries into the next fiscal year, the client is reported again in the new reporting period.
	Admissions must be documented. E.g., a woman begins staying at a shelter in April. She leaves the shelter after two weeks. She returns to the shelter in August for a month. In this scenario, two counts under Admissions by woman/girl are reported because the woman is counted as two admissions. E.g., a woman begins trauma therapy or long- term counselling in April. Because there is a plan for long- term treatment, only one count under Admissions by woman/girl is reported. If the woman discontinues treatment but returns in October and is accepted back into the program, two counts under Admissions by woman/girl are reported. If a survivor attends drop-in counselling only with no long-term plan, each session attended would be counted under Admissions by woman/girl if that is the main type of direct service funded in the project. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.

Number of Indigenous Individuals Served: Man/Boy: Indigenous Led Initiatives Fund	A person who self-identifies as Indigenous and man/boy and who requested and received services. Unique, or unduplicated, count of all individuals by gender identity who self-identified as Indigenous and received direct services in the funded project in the reporting year. A unique Indigenous individual served is reported under one Indigenous gender identity category to avoid duplicate counts. Individuals reported under Indigenous Individuals Served by Gender – Man/Boy should also be reported under: Individuals Served by Gender – Man/Boy. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.

Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Indigenous clients by gender in the main type of service your project delivers. For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Rationale: The purpose is to report the unique number of Indigenous clients served by gender identity in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

| Number of Indigenous Individuals Served: Other Gender: Indigenous Led Initiatives Fund | A person who self-identifies as Indigenous and two-spirit, transgender, non-binary or other who requested and received services. Unique, or unduplicated, count of all individuals by gender identity who self-identified as Indigenous and received direct services in the funded project in the reporting year. A unique Indigenous individual served is reported under one Indigenous gender identity category to avoid duplicate counts. Individuals reported under Indigenous Individuals Served by Gender – Other Gender should also be reported under: Individuals Served by Gender – Other Gender. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Within the Indigenous cultural context, two spirited people are those who are considered gifted because they carried two spirits: that of male and female. In today's context, the term refers to Indigenous people who may be gay, lesbian, bisexual, trans-gendered or those who walk carefully between the worlds and between the genders (Ontario Human Rights Code – Glossary of human rights terms). Transgender is an umbrella term for people whose gender identity and/or gender expression differs from what is typically associated with the sex they were assigned at birth. Individuals under the transgender umbrella may describe themselves using one or more of a wide variety of terms (Ministry of Community and Social Services, Violence Against Women Shelter Standards). Non- binary is an umbrella term for people who do not identify with the binary choice between male or female, or who may |

identify with aspects of both male and female (UK Office for National Statistics Update Trans Data Position Paper). Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Indigenous clients by gender in the main type of service your project delivers. For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Rationale: The purpose is to report the unique number of Indigenous clients served by gender identity in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Indigenous Individuals Served: Woman/Girl: Indigenous Led Initiatives Fund	A person who self-identifies as an Indigenous woman/girl who requested and received services. Unique, or unduplicated, count of all individuals by gender identity who self-identified as Indigenous and received direct services in the funded project in the reporting year. A unique Indigenous individual served is reported under one Indigenous gender identity category to avoid duplicate counts. Individuals reported under Indigenous Individuals Served by Gender - Woman/Girl should also be reported under Individuals Served by Gender - Woman/Girl. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.

Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Indigenous clients by gender in the main type of service your project delivers. For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Rationale: The purpose is to report the unique number of Indigenous clients served by gender identity in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year. |

Number of Individual Exited Other Non-Residential Direct Serv Prior Completion of Goal: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of individuals who have exited other non-residential direct services provided prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	
	    Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	
	    Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.

| Number of Individuals Served by Service Type: Culturally Responsive Supports/Activities: Indigenous Led Initiatives Fund | Unique, or unduplicated, count of all individuals who received Culturally Responsive Supports in the funded project in the reporting year. Culturally Responsive supports and activities include land-based activities, healing/cultural teaching circles, cultural support groups, community/cultural events, etc. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:

    Residential services that also provide wrap around supports should only provide a unique count of residential clients.

    Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.

Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year. |

Number of Individual Served by Service Type: Culturally-Responsive Supports/Activities: Indigenous Led Initiatives Fund	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.
Number of Individuals Experiencing Cultural Well-Being: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of individuals who completed a survey and self-reported feeling a greater sense of cultural well-being and connection to Indigenous services and supports, and to their community after receiving services from your agency. This count is derived by administering a survey question to individuals upon completion of the program/service. Individuals should only be administered the survey question once in the fiscal year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. An example of a survey question that could be used to obtain a count is: "Did the services provided to you support you in feeling a greater sense of cultural well-being and connection to Indigenous services and to your community?: • Always • Most of the time • Sometimes • Never Note: Only individuals who select 'Always' or 'Most of the time' should be counted. Individuals who select 'Sometimes' or 'Never' are not counted in this data element.

Number of Individuals Reporting Culturally Response Care: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of individuals who completed a survey and self-reported receiving culturally responsive services from your agency. This count is derived by administering a survey question to individuals prior to exit of the program/service. Individuals should only be administered the survey question once in the reporting year. An example of a survey question that could be used to obtain a count is: "Did the services provided to you support your cultural and/or spiritual needs (please choose one answer that best describes how you feel)?:
	• Always
	• Most of the time
	• Sometimes
	• Never
	Note: Only individuals who select 'Always' or 'Most of the time' should be counted. Individuals who select 'Sometimes' or 'Never' are not counted in this data element.

| Number of Individuals Served (total): Indigenous Led Initiatives Fund | Unique, or unduplicated, count of all individuals that received direct services in the funded project in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.

The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

The number of Total Unique Individuals Served must be equal to the total number of:

Individuals Served by Gender Individuals Served by Age

Individuals Served by Type of Trafficking |
| --- | --- |

Number of Individuals Served by Service Type: Case Management: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who received Case Management service in the funded project in the reporting year. Case management may include:

Unique, or unduplicated, count of all individuals who received Case Management service in the funded project in the reporting year. Case management may include:

- Identifying the parties responsible for executing a service plan
- Monitoring progress Adjusting services
- Connecting with other service providers, as needed
- Helping with issues and questions as they arise Planning discharge
- Measuring impact and outcomes

The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.

This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.

"Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.

Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.

Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by Service Type: Counselling: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who received Counselling support in the funded project in the reporting year. Counselling is delivered by a trained social worker. It is short-term and designed to help an individual address a problem or learn a coping mechanism.
	Counselling includes safety planning, advocacy for the individual, etc. The same person can be counted in other service subcategories (i.e., residential services, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.

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	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by Service Type: Group Therapy: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who received Group Therapy in the funded project in the reporting year. Group therapy is a long-term therapy which focuses on a broad range of issues to support an individual in the healing process in a group setting. This data element does not include Mental Health and Addiction Support which is more clinical and includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.
	"Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total

	number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by Service Type: Mental Health and Addictions: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who received Mental Health and Addictions support in the funded project in the reporting year. Mental health support includes clinical/medical aspects to help deal with issues such as PTSD. It includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. It may include differentiating mental health problems from other underlying medical conditions. This will include services where medications may be prescribed. Addiction support includes withdrawal support and addiction treatment programs. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.

Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers.

For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals

	that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by Service Type: Peer Mentorship: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who received Peer Mentorship in the funded project in the reporting year. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.
	"Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached
	through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by Service Type: Residential Services: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who received Residential Services in the funded project in the reporting year. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.
	"Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers.
	For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by type of trafficking: Labour Trafficking: Indigenous Led Initiatives Fund	A person who has experienced labour trafficking who requested and received services. Unique, or unduplicated, count of individuals who received direct services in the funded project in the reporting year. A unique individual served is reported under one trafficking subcategory only to avoid duplicate counts. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. Subcategories are based on an individual's experience in relation to human trafficking. For example: The only subcategory for individuals who have not experienced
	trafficking is the Persons at Risk of Trafficking subcategory. All other categories pertain to individuals who have been trafficked at some point in time (i.e., recent or historical) and are seeking support to address their needs as survivors.
	When the type of trafficking experienced is known, this information supports improvements to tailored response and prevention efforts. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element.
	Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public

	awareness and/or only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by type of trafficking: Sex Trafficking: Indigenous Led Initiatives Fund	A person who has experienced sex trafficking who requested and received services. Unique, or unduplicated, count of individuals who received direct services in the funded project in the reporting year. A unique individual served is reported under one trafficking subcategory only to avoid duplicate counts. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. Subcategories are based on an individual's experience in relation to human trafficking. For example: The only subcategory for individuals who have not experienced trafficking is the Persons at Risk of Trafficking subcategory. All other categories pertain to individuals who have been trafficked at some point in time (i.e., recent or historical) and are seeking support to address their needs as survivors.

When the type of trafficking experienced is known, this information supports improvements to tailored response and prevention efforts. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element.

Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:

    Residential services that also provide wrap around supports should only provide a unique count of residential clients.

    Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling. |

	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served by Type of Trafficking: Persons at Risk of Trafficking: Indigenous Led Initiatives Fund	A person who is at risk of human trafficking (i.e., has not experienced trafficking). Unique, or unduplicated, count of individuals who received direct services in the funded project in the reporting year. A unique individual served is reported under one trafficking subcategory only to avoid duplicate counts.
	This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. Subcategories are based on an individual's experience in relation to human trafficking. For example:
	The only subcategory for individuals who have not experienced trafficking is the Persons at Risk of Trafficking subcategory.
	All other categories pertain to individuals who have been trafficked at some point in time (i.e., recent or historical) and are seeking support to address their needs as survivors.
	When the type of trafficking experienced is known, this information supports improvements to tailored response and prevention efforts. Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element.
	Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services.
	Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of

	residential clients.
	Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served: 12-15: Indigenous Led Initiatives Fund	A person who is between the ages of 12 to 15 who requested and received services. Unique, or unduplicated, count of all individuals by their age category who received direct services in the funded project in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Age in the main type of service your project delivers. For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served: 16-17: Indigenous Led Initiatives Fund	A person who is between the ages of 16 to 17 who requested and received services. Unique, or unduplicated, count of all individuals by their age category who received direct services in the funded project in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Age in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served: 18-24: Indigenous Led Initiatives Fund	A person who is between the ages of 18 to 24 who requested and received services. Unique, or unduplicated, count of all individuals by their age category who received direct services in the funded project in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under A person who is between the ages of 18 to 24 who requested and received services.
	Unique, or unduplicated, count of all individuals by their age category who received direct services in the funded project in the reporting year. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Age in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of

	residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served: 25 and older: Indigenous Led Initiatives Fund	A person who is aged 25 years or older who requested and received services. Unique, or unduplicated, count of all individuals by their age category who received direct services in the funded project in the reporting year.
	This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period.
	"Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Age in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served: Man/Boy: Indigenous Led Initiatives Fund	A person who self-identifies as man/boy who requested and received services. Unique, or unduplicated, count of all individuals by their gender (including Indigenous individuals who received direct services in the funded project in the reporting year). A unique individual served is reported under one gender identity category to avoid duplicate counts. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Gender in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals by gender that received counselling.
	The purpose is to report the unique number of clients served by gender identity in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Served: Other Gender: Indigenous Led Initiatives Fund	A person who self-identifies as transgender, non-binary, two-spirit, or other. Unique, or unduplicated, count of all individuals by their gender (including Indigenous two-spirit, transgender, non- binary, and other Indigenous individuals), who received direct services in the funded project in the reporting year. A unique individual served is reported under one gender identity category to avoid duplicate counts. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Transgender is an umbrella term for people whose gender identity and/or gender expression differs from what is typically associated with the sex they were assigned at birth. Individuals under the transgender umbrella may describe themselves using one or more of a wide variety of terms (Ministry of Community and Social Services, Violence Against Women Shelter Standards).Non- binary is an umbrella term for people who do not identify with the binary choice between male or female, or who may identify with aspects of both male and female (UK Office for National Statistics Update Trans Data Position Paper).Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Gender in the main type of service your project delivers. For example:
	Residential services that also provide wrap around

	supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals by gender that received counselling.

Rationale: The purpose is to report the unique number of clients served by gender identity in the main type of service provided. This will prevent reporting the same individual more than once int he fiscal year. |
| Number of Individuals Who Completed a Survey: Indigenous Led Initiatives Fund | Unique, or unduplicated, count of individuals who completed a survey on whether services: were culturally appropriate; and promoted a greater sense of cultural well- being. Although voluntary, all individuals must be offered the choice to complete a survey prior to exit of the program. The agency is responsible for ensuring that client privacy and confidentiality is observed to the extent possible. Note: This data element will be used to understand what portion of individuals who completed a survey felt the services they received were culturally appropriate and promoted cultural well-being. |

Number of Individuals Who Completed Goal of Case Management: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of case management services as identified in the project success plan/theory of change and exited the service. Case management may include:
	• Identifying the parties responsible for executing a service plan
	• Monitoring progress Adjusting services
	• Connecting with other service providers, as needed
	• Helping with issues and questions as they arise Planning discharge
	• Measuring impact and outcomes
	The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. If an individual has exited the service prior to achieving its goal(s) but has since returned to the service in the same reporting year and successfully achieved its goal(s), they should be counted in this data element.
	Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around

	supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal of Counselling: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of counselling as identified in the project success plan/theory of change and exited the service. Counselling is delivered by a trained social worker. It is short-term and designed to help an individual address a problem or learn a coping mechanism. Counselling includes safety planning, advocacy for the individual, etc. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. If an individual has exited the service prior to achieving its goal(s) but has since returned to the service in the same reporting year and successfully achieved its goal(s), they should be counted in this data element. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: 　　Residential services that also provide wrap around supports should only provide a unique count of residential clients. 　　Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal of Group Therapy: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of group therapy as identified in the project success plan/theory of change and exited the service. Group therapy is a long-term therapy which focuses on a broad range of issues to support an individual in the healing process in a group setting. This data element does not include Mental Health and Addiction Support which is more clinical and includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. If an individual has exited the service prior to achieving its goal(s), but has since returned to the service in the same reporting year and successfully achieved its goal(s), they should be counted in this data element. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:

> Residential services that also provide wrap around supports should only provide a unique count of residential clients.
>
> Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal of Mental Health and Addictions: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of mental health and addictions services/supports as identified in the project success plan/theory of change and exited the service. Mental health support includes clinical/medical aspects to help deal with issues such as PTSD. It includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. It may include differentiating mental health problems from other underlying medical conditions. This will include services where medications may be prescribed. Addiction support includes withdrawal support and addiction treatment programs. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. If an individual has exited the service prior to achieving its goal(s),but has since returned to the service in the same reporting year and successfully achieved its goal(s), they should be counted in this data element. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of

	residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.
Number of Individuals Who Completed Goal of Peer Mentorship: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of peer mentorship as identified in the project success plan/theory of change and exited the service. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. If an individual has exited the service prior to achieving its goal(s), but has since returned to the service in the same reporting year and successfully achieved its goal(s), they should be counted in this data element. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal of Residential Services: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of residential services as identified in the project success plan/theory of change and exited the service. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. An individual is only counted once per year. If an individual has exited the service prior to achieving its goal(s),but has since returned to the service in the same reporting year and successfully achieved its goal(s), they should be counted in this data element. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	
	    Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	
	    Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal Other Non-Residential Direct Services- Indigenous Led Initiatives	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of other non- residential direct services provided as identified in the project success plan/theory of change and exited the service. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	An individual is only counted once per year. If an individual has exited the service prior to achieving its goal(s), but has since returned to the service in the same reporting year and successfully achieved its goal(s), they should be counted in this data element. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Completed Goal of Culturally Responsive Supports/Activities: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of all individuals who have successfully achieved the stated goal(s) of culturally responsive services as identified in the project success plan/theory of change and exited the service. Culturally responsive supports and activities include land-based activities, healing/cultural teaching circles, cultural support groups, community/cultural events, etc. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.
	
	An individual is only counted once per year. If an individual has exited the service prior to achieving its goal(s),but has since returned to the service in the same reporting year and successfully achieved its goal(s), they should be counted in this data element. Note: In some cases, a goal(s) will be a clearly defined event, such as becoming employed, staying employed, or graduating from high school. In other cases, such as programs intended to support improvements in housing stability or mental health, the goal(s) will be based on demonstrated improvement on a defined continuum or scale. The goal(s) will be relevant to the direct service(s) delivered and will be linked to the outcomes identified in the project success plan/theory of change as stated in the funding application. To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:
	
	    Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	
	    Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Exited Case Management Prior to Completion of Goal: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of individuals who have exited case management services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. Case management may include: • Identifying the parties responsible for executing a service plan • Monitoring progress • Adjusting services • Connecting with other service providers, as needed • Helping with issues and questions as they arise • Planning discharge • Measuring impact and outcomes The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Exited Counselling Prior to Completion of Goal: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of individuals who have exited counselling services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. Counselling is delivered by a trained social worker. It is short-term and designed to help an individual address a problem or learn a coping mechanism. Counselling includes safety planning, advocacy for the individual, etc. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:

> Residential services that also provide wrap around supports should only provide a unique count of residential clients.
>
> Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Exited Group Therapy Prior to Completion of Goal: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of individuals who have exited group therapy services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. Group therapy is a long- term therapy which focuses on a broad range of issues to support an individual in the healing process in a group setting. This data element does not include Mental Health and Addiction Support which is more clinical and includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Who Exited Peer Mentorship Prior to Completion of Goal: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of individuals who have exited peer mentorship services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.
Number of Individuals Who Exited Culturally Responsive Supports Prior to Completion of Goal: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of individuals who have exited culturally responsive services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. Culturally responsive supports and activities include land-based activities, healing/cultural teaching circles, cultural support groups, community/cultural events, etc. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.

Number of Individuals Served by Type of Trafficking: Other Types of Trafficking (not labour and sex): Indigenous Led Initiatives Fund	A person who has experienced another form of trafficking (i.e., not sex or labour trafficking) who requested and received services. Unique, or unduplicated, count of individuals who received direct services in the funded project in the reporting year. A unique individual served is reported under one trafficking subcategory only to avoid duplicate counts. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. Subcategories are based on an individual's experience in relation to human trafficking. For example: The only subcategory for individuals who have not experienced trafficking is the Persons at Risk of Trafficking subcategory. All other categories pertain to individuals who have been trafficked at some point in time (i.e., recent or historical) and are seeking support to address their needs as survivors. When the type of trafficking experienced is known, this information supports improvements to tailored response and prevention efforts. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors and individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported. Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the

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	main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients.
	Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.
	Rationale: The purpose is to report the unique total number of clients served in the main type of service provided. This will prevent reporting the same individual more than once in the fiscal year.

Number of Individuals Exited Mental Health & Addictions Prior Completion of Goal Indigenous Led Initiatives	Unique, or unduplicated, count of individuals who have exited mental health and addictions services/supports prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. Mental health support includes clinical/medical aspects to help deal with issues such as PTSD. It includes services provided by a mental health professional who specializes in preventing, diagnosing, and treating mental illness. It may include differentiating mental health problems from other underlying medical conditions. This will include services where medications may be prescribed. Addiction support includes withdrawal support and addiction treatment programs. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year.

Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example:

Residential services that also provide wrap around supports should only provide a unique count of residential clients.

Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling. |

Number of Individuals Exited Residential Services Prior to Completion of Goal: Indigenous Led Initiatives Fund	Unique, or unduplicated, count of individuals who have exited the residential services prior to achieving the stated goal(s) of the service (i.e., dropped out). An individual is only counted once in the reporting year. The same person can be counted in other service subcategories (i.e., counselling, peer mentorship, mental health and addictions, etc.) if they received more than one direct service in the reporting year. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of clients in the main type of service your project delivers. For example: Residential services that also provide wrap around supports should only provide a unique count of residential clients. Counselling services that also do outreach, public awareness and/or only provide a unique count of individuals that received counselling.
Indigenous-Led Initiatives Fund: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative).

Number of Individuals Served: Woman/Girl: Indigenous Led Initiatives Fund	A person who self-identifies as woman/girl who requested and received services. Unique, or unduplicated, count of all individuals by their gender (including Indigenous individuals) who received direct services in the funded project in the reporting year. A unique individual served is reported under one gender identity category to avoid duplicate counts. This count represents an active client roster for the year. If the client carries into the next fiscal year, the client is reported once in the new reporting period. "Direct" services include, but are not limited to, counselling, system navigation through case management, and residential services. Only survivors/individuals at risk of human trafficking that received "direct" services should be reported under this data element. Individuals reached through broad outreach and awareness/education campaigns should not be reported.
	Dependents of survivors or individuals at risk of trafficking are not reported under this data element even if they received services. Note: To avoid duplicate counts of the same individual in the reporting year, only report the number of Individuals Served by Gender in the main type of service your project delivers. For example:
	Residential services that also provide wrap around supports should only provide a unique count of residential clients by gender.
	Counselling services that also do outreach, public awareness and/or provide wrap around supports should only provide a unique count of individuals by gender that received counselling.
	The purpose is to report the unique number of clients served by gender identity in the main type of service provided. This will prevent reporting the same individual more

Services delivered: AHTCS — licensed children's residences for trafficked youth

Component: Anti-Human Trafficking Community Supports

Legislation: *Child, Youth and Family Services Act, 2017* (CYFSA)
Ministry of Community and Social Services Act, 1990

Service objectives

To provide community-based, residential accommodation, group care and supervision supports for children and youth who are experiencing social, emotional, behavioural, mental health or addiction issues that can reasonably be associated with the lived experience of being sex trafficked.

To provide appropriate coping strategy and skill development training that will enable the child or youth to function effectively at home, at school and in the community, and/or transition to safe and sustainable independent living.

Service description

Program/service features

The Program/Services contracted by the ministry will reflect the following features:

People served

- Children and youth with an identified social, emotional, behavioural or mental health need or addiction as a result of the trauma they experienced by having been sex trafficked;
- Children and youth – female and/or female-identified and at least 12 years old and under 18 years of age at time of intake.

Services will be

- Reflective and responsive to the voice, wishes and needs of the child/youth, as well as family and community strengths and needs;
- Accountable to the child/youth, family and community;
- Respectful and responsive to the diverse needs of all children and youth, recognizing the impact of systemic racism on marginalized populations which may include members of the L2SGBCTQ+ community, and individuals of colour, and Indigenous communities including First Nations, Metis or Inuit;
- Services will take into account the child/youth's ability, race, sexual orientation, religious beliefs, ethno-cultural background, and First Nations, Metis, or Inuit identity in all case management/planning decisions;
- Based on the child's or youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

Safety planning

- Services include the development of safety strategies or plans for the child or youth;
- A safety plan identifies the steps that should be taken to support the health, safety and welfare of the child or youth being served and should set out measures to mitigate risk of further attempted exploitation. It should include, but not be limited to:
  - Emergency escape plans for various situations (i.e., going to court, school, home); and,
  - A list of emergency and resource numbers.
- Safety plans reflect the child's/youth's immediate personal circumstances, needs and choices. The plan will be comprehensive, concrete, include safety strategies and referrals to appropriate services. Plans will be reviewed every 30 days and updated based on changing circumstances.

Section 23 classroom

- Treatment and support, within a Section 23 classroom, for children and youth who cannot attend a local school because of their mental health needs;
- Section 23 Classrooms are provided under authority of the Education Act to deliver educational programs to children and youth;
- Transfer Payment Recipient has entered into an agreement with the Ministry of Education detailing staffing ratios, timetable, location and nature and frequency of care, treatment or support services to be provided during school hours;
- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of children, youth and families;
- The support is based on the child's/youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Program goals

- Community-based residential accommodation, group care, supervision and supports 24-hours per day;
- A safe living space where all referred children and youth have been assessed for risk and level of entrenchment before being admitted;
    - Risk assessments will be conducted by trained staff using Transition, Education and Resources for Females (TERF's) Sexually Exploited Youth (SEY) Tool. The result of the Tool's assessment should be considered, in addition to other factors such as staff and professionals' judgement, when making intake and discharge decisions.
- Intensive counseling and multi-dimensional services and supports for children and youth who are experiencing social, emotional or behavioural difficulties at home, in school or in the community that can reasonably be associated with the lived experience of being sex trafficked;
- Programming and polices that are reflective and inclusive of the range of manifestations of trauma demonstrated by children and youth who have been sex trafficked;

- Programming and policies that recognize and support child/youth's healing based on the sex trafficking victim's mindset and the process of behaviour change called the Stages of Change Model, as it relates specifically to persons who have been sex trafficked;
- Children and youth have regular access to a peer mentor, a person with lived experience of sex trafficking;
- Activities for children and youth support the development of life skills, physical activity and mental wellness, providing stimulating and/or calming opportunities, as needed, that reflect child's/youth's interests and meet their needs;
- A residential setting that provides, through trauma-informed design and furnishings, both private and shared spaces, natural light, access to outdoor spaces and comfortable seating;
- Individual bedrooms for each child/youth that includes storage for clothing and personal items.

Staff training

- Staff to be provided ministry-facilitated multi-day training trained in the theory and practice of working with sexually exploited children and youth, including Indigenous-specific training;

- Staff to be provided ministry-facilitated training trained in assessing referred clients for risk using TERF's Sexually Exploited Youth (SEY) Risk Assessment Tool;

- Staff working directly with children and youth are provided training in:
  o Crisis intervention;
  o Trauma informed responses;
  o Bias and inclusion that includes discussion of:
    - anti-oppression;
    - anti-Black racism;
    - racism against persons who are, Indigenous or Persons of Colour (POC) racism;
    - discrimination against persons who identify as LGBTQ2S;

- Stages of Change Model as it would relate to sex trafficking;
- Sex trafficking (how children are recruited, exploited and traumatized); and Strength-based approaches to working with sex trafficked children and youth.

- Maintain a staff training plan that includes up-to-date records of staff training completed, as well as plans for training new staff.

Policies and procedures

In addition to the policies and procedures required under the CYFSA, its regulations and any ministry policies:

- The Transfer Payment Recipient will develop and implement intake and discharge policies and procedures that recognize, reflect, and are inclusive of the range of manifestations of trauma experienced by children and youth who have been sex trafficked;

- The Transfer Payment Recipient will develop and implement policies and procedures for children and youth's' unplanned absences that include:
  - Notifying the appropriate authorities, for example Children at Risk of Exploitation (CARE) Unit; and,
  - Holding the child's/youth's bed for 30 consecutive days of unplanned absence, recognizing that children and youth who are sex trafficked are often lured back into exploitation multiple times before successfully exiting

- The Transfer Payment Recipient will respect the sector's best data privacy, security and management practices, including when applicable, the Personal Health Information Protection Act (PHIPA) and all other legal requirements. The Recipient must ensure staff are aware of its duties in terms of privacy and security requirements, which must be documented in writing. Staff must further comply with any specific privacy and security requirements MCCSS may have.

Ministry expectations

- The Transfer Payment Recipient will provide children/youth with information regarding additional community services and supports that may be suitable and, where appropriate, supported in accessing these services (e.g., through a referral);

- The Transfer Payment Recipient will provide youth leaving the care of a children's aid society (society) with a referral to a Youth-in-Transition-Worker specializing in human trafficking who is employed by a community agency;

- The Transfer Payment Recipient will provide youth 16- and 17-years old in a Voluntary Youth Services Agreement (VYSA) with a referral to a Housing Support Worker who is employed by a community agency to help the youth find and retain suitable housing upon leaving the program;

- The Transfer Payment Recipient will have in place reasonable and appropriate measures to keep resident children and youth safe, when at the agency's service location;

- The Transfer Payment Recipient will maintain an up-to-date database of other agencies providing services and supports appropriate for its clients and residents, to facilitate appropriate referrals;

- The Canadian Centre to End Human Trafficking (CCEHT) provides a hotline for callers with questions about human trafficking supports and services in Canada and is a central data collection mechanism;

- The Recipient will promote to children, youth and families the existence of the CCEHT whenever possible, including in print materials, websites, training sessions, and promotional materials, etc.:

- The Recipient will inform the CCEHT of any changes service to their programs and services– such as new programs added, changes to program locations or hours, cancellation of programs or services, or changes to its contact information contacts. The information must be shared within two weeks of making such changes;

- The Transfer Payment Recipient should comply with all aspects of the French Language Services Act and in designated areas provide an "active offer of services" in French. French speaking individuals should be informed about the

available services in French and signs in both English and French should be displayed and visible in public areas;

- The Transfer Payment Recipient will develop appropriate referral criteria and mechanisms with children's aid societies and other appropriate children's services in order to maximize the effectiveness of services for children and youth;

- The Transfer Payment Recipient will provide all children and youth who have been admitted into the program an opportunity to complete a ministry post-survey, if such survey is provided by the ministry.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Admissions: Licensed Children's Residences for Trafficked Youth	Count of all individuals who requested and received services in a licensed children's residence for trafficked youth in the reporting year. The same individual can be counted more than once if the individual re-enters the service (i.e., this is not a unique individual count). Admissions must be documented. E.g., an individual begins staying at the residence in April. The individual leaves the residence after two weeks and returns to the residence in August. In this scenario, two counts under Admissions are reported because the individual is counted as two admissions. If the client carries into the next fiscal year, the client is reported again in the new reporting period.

Number of Bed Days Available: Licensed Children's Residences for Trafficked Youth	The cumulative number of days a residential space is available and staffed during the reporting period. Only includes ministry- funded beds directly operated by your TPA (not via a third party).
Number of Beds: Licensed Children's Residences for Trafficked Youth	The number of beds dedicated for use (i.e. capacity).
Number of Individual Achieve Goal(s) & Exited the Program: Licensed Children's Residences for Trafficked Youth	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.
Number of Individual Exit Program Prior to its Completion: Discharge Conduct Group: License Children's Residences Trafficked Youth	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.
Number of Individual Exit the Program Prior to its Completion: Withdraw Program: License Children's Residences Trafficked Youth	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.

Number of Individual Exit the Program Prior to its Completion: Involve in YJ Sys. License Children's Residences Trafficked Youth	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.
Number of Individual Served by Type: Crisis Intervention: License Children's Residences Trafficked Youth	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.
Number of Individual Served by Type: Counselling and Therapy: License Children's Residences Trafficked Youth	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.
Number of Individual Served by Type: HT Youth-in-Transition Worker: License Children's Residences Trafficked Youth	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.

Number of Individual Served by Type: Legal/Advocacy: Licensed Children's Residences for Trafficked Youth	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.
Number of Individual Served by Type: Service Coord.: Licensed Child. License Children's Residences Trafficked Youth	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.
Number of Individual Served by Type: Mental Health and Addiction: License Children's Residences Trafficked Youth	The total number of client consultations for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.
Number of Individuals Served (total): Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals who requested and received services in a licensed children's residence for trafficked youth in the reporting year. The count represents an active client roster for the year. If the client carries into the next fiscal year, the client is counted again in the new reporting period. An individual is counted only once per reporting period. For example: if the client was reported in Q2 and carries over into the next reporting period, the client is reported again in Q4. An individual is only reported for residential clients, non-residential clients and inquiries are excluded from this data element. The number of Individuals Served (total) must be equal to the total number of Individuals Served by Age.

Number of Individuals Served by Type: Peer Mentor: Licensed Children's Residences for Trafficked Youth	The number of young persons who are the recipients of the approved service in a secure custody residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge
Number of Individuals Served: 12-15: Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals between the ages of 12 to 15 (at the time of admission) who received services in a licensed children's residence for trafficked youth in the reporting year. The count represents an active client roster for the year. If the client carries into the next fiscal year, the client is counted again in the new reporting period. An individual is counted only once per reporting period. For example: if the client was reported in Q2 and carries over into the next reporting period, the client is reported again in Q4. An individual is only reported for residential clients, non-residential clients and inquiries are excluded from this data element.

Number of Individuals Served: 16-17: Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals between the ages of 16 to 17 (at the time of admission) who received services in a licensed children's residence for trafficked youth in the reporting year. The count represents an active client roster for the year. If the client carries into the next fiscal year, the client is counted again in the new reporting period. An individual is counted only once per reporting period. For example: if the client was reported in Q2 and carries over into the next reporting period, the client is reported again in Q4. An individual is only reported for residential clients, non-residential clients and inquiries are excluded from this data element.
Number of Individuals Served: Another Race Category: Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals who received services in a licensed children's residence for trafficked youth in the reporting year who identify as a different race from those provided. An individual is counted only once, regardless of the number of contacts with the individual. This category is based on an individual's self-identification. Data collection should allow respondents to select all categories that apply.
Number of Individuals Served: Black: Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals who received services in a licensed children's residence for trafficked youth in the reporting year who identify as Black (e.g., African, Afro- Caribbean, African-Canadian descent). An individual is counted only once, regardless of the number of contacts with the individual. This category is based on an individual's self- identification. Data collection should allow respondents to select all categories that apply.

Number of Individuals Served: East/Southeast Asian: Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals who received services in a licensed children's residence for trafficked youth in the reporting year who identify as East/Southeast Asian descent (e.g., Chinese, Korean, Japanese, Taiwanese descent, Filipino, Vietnamese, Cambodian, Thai, Indonesian, other East/Southeast Asian descent). An individual is counted only once, regardless of the number of contacts with the individual. This category is based on an individual's self-identification. Data collection should allow respondents to select all categories that apply.
Number of Individuals Served: Indigenous: Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals who received services in a licensed children's residence for trafficked youth in the reporting year who identify as First Nations, Métis, or Inuit descent. An individual is counted only once, regardless of the number of contacts with the individual. This category is based on an individual's self-identification. Data collection should allow respondents to select all categories that apply.
Number of Individuals Served: Latina/Latinx: Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals who received services in a licensed children's residence for trafficked youth in the reporting year who identify as Latin American or Hispanic descent. An individual is counted only once, regardless of the number of contacts with the individual. This category is based on an individual's self-identification. Data collection should allow respondents to select all categories that apply.
Number of Individuals Served: Middle Eastern: Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals who received services in a licensed children's residence for trafficked youth in the reporting year who identify as Arab, Persian, West Asian descent (e.g., Afghan, Egyptian, Iranian, Lebanese, Turkish, Kurdish, etc.). An individual is counted only once, regardless of the number of contacts with the individual. This category is based on an individual's self-identification. Data collection should allow respondents to select all categories that apply.

Number of Individuals Served: Prefer Not to Answer: Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals who received services in a licensed children's residence for trafficked youth in the reporting year who prefer not to identify their race. An individual is counted only once, regardless of the number of contacts with the individual. This category is based on an individual's self-identification. Data collection should allow respondents to select all categories that apply.
Number of Individuals Served: South Asian: Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals who received services in a licensed children's residence for trafficked youth in the reporting year who identify as South Asian descent (e.g., East Indian, Pakistani, Bangladeshi, Sri Lankan, Indo-Caribbean, etc.). An individual is counted only once, regardless of the number of contacts with the individual. This category is based on an individual's self-identification. Data collection should allow respondents to select all categories that apply.
Number of Individuals Served: White: Licensed Children's Residences for Trafficked Youth	Unique, or unduplicated, count of all individuals who received services in a licensed children's residence for trafficked youth in the reporting year who identify as European descent. An individual is counted only once, regardless of the number of contacts with the individual. This category is based on an individual's self-identification. Data collection should allow respondents to select all categories that apply.
Number of Resident Days: Licensed Children's Residences for Trafficked Youth	The number of calendar-days an individual is served in the residential space. The day of entry to service is counted and the day of exit is not counted. When the individual enters and leaves the service on the same day, one day is counted. Note: The day of exit is not counted to allow accurate calculation of occupancy rates. Otherwise the same bed would be counted twice for two different individuals on the same day. In order to track resident days, take a daily census of occupied beds and add up the census to calculate the total resident days for the reporting period.

Number of Vacant and Unassignable Bed Days: Licensed Children's Residences for Trafficked Youth	The cumulative number of spaces each day in the reporting period that are vacant but unassignable due to the configuration of rooms or because of a client need. The total spaces that are unassignable due to room configuration or a client need on each day of the reporting period are added. Only ministry-funded beds directly operated by your TPA (not via third party) should be reported in this data element. This data is intended to show the organization's true capacity to provide service. Rooms that are closed due to renovations are not reported under this data element, since they can be derived from Bed Days Available. To track this data element, use the following method: Take a daily census of all vacant ministry- funded beds that are not available due to room configuration or a client need. Add up the total daily unassignable bed count to report vacant and unassignable beds.
Number of Individual Served by Type: Care, Treatment., Custody and Correctional Program.: License Children's Residences Trafficked Youth	The total number of youth participants who reported that they were enrolled in post-secondary education and training programs.
Licensed Children's Residencies for Trafficked Youth: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this program in the reporting year (cumulative).

Youth Justice Services

Component: Alternatives to Custody and Community Interventions

Services delivered: attendance centre

Component: Alternatives to Custody and Community Interventions

Legislation: *Child, Youth and Family Services Act (CYFSA), 2017*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA) (Canada)* , and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act, 2017 (CYFSA)* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, offcers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act* , the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA) (Canada)* and the *Provincial Offences Act, (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA) (Canada)* and the policies and procedures of Ontario.

Service objectives

- Provide an effective, efficient, economical alternative to custody for youth in conflict with the law;
- Contribute to the development of a framework of community-based alternative interventions to reduce reoffending rates and address prevention, rehabilitation, reintegration and reparation of harm.

Service description

People Served

Young persons age 12 – 17 at the time of an offence who have been found guilty and are currently on probation, conditional supervision or community supervision, or young persons on detention status as part of a community release plan.

Referral is by the probation officer, or through other Youth Justice Division (YID) funded service providers as negotiated by the regional office.

Program/service features

- Community-based individualized programming and community support that addresses the circumstances underlying a young person's offending behaviour;
- Interventions and prevention are focused on the rehabilitative and reintegration needs of the young person;
- Programming is closely supervised, promotes family involvement and is based on current best practice and « what works » literature;

- Programming influences attitudes and behaviour and promotes the development of appropriate social skills by addressing criminogenic risk/need factors;
- Programming is offered at minimum Monday to Saturday and during the day and evening. Specific programming is dependent on the needs of the local community but may include group sessions for cognitive skills, anger management, life skills, substance abuse, anti-criminogenic thinking, literacy or tutoring, employment or job search skills, as well as HUB training and SNAP- YJ if available;
- Nutritional needs of youth are addressed in the program design;
- Program for each young person is up to a maximum of 240 hours and up to but not exceeding a six-month period (any variations should be approved by the Probation Manager) May be extended based on case management and individual needs;
- The program design involves the probation officer as case manager. For youth currently on probation, conditional supervision or community supervision, enforcement of the attendance order is ultimately the responsibility of the probation officer.

Individual planning and case management

The probation offcer is the case manager responsible for the provision and coordination of all services relevant to the YCJA sentence. The probation offcer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the young person.

The service provider will develop an individualized plan for each young person that is consistent with the probation offcer's Case Management Plan and reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service. Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

<u>Services will be</u>

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the young person, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the young person's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  - o Improved functioning and positive social behaviour Increased skills and abilities;
  - o increased youth engagement with supports; and
  - o Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the MCCSS Youth Justice Outcomes Framework consistent with timelines and processes specified in training modules:
  - o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES)

o Completing the Monthly Survey Distribution Record

Completing the Outcome Data Collection Form (ODCF)

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals: Employment/Vocational Supports:	Attendance Centre - The total number of young persons receiving employment/vocational supports either as part of the Attendance Centre Program or through a referral from the Attendance Centre Program to a community partner during the period of the ATC program, to assist the young person to achieve and maintain employment/vocational functioning. For example, job search, skills and strengths assessment, interview skills, resume writing, presentation skills, job skills training.
Number of Individuals: Education Supports: Attendance Centre	Attendance Centre - The total number of young persons receiving educational supports, either as part of the Attendance Centre Program or through referral from the Attendance Centre Program to a community partner during the period of the ATC Program, to assist the young person to achieve and maintain educational functioning. For example, education advocacy, educational supports in-class, tutoring, alternative educational programming.

Number of Individuals: Attendance Centre	Attendance Centre - The number of young persons who are the recipients of the approved service in a residential or non- residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider, A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in- year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Individuals: Anger Management: Attendance Centre	Attendance Centre - The total number of young persons receiving anger management programming either as part of the Attendance Centre program or through referral from the Attendance Centre program to a community partner during the period of the ATC program, to assist the young person to achieve and maintain anger and stress management. For example, group discussions, conflict resolution processes, de- escalation of negative behaviour, pro-social modeling.

Number of young persons receiving Community Learning HUB programming: Attendance Centre	The total number of young persons receiving Community Learning HUB programming to help enhance their skills development and employment/training needs and supports. A young person is counted once in a fiscal year where they receive any Community Learning HUB programming.
Number of Individuals: Substance Abuse: Attendance Centre	Attendance Centre - The total number of young persons receiving substance abuse/addictions programming either as part of the Attendance Centre Program or, through referral from the Attendance Centre Program to a community partner during the period of the ATC program, that targets specific medical, social and behavioural issues related to substance use and addictions. Services include programming that provides for treatment, detoxification, relapse prevention, and referrals to clinical supports.
Number of Community Learning HUB programs youth receive: Attendance Centres	The total number of Community Learning HUB programs each youth receives to help enhance their skills development and employment/training needs and supports programs are the learning units organized under each theme on the Community Learning HUB. For example, under the theme of Employment, a thematically organized learning unit is Interview Preparation; and Money Basics is a learning unit under the Financial Literacy theme.
Number of Hours of direct service: Attendance Centre	Attendance Centre - Total number of staff hours spent in direct contact with young persons, face to face or by telephone, to provide services

Number of Individuals: Healthy Relationships: Attendance Centre	Attendance Centre - The total number of young persons receiving group or individual healthy relationships supports, either as part of the ATC program, or through a referral from the ATC program to a community partner, during the period of the ATC program. Examples of programming delivered for healthy relationship includes education on: healthy and unhealthy relationships, how to cope with and understand codependent and problematic relationships, how to evaluate personal relationships and techniques to help youth improve and repair personal relationships.
Number of Individuals: Life skills: Attendance Centre	Attendance Centre - The total number of young persons receiving group or individual life skill supports, either as part of the ATC program, or through a referral from the ATC program to a community partner, during the period the of ATC program. Examples of programming delivered for life skills: hygiene, independent living, financial literacy, healthy sexuality, parent support group, recreation, leisure, counselling, cultural awareness.
Attendance Centre: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: diversion programming for Black youth

Component: Alternatives to Custody and Community Interventions

Legislation: *Child, Youth and Family Services Act (CYFSA), 2017; Youth Criminal Justice Act (YCJA)*

Service description

New, culturally relevant and community-based diversion programming to improve outcomes and opportunities and address the overrepresentation of Black youth in the youth justice system by:

- Providing culturally relevant programming for Black youth;
- Providing diversion programming (pre-charge measures and/or post-charge sanctions), to address the overrepresentation of Black youth in the justice system by diverting them at the earliest opportunity;
- Through a Community of Practice, leverage expertise from community organizations, families and justice sector, for expert advice on improving youth outcomes and opportunities;
- Enhancing cultural connections by linking Black youth to wrap around services that are designed and delivered by Black-led and Black serving organizations;
- Promoting partnerships and communication between community-organizations and justice sector actors to enhance referral and care pathways;
- Increasing access to culturally grounded, strengths-based, family and community- oriented services for high need Black populations and communities.

People served

At-risk and high-risk Black youth (ages 12-17) and their families in the Northwest areas of Toronto.

Program/service features

- Programs will provide community-based, culturally relevant wraparound services, supports and opportunities and/or leverage existing culturally relevant community partnerships to support the youth and their parents/guardians;
- Programs will deliver targeted community services that focus on changing views and behaviours, building skills and competencies and/or creating awareness and resiliency through the provision of information, education and programming to defined at-risk populations;
- Programming may be delivered in-person, virtually or through a blended model;
- Provide an effective and timely response to offending behaviour;
- Identification of the needs and risks of youth in the program and response with
- appropriate diversion supports, including referral to other community services and supports to address issues that are underlying risk factors linked to the probability of (re)offending;
- Measures and/or sanctions are determined on an individual basis and encourage Black youth to demonstrate responsibility in the community, while providing an opportunity for the individual to recognize their skills and abilities and encourage constructive use of their leisure time;
- The program should be designed to encourage Black caregivers/ families, communities, and support systems– including extended families where appropriate –to become involved in the design and implementation of those measures and/or sanctions;
- Program Delivery will be supported through a Community of Practice (CoP) to:
  - develop and share common tools, frameworks and processes to support program development, implementation, evaluation and sustainability and
  - share and disseminate information, resources and lessons learned for planning and delivering prevention programming for at-risk and high-risk Black youth between organizations and across the youth justice sector

Program goals

- Focus on targeted interventions to reduce reoffending behaviours and future involvement of client in the justice system;

- They are culturally grounded and based on principles such as Anti-Black Racism, Anti-Oppression and Anti-Colonization;
- They use a strength-based approach, which focuses on building a case management relationship with youth and their families to emphasize existing strengths, needs, ambitions, ascribed meaning to experiences, accumulated knowledge and talents;
- They will involve the youth's local community and contribute to long-term growth of knowledge and skills among clients and communities;
- Introduce concepts to provide greater understanding of the impacts of intergenerational trauma and violence, colonialism and racism;

- Revitalize youth sense of purpose, self-esteem and self-value to help youth reclaim and take pride in their identity and strengthen their connection to their family, community and culture;

- Disseminate new, evidence-informed research and best practices in providing targeted, culturally relevant services that can be shared to increase the capacity and responsiveness of Ontario's youth justice services system over the long-term.

Ministry expectations

- The service helps children/youth and their families and increases their resiliency by building their skills and competencies;
- The service identifies the objective of the prevention activity and is designed to counter or mitigate a significant risk factor without stigmatizing the children or youth;
- Deliver targeted community program services in an evidence-informed manner, using evidence-informed tools and practices to support positive outcomes for children and youth;
- Review clients' progress on a regular basis and adjust services, as needed
- The approach to the delivery of targeted community program services will be strength- based, and centered on individuals, considering and respecting their needs and preferences;

- Will provide its clients with information regarding additional community services and supports that may be suitable and, where appropriate, supported in accessing these services (e.g., through a referral);
- Will be delivered by individuals with an appropriate range of skills, abilities, and cultural competency necessary to respond effectively to the needs of children, youth and their families;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- The intervention/treatment process will promote client involvement, partnership and shared decision-making so that all parties understand the goals and desired outcomes;
- Will bring key partners in multi-disciplinary service delivery together, where appropriate, to provide an integrated and coordinated service response to help meet the needs of children, youth and their families;
- Aligned with Anti-Racism, Anti-Oppressive, Anti-Colonial and human rights principles to challenge racism and oppression in all its forms;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  - Improved functioning and positive social behaviour;
  - Increased skills and abilities;
  - Increased youth engagement with supports and;
  - Decreased re-offending.

- Responsible for completing reporting requirements that demonstrate program metrics such as utilization, outcome achievement, evaluations and other reports as required by the Ministry of Children, Community and Social Services (MCCSS).

Reporting requirements

Service Data Name	Definition

Ministry-funded Agency Expenditures: Diversion Programming for Black Youth	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Youth Served (Pre-Charge): Diversion Programming for Black Youth	The unique number of youth who received this service in the reporting year (cumulative). The same person should only be counted once per year, regardless of the number of programs in which they participated.
Number of Youth Served (Post-Charge): Diversion Programming for Black Youth	The unique number of youth who received this service in the reporting year (cumulative). The same person should only be counted once per year, regardless of the number of programs in which they participated.
Number of Youth Who Completed the Program (Pre-Charge): Diversion Programming for Black Youth	The unique number of youth who successfully completed this service in the reporting year (cumulative). The same person should only be counted once per year, regardless of the number of programs they completed.
Number of Youth Who Completed the Program (Post-Charge): Diversion Programming for Black Youth	The unique number of youth who successfully completed this service in the reporting year (cumulative). The same person should only be counted once per year, regardless of the number of programs they completed.
Number of Youth Referred by Probation (Pre-Charge): Diversion Programming for Black Youth	The total number of referrals sent to the agency from Probation in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.

Number of Youth Referred by Justice/Police (Pre-Charge): Diversion Programming for Black Youth	The total number of referrals sent to the agency from Justice/Police in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.
Number of Youth Referred by Other Sources (Pre-Charge): Diversion Programming for Black Youth	The total number of referrals sent to the agency from other sources (e.g., Community Agencies, Education, Health) in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.
Number of Youth Referred by Probation (Post-Charge): Diversion Programming for Black Youth	The total number of referrals sent to the agency from Probation in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.
Number of Youth Referred by Justice/Police (Post- Charge): Diversion Programming for Black Youth	The total number of referrals sent to the agency from Justice/Police in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.
Number of Youth Referred by Other Sources (Post-Charge): Diversion Programming for Black Youth	The total number of referrals sent to the agency from other sources (e.g., Community Agencies, Education, Health) in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.

Services delivered: extrajudicial measures (EJM) (YCJA sec. 4)

Component: Alternatives to Custody and Community Interventions

Legislation: *Child, Youth and Family Services Act (CYFSA), 2017, Youth Criminal Justice Act (YCJA) sec. 4*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA) (Canada)*, and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act, 2017 (CYFSA)* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA) (Canada)* and the *Provincial Offences Act, (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA) (Canada)* and the policies and procedures of Ontario.

Service objectives

Provide community-based pre-charge measures, where a young person can be adequately dealt with by a referral to a community program

Service description

People served

Young persons age 12-17 alleged to have committed an offence, who accept responsibility for participation or involvement in the commission of the offence.

Young persons who have been informed of their rights and consent to participate in an Extrajudicial Measure.

Program/service features

- Provide an effective and timely response to offending behaviour;
- Measures are determined on an individual basis and encourage the young person to demonstrate responsibility in the community, while providing an opportunity for the young person to recognize his/her skills and abilities and encourage constructive use of leisure time;
- The service provider encourages and facilitates community involvement in the program;
- Extrajudicial Measures (EIM) encourage young persons to make reparations for their offence and can include such measures as: an apology to the victim, community service work, restitution, participation in supportive programming, drug/alcohol treatment, crime prevention etc;
- The person authorizing EIM is satisfied it would be appropriate, having regard to the needs of the young person and the interests and safety of society;
- The program should be designed to encourage families of young persons – including extended families where appropriate – and the community to become involved in the design and implementation of those measures.

Individual planning and case management

All young persons who have been approved for EIM by the police officer and with the consent of the young person are referred to the service provider.

The service provider will develop an individualized measure for each young person that reflects the nature of the offence and the individual needs of the young person. The service provider's plan will identify the services/supports/interventions to be provided and the expected outcomes of service. Where known, criminogenic needs will guide the selection of appropriate measure(s).

The service provider will consult with the referring police officer as appropriate and specifically to: advise of success in arranging contact with the young person, provide update reports on the young person's ability to complete the measure or to facilitate the process for returning a young person to court who is unsuitable or fails to comply with the EIM program.

Services will be

- Part of a youth centered service delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  - Increased functioning and positive social behaviour;

  - Increased skills and abilities;

  - Increased youth engagement with supports; and

  - Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the MCCSS Youth Justice Outcomes Framework, consistent with timelines and processes specified in training modules:
  - Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - Completing the Monthly Survey Distribution Record.

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Individuals: Extrajudicial Measures (EJM) (sec 4)	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge.New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year.Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Successful Completions: EJM	The number of young persons who complete the program as directed/established by the program.
Number of Hours of Direct Service: EJM	The total number of staff hours spent in direct contact with young persons and others, face to face or by telephone to establish and monitor the programs.

Extrajudicial Measures (EJM) (sec 4): Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: extrajudicial sanctions (EJS) program (YCJA sec. 10)

Component: Alternatives to Custody and Community Interventions

Legislation: *Child, Youth and Family Services Act (CYFSA), 2017*, *Youth Criminal Justice Act (YCJA)* sec.10

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA) (Canada)*, and the *Provincial Offences Act, (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act, 2017 (CYFSA)* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA) (Canada)* and the *Provincial Offences Act, (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA) (Canada)* and the policies and procedures of Ontario.

Service objectives

- Provide community-based post charge sanctions, outside of the formal judicial proceedings, where a young person cannot be adequately dealt with by police caution, warning or referral to a community program because of the seriousness of the offence, the nature and number of previous offences or any other aggravating circumstances;
- Provide a range of sanctions that:
  o Hold young person accountable for their offending behaviour;
  o Are proportionate to the seriousness of the offence and the degree of responsibility of the young person for the offence;
  o Are timely and meaningful for young persons; and;
  o Create, maintain and enhance innovative community partnerships.

Service description

People served

Young persons age 12-17 alleged to have committed an offence, who accept responsibility for participation or involvement in the commission of the offence.

The young person has been informed of their rights to counsel, been given a reasonable opportunity to consult with counsel and having been informed of the EIS , freely consents to participate in an Extrajudicial Sanction.

There is sufficient evidence in the opinion of the Attorney General to proceed with the prosecution of the offence, and the prosecution is not in any way barred by law.

Program/service features

- Provide an effective and timely response to offending behaviour;

- The service provider encourages and facilitates community involvement by establishing community linkages and protocols in order to facilitate referrals and the provision of services;

- Programming should support and facilitate linkages to community programs and services that can continue to be available to the young person, where appropriate or required, once the sanction agreement has been completed;

- EIS encourage young persons to make reparations for their offence and can include such sanctions as an apology to the victim, community service work, restitution, participation in supportive programming, drug/alcohol treatment, crime prevention projects, etc.

- Sanctions are determined on an individual basis and encourage the young person to demonstrate responsibility in the community, while providing an opportunity for the young person to recognize his/her skills and abilities and encourage constructive use of leisure time;

- Programming may include options, such as cognitive/behaviour skills, anger management, life skills and substance abuse counselling/treatment;

- Service provider will provide individualized intake, needs assessment, including provision for reintegration of the young person into the community;

- The program should be designed to encourage families of young persons – including extended families where appropriate – and the community to become involved in the design and implementation of those sanctions;

- EIS are part of a program of sanctions authorized by the Attorney General;

- The service provider will coordinate with the Ministry of Children, Community and Social Services (Ministry of Children, Community and Social Services (MCCSS) Regional Offices to identify local roles of the Crown Attorney and probation service criteria and process for referrals;

- The service provider will coordinate with the Ministry of Children, Community and Social Services (MCCSS) provincial director to provide a response to a victim's request for the identity of the youth and how the offence has been dealt with.

Individual planning and case management

All young persons who have been approved for EJS by the Crown Attorney will either be referred directly to the service provider by the Ministry of Children, Community and Social Services (MCCSS) Provincial Director or directly by the Crown Attorney, as per local practice.

When a young person, approved for EJS , has an active court order the service provider and the Probation Officer will work collaboratively to develop an individualized sanction for each young person that reflects the nature of the offence and the individual needs of the young person. The service provider's plan will identify the specific services/supports/interventions to be provided and the expected outcomes of service. Criminogenic needs will be specifically identified to guide the selection of appropriate sanction(s).

The service provider will consult with the probation office as appropriate, and specifically to: provide copies of any "Request for Extrajudicial Sanction/ Acknowledgement and Recommendation by Agent of the Attorney General" forms received directly from the Crown Attorney; advise of reasonable efforts to contact the young person that have proved unsuccessful; discuss any concerns related to the young person's willingness/ability to complete the sanctions; develop procedures related to the process for returning a young person to court who is unsuitable or fails to comply with the EJS program; and provide client data information for probation entry into Youth OTIS.

Services will be

- Part of a youth centered service delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports; and Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework consistent with timelines and processes specified in training modules:
  o Actively offering youth the option to complete the Non- Residential Youth Experience Survey (NRES);
  o Completing the Monthly Survey Distribution Record;
- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures. Identity- based data is to be shared with the local probation office for entry into Youth OTIS;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Successful Completions: Other Extrajudicial Sanctions (EJS)	The number of young persons who complete the counselling in compliance with the order or as directed

Number of Individuals: EJS	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge.
	New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year.
	Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Extrajudicial Sanctions (EJS) Program: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Hours of Direct Service: EJS	The total number of staff hours spent in direct contact with young persons and others, face to face or by telephone to establish and monitor the programs.

Services delivered: restorative justice/conferencing

Component: Alternatives to Custody and Community Interventions

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA) (Canada)*, and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act, 2017 (CYFSA)* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA) (Canada)* and the *Provincial Offences Act, (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA) (Canada)* and the policies and procedures of Ontario.

Service objectives

- Provide an effective, efficient, economical alternative to custody for youth in conflict with the law through the use of restorative justice principles and practices;
- Contribute to the development of a framework of community-based alternative interventions to reduce reoffending rates and address reparation of harm, reintegration, prevention and rehabilitation.

Service description

People served

- Young persons age 12 – 17 at the time of an offence;
- Referrals may be made by a number of sources including the police, as part of a pre-charge preventative measure, a Probation Officer, or other youth justice service providers and community agencies.

Program/service features

- Community-based, individualized interventions;
- Victims, young persons and the community identify and address the needs, as well as the harm, that results from the offence and seek resolution that affords reparation, healing and reintegration and prevents future harm;
- Interventions are focused on repairing the harm caused by crime while holding the young person accountable for his/her actions;
- The restorative justice process can be implemented as part of either a pre-charge preventive measure, a post-charge sanction, or as part of case management for sentenced youth.

Individual planning and case management

If a probation officer is assigned as the case manager, the probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the young person. The service provider will coordinate and deliver services that reflect the case management plan.

If there is no assigned probation case manager, the service provider will develop an individualized plan for each young person that reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service. Where known, criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

Any agreement developed during a restorative conference/process that includes sanctions or measures by which a young person can demonstrate accountability and repair of harm, and assist in the young person's reintegration, shall be incorporated into the service providers plan.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioral principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Based on restorative justice principles and practices and include victim(s);
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  - Improved functioning and positive social behaviour;
  - Increased skills and abilities;
  - Increased youth engagement with supports and;
  - Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework consistent with timelines and processes specified in training modules:
  - Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - Completing the Monthly Survey Distribution Record.

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Individuals: Sentenced: Restorative Justice/Conferencing	The total number of individuals participating in skill building or educational sessions/workshops/training to assist with building parenting skills, child/youth management skills, self- management, anger management, risk reduction, resiliency building, etc. Participants are counted each time they attend a program within the fiscal year. If a program (a workshop or seminar) lasts more than one day, a person is counted once, whether the person attended more than one day or whether they attended only part of the workshop or seminar.
Restorative Justice/Conferencing: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Individuals - Prevention: Restorative Justice/Conferencing	The number of clients receiving appealed amounts

Number of Individuals: Diversion: Restorative Justice/Conferencing	The number of individual youth who are currently receiving or have received a Restorative Justice service during the fiscal year (April 1st – March 31st) and have been charged with an offence but not yet found guilty (post-charge). One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Number of Individuals: Restorative Justice/Conferencing	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re- enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program
Number of Hours of Direct Service: Restorative Justice/Conferencing	The total number of staff hours spent in direct contact with young persons and others, face to face or by telephone to establish and monitor the programs.

Services delivered: Youth Justice Committee (YJC) program

Component: Alternatives to Custody and Community Interventions

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA) (Canada)*, and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act, 2017 (CYFSA)* and the policies and procedures of Ontario.

Confidentiality

- The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

- Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA) (Canada)* and the *Provincial Offences Act, (POA)* the Service;

- Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA) (Canada)* and the policies and procedures of Ontario

Service objectives

The Youth Justice Committee program provides an alternative to formal court for Young persons, who are alleged to have committed an offence. The program is legislated under the Youth Criminal Justice Act (Canada), which recognizes extrajudicial measures or alternatives to the formal court process.

The program is voluntary and requires the Young person to accept responsibility for their actions that led to the charge. It brings together the Young person, their parent or guardian, the victim, and trained community volunteers to determine how the Young person can make amends for their actions in a Youth Justice Committee Conference. The program is restorative with a focus on: (a) the harm caused; (b) the impact of the harm caused; and (c) ways to repair the harm caused. The parties negotiate and agree to sanctions or measures, which are tasks that the Young person must do in order to successfully complete the program and avoid a criminal record. The sanction/measure may include paying restitution, making a charitable donation, completing volunteer work, providing an apology/letter of reflection, and/or attending an intervention program.

The objectives of the program include providing:

- a viable, accountable and meaningful post-charge or pre-charge alternative to prosecution for the resolution of eligible offences;

- a voice to the victim in the criminal justice process;

- an opportunity for the Young person to achieve a better understanding of their actions and impact of such actions on the person harmed, the parent or guardian, and the community;

- an opportunity for community members to become directly involved in the administration of youth justice and;

- a timely, meaningful, and restorative resolution to offending behaviours.

Service description

People Served

- Young persons age 12-17 alleged to have committed an offence, who accept responsibility for participation or involvement in the commission of the offence. The young person has been informed of their rights to counsel, been given a reasonable opportunity to consult with counsel and freely consents to participate in the Youth Justice Committee program;

- Referrals for participation in the program will be received post-charge from the Crown Attorney or pre-charge from the police.

Program/service features

The Transfer Payment Recipient shall deliver and administer the YJC program for their assigned court location(s) by recruiting, screening, selecting, training, supervising, and administrating:

- staff to act as a coordinator of the program (the "Youth Justice Committee Coordinator") and;
- a roster of volunteers for the delivery of the program.

The Youth Justice Committee Coordinator provides the following services:

- completing the intake and assessment for pre and post charge referrals
- coordinating and supervising the volunteers;
- coordinating and delivering the Youth Justice Committee Conference;
- monitoring and supporting the completion of assigned measures/sanctions;
- maintaining relationships with the local Crown Attorney, the local police services, and other justice stakeholders to support and deliver the program and provide status updates;
- promoting the program to justice stakeholders to optimize referrals and,
- general administration of the program.

    The Youth Justice Committee Conference can occur in three (3) formats:

a) Conference with Victim Participation: Victims participate directly in the program by attending in person, at the conference, or indirectly by providing input through alternative means such as a letter, verbal input, or a victim impact statement.

b) Conference without Victim Participation: Where there is no identifiable direct victim or the victim does not agree to participate in the program, either directly or indirectly, this version of the conference shall be followed. The benefit of this process is to help the Young person understand the impact of the alleged offence on the community.

c) No Conference: Following a discussion with the Young person and the parent or guardian about the alleged offence, the impact of the alleged offence, and the consequences already assigned by the family, the school, or any other reparations already made, the Youth Justice Committee Coordinator may return the case to the Crown at first appearance of court, or to the referring police service, following intake and assessment with the recommendation that no further action should be taken and the charge be withdrawn or stayed.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioral principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework via the YJOF SharePoint Site (please contact regional offce for site access)
  o Responsible for demonstrating outcome achievement using the following tools of the MCCSS Youth Justice Outcomes Framework consistent with timelines and processes specified in training modules: Actively offering youth the option to complete the Non- Residential Youth Experience Survey (NRES);
  o Completing the Monthly Survey Distribution Record.

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals: YJC - EJM	Number of young persons who are the recipients of the YJC program during the fiscal year (April 1st - March 31st).
Number of Successful Completions: YJC - EJM	The number of young persons who complete the counselling in compliance with the order or as directed

Number of Successful Completions: YJC - EJS	The number of young persons who complete the counselling in compliance with the order or as directed
Youth Justice Committee: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Victims Participating: YJC	Total number of victims participating in the YJC Program during the fiscal year either in person or via written or verbal input. (April 1 - March 31).
Number of Restorative Conferences Held: YJC	Total number of restorative YJC conferences held during the fiscal year (April 1 - March 31). The restorative conference process includes participation by the young person, parent/guardian, trained community volunteers, and victim.
Number of Trained Community Volunteers: YJC	Total number of active and trained community volunteers participating in the YJC program (April 1 - March 31).
Number of Individuals: YJC - EJS	Number of young persons who are the recipients of the YJC program during the fiscal year (April 1st - March 31st).

Component: Community partnerships

Services delivered: collaboration initiatives

Component: Community partnerships

Legislation: *Child Youth and Family Services Act (CYFSA), 2017*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable.

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA)2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)*, the Service Provider, its directors, officers, employees, agents and volunteers will abide by the provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- To respond to/address the complex issues of youth in conflict with the law and prevention of youth crime through community partnerships;
- To support development of a continuum of rehabilitative programs and services for youth in conflict with the law.

Service description

People served

Young persons aged 12 to 17 in conflict with the law or at risk to reoffend.

Program/service features

- Provide training and educational opportunities through community networks and partnerships;
- Facilitate effective and expanded leadership roles and working relationships within a broad range of community partners to ensure the continued development and delivery of alternatives to custody/community-based programs, aligned with the provisions, principles and sentencing options of the _YCJA_, in the designated geographic area;
- Respond to identified needs and recommendations from community leaders and stakeholders, develop capacity building to attain seamless program delivery in a designated geographic area;
- Undertake working engagement strategies at all levels of government leadership (federal, provincial, municipal) based on best practices that will maintain sustainable commitment to Ontario's youth justice service delivery model. Expand the knowledge base and understanding by communities of restorative practices, prevention and alternative interventions aligned with the provisions, principles and sentencing options of the _YCJA;_

- Sustain enhanced information technologies that help communities across the province to better identify and utilize community programming and resources;
- Engage meaningful youth involvement and youth focus in community partnership models.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, and evidence- informed and/or evidence-based programming, and integrated as appropriate with other services provided to youth within government and in the community;

- Based on cognitive behavioral principles and interventions, best practices, consultation, evidence-based programming and integrated with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of youth and families;

- The program/support is based on the youth's needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  o Improved functioning and positive social behaviour ;

- o Increased skills and abilities;
- o Increased youth engagement with supports and;
- o Decreased re-offending.

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms;

- Governance, accountability and service system.

Requirements

The service provider will deliver the programs and services in accordance with the requirements as outlined in:

- Relevant provisions of the *Youth Criminal Justice Act (YCJA)* and the *Child, Youth and Family Services Act (CYFSA);*

- Direction relevant to the program as stated in the Youth Justice Services Manual (first issued March 31, 2006) and all subsequent revisions and updates.

Services delivered: Youth in Policing Initiative — after school

Component: Community partnerships

Service objectives

- To provide a safe and positive after school employment opportunity for youth that is reflective of the cultural diversity of the community;

- To enhance relationships between police and the communities they serve by

developing a positive working relationship;

- To promote youth participation and exposure to the work environment through diverse, educational and productive work assignments with the police service;

- To promote the Police Service as an employer of choice.

Service description

People served

Youth:

- Age 15 -18 who are reflective of the cultural diversity of the community Eligible to work in Canada;
- Who seek work experience/job skills training;
- Who may benefit from the support of a mentor;
- Who successfully complete the recruitment/background process
- Requiring mentorship relationship, and;
- Who are intending to return to school in September or currently enrolled in school.

Program/service features

- Includes:
  - A selection/recruitment process that addresses Police Services' Human Resource administrative requirements for employment of youth and maximizes opportunities for at-risk youth;
  - Providing work experience and life skills training;
  - Providing an opportunity for youth to gain an overall understanding of the diverse work opportunities within Police Services;
  - Promoting Police Services as an employer of choice;
  - Assisting to develop and /or continuing to develop mentorship relationships between youth and Police Services;

- Youth will be provided with appropriate orientation and training prior to beginning their work assignments;

- Assigned tasks and responsibilities are relevant and productive;

- Youth will have an immediate supervisor/mentor at the local level where all issues and concerns will be communicated;

- Certificates will be issued to youth who successfully complete the Youth in Policing After School Initiative;

- Police Services' Human Resources personnel will coordinate the hiring process and the administrative aspects of the program. This may include facilitating meetings, tracking progress, delivering measurements of evaluation, organizing events and completing the final report.

Services will be

- Reflective and responsive to the youth, family and community strengths, needs, and align with other local services;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth;

- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Governance, accountability and service system

The service provider will deliver the programs and services in accordance with the requirements as outlined in:

- Relevant provisions of the *Child, Youth and Family Services Act (CYFSA)*.

Reporting requirements

The following service data will be reported in the annual Final Report due June 30th. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Youth: Applicants to After School YIPI Program	The number of youth who applied to the After School YIPI Program
Number of Youth: Participants in After School YIPI Program	The number of youth who are the recipients of the approved service during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A youth is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a youth is receiving multiple services from one service provider, that youth is counted in each program. Fiscal Year overlap: A youth is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. One program start and completion in a fiscal year: A youth is counted once in a fiscal year where the service is completed. The number of youth who participated in the After School YIPI program.
Number of Youth: Completed After School YIPI Program	The number of youth who completed the After School YIPI Program

Youth in Policing Initiative: After School: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year.

Services delivered: Youth in Policing Initiative — summer

Component: Community partnerships

Service objectives

- To provide a safe and positive summer employment opportunity for youth that is reflective of the cultural diversity of the community
- To enhance relationships between police and the communities they serve by developing a positive working relationship
- To promote youth participation and exposure to the work environment through diverse, educational and productive work assignments with the police service;
- To promote the Police Service as an employer of choice.

Service description

People served

- Youth:
  - Age 15 -18 who are reflective of the cultural diversity of the community
  - Eligible to work in Canada;
  - Who seek work experience/job skills training Who may benefit from the support of a mentor;
  - Who successfully complete the recruitment/background process Requiring mentorship relationship, and;
  - Who are intending to return to school in September.

Program/service features

- Includes:

- A selection/recruitment process that addresses Police Services' Human Resource administrative requirements for employment of youth and maximizes opportunities for at-risk youth;
- Providing work experience and life skills training;
- Providing an opportunity for youth to gain an overall understanding of the diverse work opportunities within Police Services;
- Promoting Police Services as an employer of choice;
- Assisting to develop and /or continuing to develop mentorship relationships between youth and Police Services.

- Youth will be provided with appropriate orientation and training prior to beginning their work assignments;
- Assigned tasks and responsibilities are relevant and productive
- Youth will have an immediate supervisor/mentor at the local level where all issues and concerns will be communicated;
- Certificates will be issued to youth who successfully complete the Youth in Policing Initiative;
- Police Services' Human Resources personnel will coordinate the hiring process and the administrative aspects of the program. This may include facilitating meetings, tracking progress, delivering measurements of evaluation, organizing events and completing the final report.

Services will be

- Reflective and responsive to the youth, family and community strengths, needs, and align with other local services;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Governance, accountability and service system

The service provider will deliver the programs and services in accordance with the requirements as outlined in:

- Relevant provisions of the *Child, Youth and Family Services Act (CYFSA)*.

Reporting requirements

The following service data will be reported on in the Interim report due September 30th. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Youth: Applicants to Summer YIPI Program	The number of youth who applied to the Summer YIPI Program
Number of Youth: Participants in Summer YIPI Program	The number of youth who participated to the Summer YIPI Program
Number of Youth: Completed Summer YIPI Program	The number of youth who completed the Summer YIPI Program
Youth in Policing Initiative: Summer: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year.

Component: Indigenous Services

Services delivered: diversion programming for Indigenous youth

Component: Indigenous Services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017; *Youth Criminal Justice Act (YCJA)*, 2003

Service objectives

- Provide culturally relevant programming for Indigenous young persons;
- Provide diversion programming (pre-charge measures and/or post-charge sanctions), to address the overrepresentation of Indigenous youth in the justice system by diverting them at the earliest opportunity;
- Through a Community of Practice, leverage expertise from community organizations, families, Elders, and the justice sector for expert advice on improving youth outcomes and opportunities;
- Enhance cultural connections by linking Indigenous youth to wrap-around services that are designed and delivered by Indigenous organizations;
- Promote partnerships and communication between community organizations and the justice sector to enhance referral and care pathways;
- Increase access to culturally grounded, strengths-based, family and community-oriented services for high-need Indigenous populations and communities.

Service description

People served

- Indigenous youth (12-17 years of age at the time of offence), who accept responsibility for participation or involvement in the commission of the offence.

Program/service features

- Services will be provided by an Indigenous service provider Provides an effective and timely response to offending behaviour;
- Identification of the needs and risks of youth in the program and response with appropriate diversion supports, including referral to other community services and supports to address issues that are underlying risk factors linked to the probability of reoffending;
- Measures and/or sanctions are determined on an individual basis and encourage the Indigenous young person to demonstrate responsibility in the community, while providing an opportunity for the young person to recognize their skills and abilities and encourage constructive use of the leisure time;
- The program should be designed to encourage caregivers/ families, communities, and support systems of Indigenous young persons – including extended families where appropriate – and the community to become involved in the design and implementation of those measures and/or sanctions;
- Program Delivery will be supported through a Community of Practice (CoP) to:
  - o develop and share common tools, frameworks, and processes to support program development, implementation and evaluation and sustainability; and;
  - o share and disseminate information, resources and lessons learned for planning and delivering Indigenous diversion programming between Indigenous organizations and across the youth justice sector.

Program goals

- Focus on targeted interventions to reduce reoffending behaviours and future involvement of client in the justice system;
- Programs are culturally grounded and trauma-informed and are based on guidance of Indigenous communities and organizations;
- They use a strength-based approach, which focuses on building a case management relationship with youth and their families to emphasize existing

strengths, needs, ambitions, ascribed meaning to experiences, accumulated knowledge and talents;

- They will involve the youth's local community and contribute to long-term growth of knowledge and skills among clients and communities;

- Introduce concepts to provide greater understanding of the impacts of intergenerational trauma and violence, colonialism, and racism;

- Revitalize a youth's sense of purpose, self-esteem, and self-value to help youth reclaim and take pride in their identity and strengthen their connection to their family, community and culture;

- Disseminate new, evidence-informed research and best practices in providing targeted, culturally relevant services that can be shared to increase the capacity and responsiveness of Ontario's youth justice services system over the long-term.

Services will be (standard terms)

- Part of a youth-centered delivery system that provides diversion programs and services to Indigenous youth in conflict with the law;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- The program/support is based on the youth's needs, preferences and available

individual, agency, community and contracted Ministry resources;

- Aligned with Anti-Racism, Anti-Oppressive, Anti-Colonial and human rights principles to challenge racism and oppression in all its forms;

- Responsible for completing reporting requirements that demonstrate program metrics such as utilization, outcome achievement, evaluations and other reports as required by the Ministry of Children, Community and Social Services (MCCSS).

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Youth Served (Pre-Charge): Diversion Programming for Indigenous Youth	The unique number of youth who received this service in the reporting year (cumulative). The same person should only be counted once per year, regardless of the number of programs in which they participated.
Number of Youth Served (Post-Charge): Diversion Programming for Indigenous Youth	The unique number of youth who received this service in the reporting year (cumulative). The same person should only be counted once per year, regardless of the number of programs in which they participated.
Number of Youth Who Completed the Program (Post-Charge): Diversion Programming for Indigenous Youth	The unique number of youth who successfully completed this service in the reporting year (cumulative). The same person should only be counted once per year, regardless of the number of programs they completed.
Number of Youth Referred by Other Sources (Pre-Charge): Diversion Programming for Indigenous Youth	The total number of referrals sent to the agency from other sources (e.g., Community Agencies, Education, Health) in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.

Ministry-funded Agency Expenditures: Diversion Programming for Indigenous Youth	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Youth Referred by Probation (Pre-Charge): Diversion Programming for Indigenous Youth	The total number of referrals sent to the agency from Probation in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.
Number of Youth Referred by Justice/Police (Pre-Charge): Diversion Programming for Indigenous Youth	The total number of referrals sent to the agency from Justice/Police in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.
Number of Youth Referred by Probation (Post-Charge): Diversion Programming for Indigenous Youth	The total number of referrals sent to the agency from Probation in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.
Number of Youth Referred by Justice/Police (Post- Charge): Diversion Programming for Indigenous Youth	The total number of referrals sent to the agency from Justice/Police in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.
Number of Youth Referred by Other Sources (Post-Charge): Diversion Programming for Indigenous Youth	The total number of referrals sent to the agency from other sources (e.g., Community Agencies, Education, Health) in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.

Services delivered: Indigenous community service order/personal service order

Component: Indigenous services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the Confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide culturally relevant programming for Indigenous young persons;

- Provide a community-based sentencing option that will:

  o develop, implement, and supervise specific activities relevant to holding young persons accountable for reparation of harm done and;

  o provide opportunities for young persons to be contributing members of the community.

Service description

People served

Indigenous young persons age 12-17 at the time of the offence who have been found guilty and ordered by the youth justice court to perform a community service or to compensate any person in kind or by way of personal service for any loss, damage or injury.

Community Service Order/ Personal Service Order (CSO/PSO) may appear as stand-alone orders or a condition of a probation order.

Program/service features

- Services will be provided by an Indigenous service provider, where possible;
- Non-Indigenous service providers are to work closely with Indigenous partners to ensure programs offered are culturally responsive and meet the needs of the Indigenous youth served;
- Community service is an activity or set of activities comprised of tasks to be performed by a young person (without remuneration) that can be seen to serve a specific short- or long-term benefit to both the young person and the community;

- Community service activities should: be individualized;
  - address the overall reintegration and/or rehabilitation of the young person;
  - be related to a youth's criminogenic factors that will be specifically identified to guide the selection of appropriate targets of activities;
  - support accountability of the young person;
  - provide an opportunity for the young person to recognize their skills and abilities and;
  - encourage constructive use of leisure time.

- A range of placements are available in the community;
- The total hours and timeframe for completion are set by the Youth Justice Court;
- The program encourages and facilitates community involvement and participation.

Individual planning and case management

- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the YCJA sentence. Where the order is longer than three months, the probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment (RNA), as the overall service plan for the young person. If the order is under three months, the probation officer has discretion for completion of an RNA;
- The identification of the specific community service activity(ies) to be performed is normally done through a collaborative process involving, but not limited to, the service provider, probation officer, young person and parent(s)/guardian. The service provider will develop and supervise an individualized plan for each young person that is consistent with the probation officer's Case Management Plan (where completed), and reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service;
- The probation officer will monitor and verify progress and enforce the order under section 137 of the YCJA where applicable.

<u>Services will be</u>

- Delivered as close to youth's homes including within the communities themselves, when possible;

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  - Improved functioning and positive social behaviour;
  - Increased skills and abilities;
  - Increased youth engagement with supports and ;
  - Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice

Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:

- o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
- o Completing the Monthly Survey Distribution Record Completing the Outcome Data Collection Form (ODFC).
- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Youth: Indigenous Community Service Order/Personal Service Order	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Indigenous Community Service Order/Personal Service Order: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of Successful Completions of Indigenous Community Service Order/Personal Service Order	The number of young persons who completed the CSO/PSO in compliance with order or as directed

Services delivered: Indigenous community workers

Component: Indigenous services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide culturally relevant programming for Indigenous young persons in, or at risk for conflict with the law;
- Provide effective cultural supports, counselling and education for Indigenous children, youth, families and the community;
- To support rehabilitation and reintegration of young person.

Service description

People served

- Indigenous young persons age 12-17 at the time of offence, who have been found guilty and are currently being supervised on a _YCJA_ sentence, or young persons on detention status as part of a community release plan or young persons who are being diverted;
- Indigenous young persons at risk of coming into conflict with the law;
- Referrals may be made by a number of sources including the police, as part of a pre-charge preventative measure, Probation Officer, or other youth justice service providers and community agencies.

Program/service features

- Services are provided by an Indigenous service provider;

- Services are community-based and individualized;

- Community supports are culturally relevant focusing on traditional aspects of health and healing, counselling and education;

- Referral can be implemented as part of either prevention, diversion, or intervention.

Individual planning and case management

The service provider will use a consultative case management approach with the outreach worker; youth, family, community partners, and referring source to develop an individual plan of care and assessment of needs.

Case planning reflects the assessment of needs and goals for employment, education, cultural awareness, family dynamics and other resilience outcomes.

Services will be

- Delivered as close to youth's homes including within the communities themselves, when possible;

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  - Improved functioning and positive social behaviour;

- o Increased skills and abilities;

- o Increased youth engagement with supports and;

- o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  - o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - o Completing the Monthly Survey Distribution;
  - o Record Completing the Outcome Data Collection Form (ODFC).

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Hours of Direct Service: Indigenous Community Workers	The total number of hours spent in direct contact with young persons and families, face to face or by telephone, to provide services.
Number of Youth: Indigenous Community Workers	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program .Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Indigenous Community Workers: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: Indigenous extrajudicial measures (EJM)

Component: Indigenous services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario, at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the Confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide culturally relevant programming for Indigenous young persons in, or at risk for conflict with the law;

- Provide effective cultural supports, counselling and education for Indigenous children, youth, families and the community to support rehabilitation and reintegration of young person.

Service description

People served

- Indigenous young persons age 12-17 alleged to have committed an offence, who accept responsibility for participation or involvement in the commission of the offence;
- Young persons who have been informed of their rights and consents to participate in an Extrajudicial Measure.

Program/service features

- Services will be provided by an Indigenous service provider, where possible;
- Non-Indigenous service providers are to work closely with Indigenous partners to ensure programs offered are culturally responsive and meet the needs of the Indigenous youth served;
- Provide an effective and timely response to offending behaviour;
- Measures are determined on an individual basis and encourage the young person to demonstrate responsibility in the community, while providing an opportunity for the young person to recognize their skills and abilities and encourage constructive use of leisure time;
- The service provider encourages and facilitates community involvement in the program;

- EI Measures encourage young persons to make reparations for their offence and can include such measures as: an apology to the victim, community service work, restitution, participation in supportive programming, drug/alcohol treatment, crime prevention etc.
- The person authorizing EJM is satisfied it would be appropriate, having regard to the needs of the young person and the interests and safety of society;
- The program should be designed to encourage families of young persons – including extended families where appropriate – and the community to become involved in the design and implementation of those measures.

Individual planning and case management

- All young persons who have been approved for EIM by the police officer and with the consent of the young person, are referred the service provider;
- The service provider will develop an individualized measure for each young person that reflects the nature of the offence and the individual needs of the young person. The service provider's plan will identify the services/supports/interventions to be provided and the expected outcomes of service. Where known, criminogenic needs will guide the selection of appropriate measure(s);
- The service provider will consult with the referring police officer as appropriate and specifically to: advise of success in arranging contact with the young person, provide update reports on the young person's ability to complete the measure or to facilitate the process for returning a young person to court who is unsuitable or fails to comply with the EIM program.

Services will be

- Delivered as close to youth's homes including within the communities themselves, when possible;
- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and ;
  o Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  o Completing the Monthly Survey Distribution Record.

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Youth: Indigenous EJM	The total number of hours spent in direct contact with young persons and families, face to face or by telephone, to provide services.
Number of Successful Completions: Indigenous EJM Program	Number of young persons who complete the program as directed/established by the program
Indigenous Extrajudicial Measures (EJM): Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Hours of Direct Service: Indigenous EJM	The total number of staff hours spent in direct contact with young persons and others, face to face or by telephone to establish and monitor the programs.

Services delivered: Indigenous extrajudicial sanctions (EJS)

Component: Indigenous services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide culturally relevant programming for Indigenous young persons;

- Provide community-based post charge sanctions, outside of the formal judicial proceedings, where a young person cannot be adequately dealt with by police caution, warning or referral to a community program because of the seriousness of the offence, the nature and number previous of offences or any other aggravating circumstances;

- Provide a range of sanctions that:
  - Hold Indigenous young persons accountable for their offending behaviours;
  - Are proportionate to the seriousness of the offence and the degree of responsibility of the Indigenous young person for the offence and;
  - Create, maintain and enhance innovative community partnerships.

Service description

People served

Indigenous young persons age 12-17 at the time, who are alleged to have committed an offence, who accept responsibility for participation or involvement in the commission of the offence.

The young person has been informed of their rights to counsel, been given a reasonable opportunity to consult with counsel and having been informed of the EJS, freely consents to participate in an Extrajudicial Sanction.

There is sufficient evidence in the opinion of the Attorney General to proceed with the prosecution of the offence, and the prosecution is not in any way barred by law.

Note that the YCJA also provides for pre-charge sanctions. These are not included in this contract.

Program/service features

- Services will be provided by an Indigenous service provider, where possible;

- Non-Indigenous service providers are to work closely with Indigenous partners to ensure programs offered are culturally responsive and meet the needs of the Indigenous youth served;

- Provide an effective and timely response to offending behaviour;

- The service provider encourages and facilitates community Involvement by establishing community linkages and protocols in order to facilitate referrals and the provisions of services;

- Programming should support and facilitate linkages to community programs and services that can continue to be available to the Indigenous young person, where appropriate or required, once the sanction has been completed;

- EIS encourage Indigenous young persons to make reparations for their offence and can include such sanctions as an apology to the victim, community service work, restitution, participation in supportive programming, drug/alcohol treatment, crime prevention projects, etc. Sanctions are determined on an individual basis and encourage the Indigenous young person to demonstrate responsibility in the community, while providing an opportunity for the young person to recognize their skills and abilities and encourage constructive use of the leisure time;

- Programming may include options, such as cognitive/behaviour skills, anger management, life skills and substance abuse counselling/treatment;

- Service provider will provide individualized intake including provision for reintegration of the young person into the community. The program should be designed to encourage families of Indigenous young persons – including extended families where appropriate – and the community to become involved in the design and implementation of those sanctions;

- EIS are part of a program of sanctions authorized by the Attorney General;

- The service provider will coordinate with the Ministry of Children, Community and Social Services (MCCSS) Regional Office to identify local roles of the Crown

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Attorney and probation services, criteria and process for referrals;

- The service provider will coordinate with the Ministry of Children, Community and Social Services (MCCSS) Provincial Director to provide a response to a victim's request for the identity of the youth and how the offence has been dealt with.

Individual planning and case management

- All young persons who have been approved for EIS by the Crown Attorney will either be referred directly to the service provider by the Ministry of Children, Community and Social Services (MCCSS) Provincial Director or directly by the Crown Attorney, as per local practice;
- When an Indigenous young person, approved for EIS, has an active court order the service provider and the Probation Officer will work collaboratively to develop an individualized sanction for each young person that reflects the nature of the offence and the individual needs of the young person. The service provider's plan will identify the specific services/supports/interventions to be provided and the expected outcomes of service. Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service;
- The service provider will consult with the probation office as appropriate, and specifically to: provide copies of any "Request for Extrajudicial Sanction/Acknowledgement and Recommendation by Agent of the Attorney General" forms received directly from the Crown Attorney; advise of reasonable efforts to contact the young person that have proved unsuccessful; discuss any concerns related to the young person's willingness/ability to complete the sanctions; develop procedures related to the process for returning a young person to court who is unsuitable or fails to comply with the EIS program; and provide client data information for probation entry into Youth OTIS.

Services will be

- Delivered as close to youth's homes including within the communities themselves, when possible;

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  o Completing the Monthly Survey Distribution Record;

- o Identity-based data is to be shared with the local probation office for entry into Youth OTIS;
- o Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Successful Completions: Indigenous EJS	Number of young persons who complete the program as directed/established by the program.
Indigenous EJS: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of Youth: Indigenous EJS	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Hours of Direct Service: Indigenous EJS	The total number of staff hours spent in direct contact with young persons and others, face to face or by telephone to establish and monitor the programs.

Services delivered: Indigenous non- residential attendance centre

Component: Indigenous services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, offcers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide culturally relevant programming for Indigenous young persons;

- Provide an effective, efficient, economical alternative to custody for Indigenous youth in conflict with the law;

- Contribute to the development of a framework of community-based alternative interventions to reduce reoffending rates and address prevention, rehabilitation, reintegration and reparation of harm.

Service description

People served

Indigenous young persons age 12 – 17 at the time of an offence who have been found guilty or young persons on detention status as part of a community release plan. Referral is by the probation officer, or through other Youth Justice Division funded service providers as negotiated by the regional office.

The _YCJA_ provides for stand-alone orders; however, the ministry-funded model identifies the requirement of a condition of probation.

Program/service features

- Services are provided by an Indigenous service provider, where possible;

- Non-Indigenous service providers are to work closely with Indigenous partners to ensure programs offered are culturally responsive and meet the needs of the Indigenous youth served;

- Community-based individualized programming and community support that addresses the circumstances underlying a young person's offending behaviour;

- Interventions are focused on the rehabilitative and reintegration needs of the

young person;

- Programming is intensive, highly structured, closely supervised, promotes family involvement and is based on current best practice and « what works » literature;

- Programming influences attitudes and behaviour and promotes the development of appropriate social skills by addressing criminogenic risk/need factors (standard term);

- Programming is offered at minimum Monday to Saturday and during the day and evening;

- Specific programming is dependent on the needs of the local community but may include groups sessions for cognitive skills, anger management, life skills, substance abuse, anti- criminogenic thinking, literacy or tutoring, employment or job search skills;

- Nutritional needs of youth are addressed in the program design;

- Program for each young person is up to a maximum of 240 hours and up to but not exceeding a six-month period (any variations should be approved by the Probation Manager);

- The program design involves the probation officer as case manager. Enforcement of the attendance order is ultimately the responsibility of the probation officer.

Individual planning and case management

The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the young person.

The service provider will develop an individualized plan for each young person that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service. Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

<u>Services will be</u>

- Delivered as close to youth's homes including within the communities themselves, when possible;
- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  - Improved functioning and positive social behaviour;
  - Increased skills and abilities;
  - Increased youth engagement with supports and
  - Decreased re-offending
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice

Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:

- o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
- o Completing the Monthly Survey Distribution Record;
- o Completing the Outcome Data Collection Form (ODCF).

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Indigenous Non-Residential Attendance Centre: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of Youth: Indigenous Non-Residential Attendance Centre	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program .Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Services delivered: Indigenous/North community learning hub

Component: Indigenous services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements
Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide interactive digital skill development programming to address specific assessed needs of Indigenous young persons and/or conditions of a sentence;
- Provide culturally relevant programming for Indigenous youth To support rehabilitation and reintegration of young person.

Service description

People served

- Young persons aged 12 to 17 who are in, or at risk of, conflict with the law or at risk of reoffending;
- Indigenous young persons aged 12 -17 at the time of offence, who have been found guilty and are currently on probation, conditional supervision or community supervision or young persons on detention status as part of a community release plan.

Program/service features

- Programs and interventions offered to address criminogenic assessed needs;
- Services are designed to increase pro-social behaviour by teaching skills; necessary to assist young persons to be healthy, productive and responsible;
- Program promotes enhanced skill development to support reintegration to the community;
- Services are provided by an Indigenous service provider, where possible;
- Services are community based;
- Services are individualized;
- Referral is through probation officer, as case manager, or through other YJD funded service providers as negotiated by the regional office.

Individual planning and case management

- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the youth;

- Service provider will develop an individualized plan for the young person that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific programming/supports and interventions to be provided and the expected outcomes of service. Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service;

- Probation Officers are assigned to all young persons in detention. Where a Probation Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The program/support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  - Improved functioning and positive social behaviour;
  - Increased skills and abilities;
  - Increased youth engagement with supports and;
  - Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice;

- Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  - Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - Completing the Monthly Survey Distribution Record Completing the Outcome Data Collection Form (ODCF).

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of young persons: Community Learning HUB programming from Indigenous EJM	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Training sessions: Conducted for the Community Learning HUB	The number of facilitator training sessions conducted by or on behalf of Springboard to agency staff. To be considered conducted, training sessions must be delivered by Springboard as agreed to by the party receiving the training.
Indigenous North Community Learning HUB: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Staff Trained or Retrained by or on behalf of Springboard to facilitate Community Learning HUB	Number of agency staff trained or retrained by Springboard to facilitate Community Learning HUB sessions during the fiscal year (April 1st - March 31st). A staff person will be counted as follows: One training start and completion in a fiscal year: A staff person is counted once in a fiscal year where the training is completed. Multiple training received per year: Where a staff person is trained more than once in a fiscal year, that staff person should be counted each time. Retraining: Where a staff person has previously received training is trained more than once in a fiscal year, that staff person should be counted each time. Multiple services/one service provider: Where a staff person is trained more than once, that staff person should be counted each time.

Services delivered: Indigenous probation services

Component: Indigenous services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide interactive digital skill development programming to address specific assessed needs of Indigenous young persons and/or conditions of a sentence;
- Provide culturally relevant programming for Indigenous youth;
- To support rehabilitation and reintegration of young person.

Service description

People served

Indigenous young persons age 12-17 at the time of offence who are the subject of a Pre- Sentence report or who have received a sentence under the *Youth Criminal Justice Act (YCJA)*or the *Provincial Offences Act (POA)* .

Program/service features

- A probation officer is the person who fulfills the role of « youth worker » as described in the *YCJA* and is the case manager of a *YCJA*/*POA* sentence;
- Case management includes intake/admission, assessment, case management plans, referral, intervention, monitoring, evaluation, advocacy and enforcement;
- Case management is a dynamic, coordinated, purposeful and responsive assessment- driven approach involving the engagement of multiple services within a young person's environment that are targeted to meet a young person's rehabilitative and reintegration needs;
- The fundamental principles of cognitive behavioural interventions form a foundation upon which case management decisions are made. The principles guide and assist the judgement of staff and their use of professional discretion;
- Probation services may include counselling and supervision, preparation of Pre- Sentence reports, monitoring of CSO/PSO.

Individual planning and case management

The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the youth.

Services will be

- Provided by an Indigenous service provider, where possible;
- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and
  o Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social

Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access)

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  - Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES)
  - Completing the Monthly Survey Distribution Record
  - Completing the Outcome Data Collection Form (ODCF)
- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures.
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Young Persons: Community Learning HUB programming through Indigenous Probation Services	The total number of young persons receiving Community Learning HUB programming to help enhance their skills development and employment/training needs and supports. A young person is counted once in a fiscal year where they receive any Community Learning HUB programming.

Number of Youth: Indigenous Probation Services	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program .Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Community Learning HUB programs youth receive by Indigenous Probation Services	The total number of Community Learning HUB programs each youth receives to help enhance their skills development and employment/training needs and supports programs are the learning units organized under each theme on the Community Learning HUB. For example, under the theme of Employment, a thematically organized learning unit is Interview Preparation; and Money Basics is a learning unit under the Financial Literacy theme.

Indigenous Probation Services: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: Indigenous reintegration services

Component: Indigenous services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide culturally relevant programming for Indigenous youth;

- To provide services that address specific assessed needs of Indigenous young person and/or conditions of a sentence;

- To support rehabilitation and reintegration of young person.

Service description

People served

Indigenous young persons aged 12 -17 at the time of offence, who have been found guilty and are currently being supervised on a *Youth Criminal Justice Act (YCJA)* sentence or young persons on detention status as part of a community release plan.

Program/service features

- Services are provided by an Indigenous service provider, where possible;
- Non-Indigenous service providers are to work closely with Indigenous partners to ensure programs offered are culturally responsive and meet the needs of the Indigenous youth served;
- Services are community based Services are individualized;
- Referral is through probation officer, as case manager, or through other YJD
- funded service providers as negotiated by the regional office.

Individual planning and case management

- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the *YCJA* sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the youth;

- Service provider will develop an individualized plan for the young person that is

consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific programming/supports and interventions to be provided and the expected outcomes of service;

- Probation Officers are assigned to all young persons in detention. Where a Probation Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer.

Services will be

- Delivered as close to youth's homes including within the communities themselves, when possible;
- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  - o Improved functioning and positive social behaviour;
  - o Increased skills and abilities;
  - o Increased youth engagement with supports and;
  - o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  - Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - Completing the Monthly Survey Distribution Record Completing the Outcome Data Collection Form (ODCF).
- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Successful Completions: CRR: Indigenous Reintegration Services	The number of young persons who complete the counselling/reintegration/rehabilitation services in compliance with the order or as directed

Number of Community Learning HUB programs youth receive for Indigenous Reintegration Services	The total number of Community Learning HUB programs each youth receives to help enhance their skills development and employment/training needs and supports programs are the learning units organized under each theme on the Community Learning HUB. For example, under the theme of Employment, a thematically organized learning unit is Interview Preparation; and Money Basics is a learning unit under the Financial Literacy theme.
Number of young persons: Community Learning HUB programming by Indigenous Reintegration Services	The total number of young persons receiving Community Learning HUB programming to help enhance their skills development and employment/training needs and supports. A young person is counted once in a fiscal year where they receive any Community Learning HUB

Number of Youth: Indigenous Reintegration Services	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Indigenous Reintegration Services: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: Indigenous restorative justice initiatives

Component: Indigenous services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service

Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the

policies and procedures of Ontario

Service objectives

- Provide culturally relevant programming for Indigenous young persons Provide an effective, efficient, economical alternative to custody for Indigenous;
- youth in conflict with the law through the use of restorative justice principles and practices;
- Contribute to the development of a framework of community-based alternative interventions to reduce reoffending rates and address reparation of harm, reintegration, prevention and rehabilitation.

Service description

People served

- Indigenous young persons age 12 – 17 at the time of an offence;
- Referrals may be made by a number of sources including the police, as part of a pre-charge preventative measure, Probation Officer, other youth justice service providers and community agencies.

Program/service features

- Services are provided by an Indigenous service provider;
- Community-based, individualized interventions;
- Based on restorative justice principles and practices and include victim(s);
- Victims, young persons and the community identify and address the needs, as well as the harm, that results from the offence and seek resolution that affords reparation, healing and reintegration and prevents future harm;
- Interventions are focused on repairing the harm caused by crime while holding the young person accountable for his/her actions;

- The restorative justice process can be implemented as part of either a pre-charge preventive measure or as a post-charge sanction.

Individual planning and case management

- If a probation officer is assigned as the case manager, the probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the young person;

- If there is no assigned probation case manager, the service provider will develop an individualized plan for each young person that reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service. Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service;

- Any agreement developed during a restorative conference/process that includes sanctions or measures by which a young person can demonstrate accountability and repair of harm, and assist in the young person's reintegration, shall be incorporated into the service provider's plan.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  - Improved functioning and positive social behaviour
  - Increased skills and abilities
  - Increased youth engagement with supports and
  - Decreased re-offending

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  - Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES)
  - Completing the Monthly Survey Distribution Record

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Hours of Direct Service: Indigenous Restorative Justice Initiatives	The total number of staff hours spent in direct contact with victims, young persons and others, face to face or by telephone, to provide and monitor restorative justice interventions
Number of Youth: Indigenous Restorative Justice Initiatives	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Number of Youth: Indigenous Restorative Justice - Diversion	The number of individual youth who are currently receiving or have received a Restorative Justice service during the fiscal year (April 1st – March 31st) and have been charged with an offence but not yet found guilty (post-charge). One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Youth: Indigenous Restorative Justice - Prevention	Number of individual youth who are currently receiving or have received a Restorative Justice service during the fiscal year (April 1st - March 31st) and have not been charged with a criminal offence (pre-charge).

Number of Youth: Indigenous Restorative Justice - Sentenced	The number of individual youth who are currently receiving or have received a Restorative Justice service during the fiscal year (April 1st – March 31st) and are serving a sentence (found guilty). One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Indigenous Restorative Justice Initiatives: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Component: Mental health/specialized programming

Services delivered: Community Support Team

Component: Mental health/specialized programming

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service.

Provider, its directors, officers, employees, agents and volunteers will abide by the

confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario

Service objectives

- Provide intensive support services to higher risk youth who would otherwise be in custody/detention to:
  - Reduce the penetration of young persons into the custody/detention system Prevent the return of young persons to open and secure custody and;
  - Enable the earliest possible reintegration to the community from custody/detention, with appropriate supports.

Service description

People served

- Young persons age 12-17 at the time of offence who have been found guilty, or young persons on detention status as part of a community release plan and;
- Demonstrate a high risk of being placed in or continuing in custody;

Program/service features

- Programs deliver intensive, frequent and rehabilitative services;
- Interventions target criminogenic needs which are linked to the probability of reoffending;
- Services are based on « what works » literature and best practices for service delivery;
- Booster/aftercare services are available;
- Where a young person has a *YCJA* sentence, referral is through the probation officer, using the Risk/Need Assessment.

Individual planning and case management

- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, as the overall service plan for the youth;

- The service provider will develop an individualized plan for each youth that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service. Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service;

- Probation Officers are assigned to all young persons in detention. Where a Probation Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:

- o Improved functioning and positive social behaviour;
- o Increased skills and abilities;
- o Increased youth engagement with supports and;
- o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access)[

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  - o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - o Completing the Monthly Survey Distribution Record;
  - o Completing the Outcome Data Collection Form (ODCF);

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures.

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Community Support Team (CST): Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Youth: Community Support Team	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Services delivered: Intensive Support and Supervision Program (ISSP) (sec. 42 (2) (1))

Component: Mental health/specialized programming

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide the youth justice system with an effective alternative to custody program that enhances community safety and provides effective rehabilitation services to young persons who have been diagnosed with mental health disorders.

Service description

People served

Young persons age 12-17 at the time of offence:

- who have been found guilty;
- who are serving a probation sentence under the _YCJA_ but would likely have been
- sentenced to custody (based on criminal record, previous response to non-custodial sentences, current offences, etc.) and;
- who are diagnosed by assessment with one or more disorders, including but not restricted to:
  - Early onset major psychiatric disorders such as schizophrenia spectrum disorders; mood disorders (Major Depressive Disorder, Bipolar Disorder which may include chronic suicidal or self-harming behaviour); severe anxiety disorders (post-traumatic stress disorder, severe social anxiety disorder, obsessive/compulsive disorders)
  - Developmental delay such as Global Intelligence Delay (mild mental retardation, borderline IQ) or Pervasive Developmental Disorders, such as Asperger's
  - Dual diagnoses (developmental delay and early onset major psychiatric disorder)

The young person must also:
- Voluntarily consent to the program;
- Consent to and have family support for treatment;

- Be able to function in a community or family setting with appropriate supports and supervision in place, without risk to themselves or others in the community
- Have a history of past involvement with mental health interventions that demonstrates the young person would be responsive to appropriate intervention and;
- Have mental health needs that can be serviced by the service provider(s).

Admission to the ISSP will be through a process established by the ministry in consultation with the service provider.

Program/service features

- Programming and community supports are individualized and aimed at influencing attitudes and behaviour and promoting the development of appropriate social skills;
- Programs are clinically focused, community-based, appropriate to the young person's level of functioning and target the specific needs or problems that are recognized as contributing to the young person's offending behaviour;
- The following should be viewed as components of an ISS, but do not stand alone:

1. Mental health treatment interventions directed toward assessing, alleviating, reducing or managing primary symptoms of illness or disorder, as well as promoting pro-social attitudes and behaviour, including:

   - Counselling and psychotherapy, such as individual and group therapy, family counselling, behaviour management, psychiatric consultation

   - In home and residential supports to family, such as medication review and management, hospitalization, residential treatment and respite, access to crisis/emergency services 24/7, primary and acute medical/psychiatric care

2. Interventions for young persons with developmental disabilities and/or dual diagnoses that assist the young person and family to achieve and maintain an optimal level of functioning, including residential, vocational, social and educational supports, service coordination

and advocacy;

3. Community supports to assist the young person and family to achieve and maintain an optimal level of functioning within the home, school and community, including: service coordination and advocacy; educational support (including in- class/in-school supports, home instruction, tutoring, alternative educational programming and section 19 classroom); vocational support (including assessment, job skills training, supported employment); life skills and independent living supports (including health education); and social and recreation support (including mentoring, family and self- help support; advocacy; volunteer programs);

4. Substance abuse programs that target specific medical, social and behavioural issues related to substance use (including work with other programs to provide treatment, detoxification and relapse prevention);

5. Family therapy programs that provide parent education and general supports in parenting, managing relationships, discipline and family dynamics;

6. Post discharge services/after care planning for continuity of services and a bridge to post-supervision after care;

- Cross-sectoral working alliances and partnerships are established so that programs function as part of a comprehensive continuum of supports and services;

- Hours of service will be based on programming needs and will be developed in consultation with the young person and legal guardian(s) where appropriate;

- There is a graduated plan to address non-attendance and negative behaviour in collaboration with the case manager.

Individual planning and case management

- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the young person;

- The service provider will develop an individualized treatment plan for each young person that is consistent with the probation officer's Case Management Plan and

reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service. Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service. A treatment plan to engage ongoing community support beyond the _YCJA_ sentence will be established;

- The ISSP service provider will collaborate with the probation officer in the ongoing review and revision of the Case Management Plan and treatment plans. The probation officer is responsible for monitoring the young person's progress and for enforcement decisions related to the probation order.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;

- o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  - o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - o Completing the Monthly Survey Distribution Record;
  - o Completing the Outcome Data Collection Form (ODCF).
- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Youth: Developmental Delay: ISSP Pilot (sec 42(2)(1))	The total number of young persons assessed as Developmental Delay receiving services and interventions.

ISSP Pilot (sec 42(2)(1)): Ministry-funded Agency Expenditures	Total ministry-funded expenses for the service agency to administer and/or deliver this service in the reporting year (cumulative).
Number of Individuals: Educational/Vocational Support - ISSP Pilot (sec 42(2)(1))	The total number of clients receiving educational/vocational supports during the period of the ISS sentence order, directed at assisting the client and their family to maintain functioning within the educational/employment environment. Education includes service coordination and educational advocacy, educational supports in-class, in school, home instruction, tutoring, alternative educational programming.
Number of Assessments: ISSP Pilot (sec 42(2)(1))	The number of assessments completed to develop and provide individualized plans and services.
Number of Families Receiving Programming: ISSP Pilot (sec 42(2)(1))	The total number of families receiving formal, therapeutic family programming/counselling, during the period of the ISSP sentence order, directed toward sustaining improved parenting skills and family dynamics, for example parental education and general supports in parenting, managing relationships, communication and family discipline. Sessions can be individual or group.
Number of Individuals: Dual Diagnosis: ISSP Pilot (sec 42(2)(1))	The total number of young persons assessed as Dual Diagnosis receiving services and interventions.
Number of Youth - Not qualified - ISSP Pilot (sec 42(2)(1))	The total number of young persons who have not qualified for the ISSP program, based on the service provider's assessment.

Number of Youth: ISSP Pilot (sec 42(2)(1))	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Completions: No Charges: ISSP Pilot (sec 42(2)(1))	The number of young persons who complete the program without incurring any new charges, during the period of the order

Services delivered: intensive rehabilitative custody and supervision (IRCS)

Component: Mental health/specialized programming

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- To provide services that address specific assessed needs of young persons and/or conditions of a sentence;
- To support rehabilitation and reintegration of young persons.

Service description

People served

- Young persons aged 12 -17 at the time of offence, who have been found guilty and are currently on probation, conditional supervision or community supervision;
- Delivery of specialized therapeutic program and services for youth with mental health needs who are convicted of a serious violent offence.

Program/service features

- Services are community-based;
- Services are individualized;
- Referral is through the probation officer, as the case manager.

Individual planning and case management

- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the youth.
- The service provider will develop an individualized plan for the young person that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific programming/supports and interventions to be provided and the expected outcomes of service

<u>Services will be</u>

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
    o Improved functioning and positive social behaviour;
    o Increased skills and abilities;
    o Increased youth engagement with supports and;
    o Decreased re-offending.

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Intensive Rehabilitative Custody & Supervision (IRCS): Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: medical/psychological reports (sec. 34)

Component: Mental health/specialized programming

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017; *Youth Criminal Justice Act(YCJA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Prepare and submit court-ordered assessments of young persons 12-17 facing charges to assist the court and to support treatment planning. Specifically, a youth justice court may make an order for the purpose of:
  - Considering an application under section 33 for release from or detention in custody;
  - Making a decision on an application under section 71 (hearing – adult sentences);
  - Making or reviewing a youth sentence;
  - Considering an application under sub-section 104 (1) (continuation of custody)
  - Setting conditions under sub-section 105(1) (conditional supervision);
  - Making an order under sub-section 109(2) (conditional supervision) and/or;
  - Authorizing disclosure under sub-section 127(1) (information about a young person).

Service description

People served

Young persons age 12-17 at the time of offence:

- With the consent of the young person and the Crown, or;
- On the court's own motion or application by the young person or Crown, if the court believes a medical, psychological or psychiatric report is necessary for purposes mentioned in the Service Objectives and;
- The court has reasonable grounds to believe that the young person may be suffering from a physical or mental illness or disorder, a psychological disorder, an emotional disturbance, a learning disability or a mental disability;
- The young person's history indicates a pattern of repeated findings of guilt or The young person is alleged to have committed a serious violent offence;

- A serious violent offence is considered an offence under one of the following provisions of the Criminal Code:

    (a) section 231 or 235 (first degree murder or second degree murder);

    (b) section 239 (attempt to commit murder)

    (c) section 232, 234 or 236 (manslaughter) or

    (d) section 273 (aggravated sexual assault)

Program/service features

- Access to these services is based on the age and referral system arranged by the Youth Justice Division regional office of the Ministry of Children, Community and Social Services;
- Assessments are provided by appropriately trained/certified individuals, in accordance with professional and Children's Mental Health Ontario accreditation standards as appropriate;
- Assessments are completed by qualified persons as per the *YCJA* section 34 (14) definition;
- Assessment content and recommendations respond to the concerns identified by the youth justice court;
- Reports must reflect if additional assessments are required and provide the rationale to show how this will support service planning. Reports are submitted in writing to the youth justice court for the specified date. If the report is not anticipated to be completed for the specified date, the assessor must notify the youth justice court in advanced indicating:
  - The risk to the youth and community in the interim;
  - The reason for the delay;
  - When the report will be ready.

- The author of the report must be available for cross examination

- The assessment process will include the following elements as appropriate: Initial information sharing meeting with youth, family and agency staff
  - Information available from probation, child welfare, school or other community service;
  - Medical and/or psychological testing (behavioural analysis, intellectual/cognitive tests, clinical risk assessment, educational screening, personality inventories and projective assessments) as appropriate;
  - Development of treatment/rehabilitative recommendations and A written report provided to the court for the specified date.

Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service and the development of a treatment plan with recommendations to engage community support where the outcome of the assessment is in lieu of a _YCJA_ sentence.

Individual planning and case management

The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan for all youth with a _YCJA_ sentence, guided by the Risk/Need Assessment, as the overall service plan for the youth.

The service provider will consult with the probation officer where a youth has an existing sentence and Case Management Plan and/or where a probation officer is preparing a Pre- Sentence report.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- Based on the youth's assessed needs and preferences, and the availability of individual, agency, community and contracted ministry resources and;
- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  - Improved functioning and positive social behaviour;
  - Increased skills and abilities;
  - Increased youth engagement with supports and;
  - Decreased re-offending.

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Reports: Medical/Psychological Reports (sec 34)	The total number of court-ordered reports prepared and submitted.
Medical/Psychological Reports (sec 34): Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Youth: Medical/Psychological Reports (sec 34))	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Number of Assessments: Medical/Psychological Reports (sec 34)	The total number of assessments (e.g. psychological, psychiatric or medical) prepared and completed as part of the final Section 34 report.

Services delivered: mental health/specialized programming — other

Component: Mental health/specialized programming

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario

Confidentiality

(a) The Service Provider, its i, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

Provide programs and services to address the issues and challenges of young persons with mental health and/or behavioural needs who are involved in the youth justice system.

Service description

People served

- Young persons age 12-17 at the time of offence who have been found guilty and are currently on probation, conditional supervision or community supervision orders and have assessed mental health needs or young persons on detention status as part of a community release plan.

Program/service features

- Services are community-based, time limited and support referral to other services where the young person's needs go beyond the youth justice sentence;
- Services are clinically focused, individualized, based on assessed needs and are evidence-based.

Individual planning and case management

- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the young person;

- The service provider will develop an individualized plan for each young person that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service. Criminogenic needs will

be specifically identified to guide the selection of appropriate targets of service;

- Probation Officers are assigned to all young persons in detention. Where a Probation Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer.

Services will be

Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law

- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- Based on the youth's assessed needs and preferences, and the availability of individual, agency, community and contracted ministry resources and;

- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes,

and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework consistent with timelines and processes specified in training modules:
  - Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - Completing the Monthly Survey Distribution Record;
  - Completing the Outcome Data Collection Form (ODCF).

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Mental Health/Specialized Programming: Other: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of Youth: Mental Health/Specialized Programming: Other	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Services delivered: youth mental health court worker

Component: Mental health/specialized programming

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario;

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide programs and services to address the issues and supports of young persons with mental health and/or behavioural needs who are in the youth justice system;
- In partnership with the court, facilitate the diversion of youth with mental health needs away from the courts and develop linkages with appropriate programming/supports in the community;
- Establish a partnership with the Ministry of Health and Long-Term Care and community- based child and youth mental health service providers to enhance opportunities to divert youth with mental health needs from the formal justice and acute care systems;
- Reduce barriers to youth accessing necessary mental health and ancillary services.

Service description

People served

- Children and youth aged 12-17, who are in conflict with the law and identified with mental health needs, illness or disorder, where the criminal justice matter is within the jurisdiction of the Youth Justice Court.

Program/service features

- Services are community-based, time limited and support referral to other services where the young person's needs go beyond a youth justice sentence;
- Services are clinically focused, individualized, based on assessed needs and are evidence- based;
- A Youth Mental Health Court Worker (YMHCW) will establish effective linkages between individual youth, the youth justice court (including Crowns and

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defence) and appropriate community mental health and youth justice resources and function as a short term "bridge" between these systems. Protocols and best practices will be developed to support these collaborative working relationships;

- Where information is available indicating that a youth has mental health needs, the YMHCW shall intervene at the earliest possible stage of proceedings to prepare an assessment, develop a service/diversion plan and provide referral resources;

- Responsibilities include but are not limited to:
  - Sending information relevant to diversion to a treating psychiatrist or other mental health professional and requesting input/recommendations (where app);
  - Arranging/facilitating assessments as required;
  - Where a young person is in need of mental health supports at any stage during the court process, make the appropriate referral(s);
  - Where the young person is being detained during the court process, and it is appropriate to do so, establish contact with the detaining facility and provide all relevant file information as permitted under the *YCJA* and the Personal Health Information Protection Act;
  - Where the Crown elects to divert the young person out of the justice system, post charge and prior to the court trial process, the YMHCW shall make the necessary arrangements and contacts with the assigned probation offce and/or community service agency involved in the case and provide all file information as permitted under the YCJA and the Personal Health Information Protection Act
  - Where the young person is fully engaged in the trial process, the YMHCW shall make themselves known and available to the Crown Attorney, the young person, their family, counsel for the young person to explain their role and referral services that are available; Obtaining approval of the Crown for the diversion plan and assist in the development of a plan for judicial release if requested by the young person and his or her counsel. When requested by the court, provide information at sentencing. Participating in regular

meetings/other opportunities with mental health court workers to share information, review data collection and identify issues and strategies to improve services

- Serving as a resource to the youth justice and mental health systems regarding service delivery and gaps in service and provide input into resolving process issues

- Providing information and support to family members of young persons with mental health needs

- Providing outreach to facilitate the completion of the service/diversion plan

Individual planning and case management

- In collaboration with the youth, caregivers, mental health service providers, members of the justice system, other community based services, and key individuals, the YMHCW's identify, inform and facilitate the development of an individualized plan that will address the mental health needs of a young person at key intervention points in the judicial process;

- YMHCW's will expedite referrals to the mental health system to minimize involvement in the criminal justice system;

- At the earliest permissible time, the YMHCW will meet with the youth to prepare an assessment that includes all information relevant to the present situation and needs;

- This would include information of the person's mental health history, treating psychiatrist/other mental health professional, any support networks, current living situation, available supports and linkages to psychiatric and other services;

- A plan for service/diversion will be developed with the youth, the youth's parents/guardian (where involved) and counsel (where involved) and be submitted to the Crown Attorney;

- The YMHCW will coordinate the provision of services through linkages to mental health professionals and referral and outreach services. Where necessary, the YMHCW will provide short-term follow up and support to both diverted and non-diverted youth;

- Where a probation officer is assigned, the probation officer is the case manager responsible for provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the young person;
- The service provider will develop an individualized plan for each young person that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service. Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service;
- Probation Officers are assigned to all young persons in detention. Where a Probation Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer;
- Where opportunity exists and is appropriate, the YMHCW may also provide a re-integrative role in collaboration with the probation case manager and provide supports and consultation for youth who were not diverted from the youth justice system;

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- Based on the youth's assessed needs and preferences, and the availability of individual, agency, community and contracted ministry resources and;
- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
    - Improved functioning and positive social behaviour ;
    - Increased skills and abilities;
    - Increased youth engagement with supports and;
    - Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice;
- Outcomes Framework consistent with timelines and processes specified in training modules:
    - Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
    - Completing the Monthly Survey Distribution Record ;
    - Completing the Outcome Data Collection Form (ODCF).
- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please

refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Youth Mental Health Court Worker: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Youth: Youth Mental Health Court Worker	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program

# of Youth: diverted: Youth Mental Health Court Worker	The number of young persons with mental health needs who have been charged with a criminal offence, referred by the Youth Justice Court as suitable for diversion and who have been referred to or connected with community resources, clinical, or hospital-based mental health services as an alternative to the formal justice process. Generally resulting in criminal charges being formally withdrawn or stayed or otherwise un-enforced.

Component: Other Services

Services delivered: court intake/liaison

Component: Other Services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth*

Criminal Justice Act (YCJA) (Canada) and the policies and procedures of Ontario.

Service objectives

- To provide intake of clients and timely, accurate communication and response for court orders and documentation.

Service description

People served

- Young persons aged 12 – 17 at the time of offence;
- Youth Justice Probation Offices.

Program/service features

- The service provider will provide intake services with young persons and their parents, as appropriate, and coordinate with probation services;
- The service provider will ensure that all court related documents and requests are provided to the appropriate probation office in a timely fashion.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and Indigenous communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:

  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional offce for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework consistent with timelines and processes specified in training modules:

  o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  o Completing the Monthly Survey Distribution Record.

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Court Intake/Liaison: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Hours of Direct Service: Court Intake/Liaison	Total number of hours spent in direct contact with young persons, face to face or by telephone, to provide services.
Number of Youth: Court Intake/Liaison	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Services delivered: detention placement

Component: Other services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Young persons age 12-17 at the time of offence who have been charged under the Youth Criminal Justice Act (YCJA) and remanded in detention by the Youth Justice Court.

Service description

People served

- Young persons age 12-17 at the time of offence who have been charged under the Youth Criminal Justice Act (YCJA) and remanded in detention by the Youth Justice Court.

Program/service features

- Services are based on the principles of community safety, accountability and reduction of recidivism;
- Services are 24 hours a day, 7 days a week, 365 days a year;
- The service provider will ensure an efficient process of assessment, placement and transportation for all youth and will act as the primary contact regarding all dispute resolution resulting from this process. They will also be responsible for all data collection, report writing and submission of all reports to MCCSS Youth Justice as required;
- The service provider will work closely with other youth justice facilities to address placements related to overcapacity, needs of youth, back up or other issues. It is preferable to minimize the number of placements for young persons. Where detention youth are transferred for bed capacity or case management reasons, the facility shall involve the Ministry Provincial Director and/or assigned Probation Officer as appropriate.

Services will be

- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Detention Placement: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of Youth: Detention	The number of young persons who are the recipients of the approved service in a residential detention program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Lateral Transfers: Detention	The number of times a youth is transferred following the initial assessment and placement while still being held in detention on the original charge(s). A young person will be counted each time they are moved/ transferred from one open detention facility to another open detention facility for any reason (case management decision, over capacity, youth's request).

Number of Transfers: Detention	The number of times a youth is transferred following the initial assessment and placement while still being held in detention on the original charge(s). A young person will be counted each time they are moved/ transferred from one open detention to another open detention for any reason (case management decision, over capacity, youth's request), re- assessed by a secure detention facility and are now requiring an open detention placement.

Services delivered: education and community partnership program (ECPP)

Component: Other services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth*

Criminal Justice Act (YCJA) (Canada) and the policies and procedures of Ontario.

Service objectives

- Ministry of Children, Community and Social Services / Youth Justice Division funding is being provided for administrative support positions required to support the schools' senior administrators within the Education and Community Partnership (ECPP) school program.

Service description

People served

Young persons age 12-17 at the time of offence, who have been charged under the *Youth Criminal Justice Act (YCJA)*, have been remanded in detention or are held in custody at the Roy McMurtry Youth Centre.

Program/service features

- The school is based on independent learning, where the young person may work at their own speed and at courses they are interested in, with the goal of acquiring credits;
- The program utilizes a combination of both static and dynamic security to provide for safety of youth, staff and community;
- In school, the young person will have reasonable access to computers;
- The teacher is hired through the Peel Board of Education;
- While in school, the young person will abide by the rules and routines provided by the classroom teacher;
- The teacher is there to assist the young person in the selection of courses and help them with their work;
- Credits are issued upon the completion of Ministry of Education courses.

<u>Services will be</u>

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-based programming and integrated with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Education and Community Partnership Program (ECPP): Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: volunteer coordination

Component: Other services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- To promote community participation in the youth justice system and enhance services to young persons through the use of volunteers.

Service description

People served

- Young persons aged 12 – 17 at the time of offence;
- Youth Justice Probation Officers.

Program/service features

- Community-based services and supports;
- The service provider recruits, trains and supervises volunteers to provide or facilitate various programs and services in collaboration with Youth Probation Services. Examples of use of volunteers may include: one to one work with youth justice clients, administrative services or running a life skills program with probation clients.

Individual planning and case management

- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer; prepares a Case Management Plan, guided by the Risk/Need Assessment, as the
- overall service plan for the young person;
- If service provided is direct one to one with an individual young person, the service provider will collaborate with the probation officer to assess needs and develop an individualized plan that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of

service. Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service;

- If services provided relate to programs, administration or other indirect support of young persons, the service provider will collaborate with the probation office to define and provide the required service.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-based programming and integrated with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- Based on the youth's assessed needs, preferences, and the availability of individual, agency, community and contracted ministry resources and;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Volunteer Coordination: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of Youth: Volunteer Coordination	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program .Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Hours of Direct Service: Volunteer Coordination	The total number of hours spent in direct contact with young persons, face to face or by telephone, to provide services.

Services delivered: youth justice — escort services

Component: Other services

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- To provide escort services that maintain the custody/security of detention and custody of young persons.

Service description

People served

- Young persons age 12-17 at the time of offence who are in detention or custody.

Program/service features

- Escort services provide transportation and supervision for young persons being transported to or from a custody/detention facility;
- Escort services also includes transportation to court and repatriation of young persons to their home community, as required by the Ministry Regional Office.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:

- o Improved functioning and positive social behaviour;
- o Increased skills and abilities;
- o Increased youth engagement with supports and;
- o Decreased re-offending.

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
YJS: Escort Services: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of Youth: YJS: Escort Services	The number of young persons who are the recipients of the approved service during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion per trip: A young person is counted once per round trip. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple trips in-year – new service/same program: A young person is counted each time they complete a trip. Fiscal Year overlap: A young person is counted for each round trip in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Component: Open Custody/Detention

Services delivered: Open Custody/Detention

Component: Open Custody/Detention

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide open custody/detention services that contribute to safe communities and provide youth with rehabilitative and reintegration programming.

Service description

People served

Open Custody:

- Young persons age 12-17 at the time of offence who have been found guilty and sentenced to open custody (including *YCJA* 42(2)(p) deferred custody and supervision orders);
- Have had community or conditional supervision suspended by a Ministry Provincial Director and have been remanded to a youth justice open custody facility by the Ministry Provincial Director.

Open Detention:

- Young persons age 12-17 at the time of offence who have been charged under the Youth Criminal Justice Act (YCJA), remanded in detention by the police or youth justice court and for whom the Provincial Director has made an open detention level determination;
- Choice of the particular facility for the young person is determined by the Ministry Provincial Director.

Governance, accountability and service system requirements

The service provider will deliver the programs and services in accordance with the requirements as outlined in:

- Relevant provisions of the Youth Criminal Justice Act (YCJA) and the Child Youth and Family Services Act (CYFSA);

- Direction relevant to the program as stated in the Youth Justice Services Manual (first issued March 31, 2006) and all subsequent revisions and updates.

Program/service features

- services are based on the principles of community safety, accountability and reduction of recidivism through the delivery of rehabilitative programs based on « what works » literature and best practices for service delivery;
- services are aligned with research that shows residential settings are more successful in promoting positive youth development when there are opportunities for supportive relations to develop between youth and adults/staff;
- the program utilizes a combination of both static and dynamic security to provide for safety of youth, staff and community programs and services are youth-centered and delivered in a multi-disciplinary teamwork environment which promotes rehabilitation and reintegration;
- services are 24 hours a day, seven days a week, 365 days a year;
- a daily report indicating the facility's bed count is submitted to the ministry;
- programs and services are available and delivered to all youth in the facility. In addition, programming may be developed and delivered for an individual young person and include specialized services or programs provided in/by the facility for assessment, rehabilitation and reintegration to the community from custody/detention.

The facility is designated as a place of open custody/detention by way of being designated under the _YCJA_. The facility will only exceed licensed capacity with ministry approval for specified, short periods of time.

Youth justice custody/detention facilities are subject to licensing requirements as set out in Part IX of the Child, Youth and Family Services Act (CYFSA) and Regulations. Any specific exemption will be identified in writing by the ministry.

Open custody

- Generally, it is preferable to minimize the number of placements for young persons. All transfers for bed capacity or case management reasons require authorization by the Ministry Provincial Director.

Open detention

- Provincial Director authority is granted by way of the designation and is limited to authority for detention youth for the purposes of authorizing level determination (open or secure) and transfers to another detention facility. Generally, it is preferable to minimize the number of placements for young persons. Where detention youth are transferred for bed capacity or case management reasons, the facility should involve the Ministry Provincial Director as appropriate;

- The facility will work closely with other youth justice facilities to address placements related to over-capacity, needs of youth, back up or other issues identified by the Ministry Provincial Director;

- The facility will establish and maintain cooperative and collaborative working relationships with other local, ministry funded children's services providers along with relevant other government or community providers/networks e.g. health, education.

Individual planning and case management - Open custody
- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the youth.

Open detention

- A probation officer will be assigned to every young person admitted to detention, regardless of the length of stay. The role of the probation officer in working with a young person is dependent on the case status of the young person, active or non- active.

Active status

- When a young person has an active supervision order or a pre-sentence report ordered at the time of admission to detention, the probation officer has the lead for case management of the young person. Case management is carried out with the support of, and in collaboration with, facility staff. The probation officer completes or updates the Risk/Need Assessment, which includes the Case Management Plan to inform the development of the facility's Case Management/Reintegration Plan.

Non-active status

- When a young person does not have an active supervision order or a pre-sentence report ordered at the time of admission to detention, facility staff have the lead for case management of the young person. Case management is carried out with the support of and in collaboration with the newly assigned probation officer.

Transfer Payment Recipient's role

The Transfer Payment Recipient will develop an individualized Case Management/Reintegration Plan (CMRP) for each young person. The CMRP should be aligned with the probation officer's Case Management Plan when one has been completed. The CMRP reflects the assessment of Criminogenic needs, the specific services/supports/interventions to be provided and the expected outcomes of service. Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within the government and

in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending,

- Responsible for completing training modules, reviewing business processes, and viewing program results of the MCCSS Youth Justice Outcomes Framework via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tool of the MCCSS Youth Justice Outcomes Framework consistent with timelines and processes specified in training modules:

  o Completing the Outcome Data Collection Form (ODCF)

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Security measures for access to Youth OTIS Connectivity to Transfer Payment Application (YOCTPA)

To support the health, safety and privacy of young persons in a residential program, Transfer Payment Recipients will have access to YOCTPA and will adhere to the security measures described below when accessing the system.

Legislation

The information contained within YOCTPA is subject to the confidentiality provisions of the *Youth Criminal Justice Act* (Canada).

Where the Transfer Payment Recipient (TPR) is providing services for the purposes of the *Youth Criminal Justice Act* (Canada) and the Provincial Offences Act, the *TPR*, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act* (Canada) and the policies and procedures of Ontario.

The YOCTPA Security Measures are part of the agreement between the ministry and the *TPR*.

Expectations

This section clearly defines the *TPR*'s responsibilities regarding its obligations to comply with all criteria of designation, and what it will be held accountable for within its contractual relationship with the ministry.

The *TPR* must follow mandatory security measures to protect a young person's personal information. These security measures include both IT and physical security controls.

The *TPR* will affirm that its organization meets the following criteria:
- The workstation must be located in secure staff areas not accessible to facility residents;

- Staff must log in to their Youth OTIS Connectivity Transfer Payment Application (YOCTPA) account with their username, password and their six-digit authentication code generated by their SurePass (OTP) card. Staff must keep their SurePass One Time Password (OTP) card in a secure location. SurePass (OTP) cards are registered to only one user and cannot be shared;
- Passwords are not shared;
- Password policy governing choice of passwords:
  - Minimum length of 6 characters;
  - Password must contain at least one digit and at least one capital letter;
  - Passwords set by an administrator (whether initially for new users or for password resets) are one-time passwords, and must be reset upon first login;
  - Accounts will be locked out after six unsuccessful login attempts – locked out accounts will require administrative assistance to unlock;
  - Accounts will be logged off after five minutes of inactivity and the user will have to log back in if required;
  - Account holders are required to logoff YOCTPA when leaving the workstation unattended for any period of time;
  - Each staff will be required to sign a confidentiality agreement regarding acceptable use of the YOCTPA application which highlights the individual's accountability for their actions as well as tips on ways to ensure continued protection of their accounts in a shared workstation environment. The confidentiality agreement and other related documents will be provided by the YOCTPA System Admin team as part of the provisioning process for new staff.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

YJS: Escort Services: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Days of Residential Care Open Detention	The number of 24-hour periods for which young persons were provided residential detention care during the fiscal year. The day on which the young person is admitted is included as one day of service. The day on which a client is discharged is not included.
Number of Days of Residential Care Custody: Open Custody	The number of 24-hour periods for which young persons were provided residential custody care during the fiscal year. The day on which the young person is admitted is included as one day of service. The day on which a client is discharged is not included.
Number of Youth: Open Custody/Detention	The number of young persons who are the recipients of the approved service for both open custody and open detention residential programs during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
	Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge

Number of Youth: Open Detention	The number of young persons who are the recipients of the approved service in a residential detention program during the fiscal year (April 1-March 31).One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge.
	New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Number of Youth: Open Custody	The number of young persons who are the recipients of the approved service in a residential custody program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider Same service is defined as a program delivered to a youth addressing one (original) charge.
	Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Youth: Community Learning HUB programming: Open Custody/Detention	The total number of young persons receiving Community Learning HUB programming to help enhance their skills development and employment/training needs and supports. A young person is counted once in a fiscal year where they receive any Community Learning HUB programming.

Number of Community Learning HUB programs youth receive: Open Custody/Detention	The total number of Community Learning HUB programs each youth receives to help enhance their skills development and employment/training needs and supports programs are the learning units organized under each theme on the Community Learning HUB. For example, under the theme of Employment, a thematically organized learning unit is Interview Preparation; and Money Basics is a learning unit under the Financial Literacy theme.
Open Custody/Detention: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative) for Open Custody/Detention services.

Component: Prevention

Services delivered: prevention/intervention programming for gender-based violence-related offences

Component: Prevention

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017; *Youth Criminal Justice Act (YCJA)*

Service description

- Delivery of community-based prevention and intervention programming that addresses, reduces and mitigates risk factors that contribute to male youth committing gender-based violence (GBV)-related offences and identify and support at-risk male youth to reduce or prevent offending behaviours;

- Provision of timely, targeted, culturally responsive and community-based services that respond to the diversity of youth and reduce or prevent their involvement in Ontario's justice system;

- Support for youth to strengthen pro-social skills, provide linkages to community services/supports and an opportunity to take accountability for their behaviour.

People served

- Male youth aged 12-17 who have committed or are alleged to have committed GBV-related offences or are identified as at-risk of committing GBV. (GBV-related offences may include, but are not limited to, sexual assault, sexual abuse, assault and other forms of domestic or intimate partner violence, coercion and human- trafficking);

  o Option to include male youth aged 18-20, as appropriate.

- Targeted programming also available to self-identified Black youth in Neighborhood Improvement Areas (NIAs) of Northwest Toronto and self-identified Indigenous youth in communities within Nishnawbe-Aski Nation

Program/service features

- Participation in the program to be determined by tools/assessments that identify the youth as being:

  o at varying levels of risk for perpetrating GBV and

  o at a reasonable level of readiness to be engaged to receive community supports and interventions to address their offending and risky behaviours

- Identification of the needs and risks of youth in the program and response with appropriate prevention and intervention supports, including referral to other community services and supports to address issues that are underlying risk factors linked to the probability of reoffending.

- Programming may be delivered in-person, virtually or through a blended model; coordinated services to provide a facilitated / in-person session of the program to youth, when requested and considered safe for participants and facilitators;

- Curriculum and supporting materials (paper-based and e-learning formats) will be developed and shared with youth justice partners and the ministry to support male youth who are at risk or have committed or are alleged to have committed GBV offences

  o Programming will be available in paper-based and e-learning formats, with supporting facilitator manuals.

- Program Delivery will be supported through a Community of Practice (CoP) to:

  o Develop and share common tools, frameworks and processes to support program development, implementation and evaluation and sustainability and;

  o Share and disseminate information, resources and lessons learned for planning and delivering GBV prevention programming between organizations and across the youth justice sector.

Specific service provided

Program goals

- Introduce concepts to provide greater understanding of the underlying factors of GBV, such as gender inequality, sexism, toxic masculinity, as well as the impacts of intergenerational trauma and violence, colonialism and racism;

- Help youth to recognize the impact of harmful behaviours associated with GBV and transform assumptions and attitudes towards healthier and positive identities, and interpersonal relationships;

- Provide tools and thinking strategies to strengthen youth abilities for self-evaluation and maintaining good sexual health and for building the skills and adaptive pro-social behaviours to develop consensual, mutually rewarding and intimate relationships;

- Reduce risk factors that contribute to male youth perpetrating GBV and identify and support at-risk male youth to reduce or prevent offending behaviours;

- Provide (where appropriate) targeted and culturally responsive services to youth, based principles such as Anti-Black Racism, Anti-Oppression and Anti-Colonization;

- Increase protective factors that build strengths and skills among male youth and help them make positive choices and build stronger and healthier relationships;

- Revitalize youth sense of purpose, self-esteem and self-value to help youth reclaim and take pride in their identity and strengthen their connection to their family, community and culture and;

- Disseminate new, evidence-informed research and best practices in providing targeted, culturally relevant services that can be shared to increase the capacity and responsiveness of Ontario's youth justice services system over the long-term.

Ministry expectations

Services will be:

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- The program/support is based on the youth's needs, preferences and available individual, agency, community and contracted Ministry resources and;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms;
- Responsible for completing reporting requirements demonstrating program metrics such as resources, evaluation, outcome achievement and other reports in accordance to the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework, consistent with timelines and processes.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Youth Served: Prevention / Intervention Programming for Gender- Based Violence-Related Offences	The unique number of youth who received this service in the reporting year (cumulative). The same person should only be counted once per year, regardless of the number of programs in which they participated.
Number of Youth Who Completed the Program(s): Prevention / Intervention Programming for Gender- Based Violence-Related Offences	The unique number of youth who successfully completed this service in the reporting year (cumulative). The same person should only be counted once per year, regardless of the number of programs they completed.
Ministry-Funded Agency Expenditures: Prevention / Intervention Programming for Gender-Based Violence- Related Offences	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative)
Number of Youth Referred by Probation: Prevention / Intervention Programming for Gender-Based Violence- Related Offences	The total number of referrals sent to the agency from Probation in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.

Number of Youth Referred by Justice/Police: Prevention / Intervention Programming for Gender- Based Violence-Related Offences	The total number of referrals sent to the agency from Justice/Police in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.
Number of Youth Referred by Other Sources: Prevention / Intervention Programming for Gender- Based Violence-Related Offences	The total number of referrals sent to the agency from other sources (e.g., Community Agencies, Education, Health) in the reporting year (cumulative). If the same youth is referred to the agency multiple times, each referral is counted separately.

Services delivered: Restorative Justice and Conflict Mediation Program

Component: Prevention

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- To respond to/address issues of youth who are engaged in conflict/violence through peer mediation using a restorative justice approach in a school setting;
- To provide timely response to youth violence/conflict that impacts the school through partnerships between the school(s)/school board(s) and community agency;
- To support youth to strengthen pro-social skills, provide linkages to community services/supports and an opportunity to take accountability for their behaviour.

Service description

People served

- High-risk youth in high-needs communities aged 12 to 21 enrolled in elementary or secondary school engaged in conflict/violence that impacts the school community.

Program/service features

Includes:

- Provision of training to peer mediators and school staff facilitators to support at- risk / high- risk youth involved in conflict/violence that impacts the school community;
- Coordination of a peer mediation program designed to facilitate the reparation of harm and relationships;
- Identification of the primary needs and risk of youth in the program, and appropriate intervention, i.e., peer mediation, referral to community services and supports to address issues that are underlying youth conflict/violence and linked to the probability of reoffending;
- Capacity building within the school to address behavioural issues;

- Development of relationships between school and youth to support continuity of learning and to support increased school engagement and achievement;

- Program implementation is to be responsive to and inclusive of the diversity of youth in the family of schools participating in the program;

- Program development, training and delivery will be based on evidence-based or evidence- informed practices;

- Referrals may be made by a number of sources including partner school/school boards, the police, as part of a pre-charge preventative measure, probation and community agencies.

Individual planning and case management

- Provision of case management with youth, families, schools, police and community partners, as appropriate, where no Ministry Case Manager is currently assigned;

- Development of processes / protocols to support linkages through referrals to community agencies/resources for youth to manage longer-term issues;

- Provision of any agreement developed during peer mediation that includes sanctions or measures by which a young person can demonstrate accountability and repair harm;

- Provision of alignment with existing case management plans if Ministry Case Manager already assigned.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, consultation, evidence-informed and/or evidence-based programming and integrated with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The program/support is based on the youth's needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Service Division's four outcomes for youth:

  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Young persons: referred to Restorative Justice and Conflict Mediation Program	The number of young persons referred to the Restorative Justice and Conflict Mediation Program.

Number of young persons: Restorative Justice and Conflict Mediation Program	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of youth trained as peer mediators: Restorative Justice and Conflict Mediation Program	The number of young persons trained as peer mediators through the Restorative Justice and Conflict Mediation Program.
Restorative Justice and Conflict Mediation Program: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: youth diversion programming for cannabis related offences

Component: Prevention

Legislation: *Cannabis Act*, 2017

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- To provide youth (ages 12-18) with an interactive online digital experience course that promotes and educates the risks associated with cannabis use to their stage of development and providing them with foundational knowledge that promotes confidence towards embracing greater understanding of Canadian and Ontario laws specific to cannabis, self-awareness and positive choices.

Service description

People served

Young persons aged 12 to 18 who are in contravention with section 10 of the *Cannabis Act, 2017* that states the following:

> (1) "No person under 19 years of age shall possess, consume, and attempt to purchase, purchase or distribute cannabis;

> (2) No person under 19 years of age shall cultivate, propagate or harvest, or offer to cultivate, propagate or harvest, cannabis."

Young person's aged 12-18 who are referred to a youth education, prevention and program referral under section 20 and 21 of the *Cannabis Act, 2017*.

> (1) "A police officer who has reasonable grounds to believe that a person who is under 19 years of age has contravened section 10 may refer the person to an approved youth education and prevention program."

> (2) A prosecutor may, in exercising a power to stay a proceeding under subsection 32(1) of the *Provincial Offences Act* a right to withdraw a charge, refer a person who is charged with a contravention of section 10 of this Act to an approved youth education or prevention program."

> Section 21, "A power that may be exercised under this Act by a police officer, other than a power set out in section 19, may also be exercised by a person designated under subsection 1 (3) of the *Provincial Offences Act* for the purposes of this Act."

Program/service features

Includes:

- The program is an e-course offered to prevent, delay and reduce the harms associated with cannabis use among youth;

- Services are designed to increase pro-social behaviour by teaching skills necessary to assist young persons to be healthy, self-aware and informed to make positive choices;

- Program promotes enhanced skill development to support prevention, harm reduction and awareness regarding the impacts of cannabis use among youth;

- Referral is by law enforcement personnel (e.g. Police Officers, Designated Provincial Offenses Officers, First Nations Constables and Special Constables etc.), Provincial Prosecutors, Courts and any other designated powers under Section 21 of the *Cannabis Act, 2017;*

- The program will create a unique identifier for each youth referred;

- Services are designed to ensure the youth is contacted within five days to provide access and supports to participate in the program;

- Services will also provide follow-up reminder(s) to youth prior to the 30-day completion timeline;

- Program will forward a program completion notification to Courts and Prosecutors, as mandated under the *Cannabis Act, 2017*, as well as respond to any law enforcement inquiries about youth's program completion;

- The program coordinates services to provide a facilitated session of the program to youth, when requested;

- Program provides additional referral supports for youth and responds to youth and/or referral source inquiries.

Individual planning and case management

- Provision of case management with youth, families, schools, police and community partners, as appropriate, where no Ministry Case Manager is currently assigned;

- Development of processes / protocols to support linkages through referrals to community agencies/resources for youth to manage longer-term issues;

- Provision of any agreement developed during peer mediation that includes sanctions or measures by which a young person can demonstrate accountability and repair harm;

- Provision of alignment with existing case management plans if Ministry Case Manager already assigned.

Services will be

- Part of a youth centered delivery system that provides prevention and diversion programs and services to youth;

- Based on best practices and evidence-informed programming the e-course provisions are captured within five modules:;
  - Definition of Cannabis, The Law and What It Means to You;
  - Why Youth Use Cannabis and Why They Don't;
  - Assess The Impacts of Cannabis To You;
  - Ways to Protect Yourself From Using Cannabis;
  - The Impacts of Driving When Impaired by Cannabis.

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  - Improved functioning and positive social behaviour Increased skills and abilities;
  - Increased youth engagement with supports and Decreased re-offending.

- Programming reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community and;

- Sensitive to the social, linguistic and cultural diversity of families and communities

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms..

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Youth Referred (Post-Charge): Youth Diversion Programming for Cannabis Related Offences	The total number of youth referred into the program as a result of a post-charge sanction. Prosecutors and courts have the ability to refer youth into the program that have been formally charged for cannabis related offences
Number of Youth Served: Youth Diversion Programming for Cannabis Related Offences	Number of youth who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st - March 31st).
Number of Youth Referred (Pre-Charge): Youth Diversion Programming for Cannabis Related Offences	The total number of youth referred into the program by a police offcer or by-law enforcement offcer. Police and by-law enforcement offcers have the option to divert youth directly into the program rather than laying a formal charge and/or fine.
Number of Successful Completions: Youth Diversion Programming for Cannabis Related Offences	The number of young persons who complete the program as directed/established by the program.

Ministry-Funded Agency Expenditures: Youth Diversion Programming for Cannabis Related Offences	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Component: Reintegration/Rehabilitation Services – Community

Services delivered: anger management/violence

Component: Reintegration/Rehabilitation Services - Community 2022-23

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors,

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officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide anger management or violence prevention programs to address specific assessed needs of young persons and/or conditions of a sentence;
- To support rehabilitation and reintegration of young persons.

Service description

People served

- Young persons age 12-17 at the time of offence who have been found guilty and are currently on probation, conditional supervision or community supervision orders or young person on detention status as part of a community release plan.

Program/service features

Includes:

- Community-based programs and interventions offered to address criminogenic needs that are linked to the probability of reoffending;

- Referral is by the probation officer, as case manager, or through other YJD funded service providers as negotiated by the regional office;

- Services are designed to increase the young person's awareness, understanding and management of anger and violence;

- Services will assist in developing options for behaviour and promote changes in thinking.

Individual planning and case management

The probation officer is the case manager responsible for the provision and

coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the youth.

The service provider will develop an individualized plan for each youth that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service.

Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

Probation Officers are assigned to all young persons in detention. Where a Probation Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer.

Services will be

- Part of a youth centered delivery system that provides prevention and diversion programs and services to youth;
- Reflective and responsive to the youth, family and community strengths and needs;
- Based on best practices and evidence-informed programming the e-course provisions are captured within five modules:
  - Accountable to the youth, family and community;
  - Sensitive to the social, linguistic and cultural diversity of families and communities;
  - Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
  - The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
  - Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:

- Improved functioning and positive social behaviour
- Increased skills and abilities
- Increased youth engagement with supports and
- Decreased re-offending

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access)

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:

  o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  o Completing the Monthly Survey Distribution Record;
  o Completing the Outcome Data Collection Form (ODCF).

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Anger Management/Violence: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Successful Completions: Counselling: Anger Management/Violence	The number of young persons who complete the counselling in compliance with the order or as directed

Number of Individuals Served: Anger Management/Violence	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Hours of direct service: Anger Management/Violence	Total number of staff hours spent in direct contact with young persons, face to face or by telephone, to provide services.

Services delivered: community based youth justice education and community partnership program (CBYJ)

Component: Reintegration/Rehabilitation Services - Community 2022-23

Legislation: *Child, Youth and Family Services Act (CYFSA)*; *Ministry of Education's General Legislative Grant Regulation (Reg. 287/98)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors,

officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- To provide services that address specific assessed needs of young person and/or conditions of a sentence;

- To support rehabilitation and reintegration of young persons.

Service description

People served

- Young persons age 12-17 at the time of offence who have been found guilty and are currently on probation, conditional supervision or community supervision orders or young person on detention status as part of a community release plan;
- At-risk young persons eligible to attend elementary or secondary school programs and who are unable to attend a regular school.

Community Based Youth Justice Education and Community Partnership Program Model:
- This program model will optimize the opportunity for 6 – 10 students who are in, or at risk of, conflict with the law to maximize their academic success through smaller pupil teacher ratios, safe flexible class structure and environment conducive to teaching and learning that supports credit accumulation/recovery based on students' learning needs, seamless transition to school or appropriate program and facilitate pathways to ensure future educational success;
- The program will also enable young persons to access structured programming offered in an attendance centre or community supports/resources that addresses identified risk/need factors;

- A single point of entry will be managed with the school board in partnership with the Attendance Centre or other community agency as the coordinating body, with the school administrator handling screening and referrals for the program.

Program/service features

Includes:
- The teacher is hired through the Board of Education responsible for the program to provide tailored programming to meet the needs of the young persons and improve educational outcomes through effective service delivery;
- A learning environment that uses various instructional approaches to support personalized approach to learning (e.g., credit completion/rescue, credit recovery, homework clubs/support, e-learning/blended learning, dual credits etc.,);
- The program Elements, Goals and Outcomes as stated by the Ministry of Education is included as part of program delivery to help improve young person's life outcomes;
- program delivery that is efficient, effective and creative to optimize access and supports for the young persons that promote learning within and outside of the classroom;
- An alignment and integration of case management plan, an education plan, and opportunities for collaboration between local community-based organizations;
- The program is integrated as part of the overall case management plan to support rehabilitation and reintegration to the community;
- Access to programs/supports offered by the attendance centre or other community program to meet the needs and strengths of youth;
- The young person will have reasonable access to computers and will abide by the rules and regulations as prescribed by the classroom teacher;
- Admission / discharge of young persons to the Education and Community Partnership Program (ECPP) program shall be the responsibility of the teacher/school board and shall be confirmed by a case conference which will include school board and agency/ministry personnel;
- Transition to an appropriate school or program shall be governed by the policies and procedures of the Board of Education responsible for the program or other

educational authority, within whose jurisdiction the community school is located. The ministry/agency is responsible for initiating the referral process to ensure seamless transition.

Individual planning and case management (standard terms)

- Provision of case management with youth, families, schools, police and community partners, as appropriate, where no Ministry Case Manager is currently assigned;

- Development of processes / protocols to support linkages through referrals to community agencies/resources for youth to manage longer-term issues;

- Provision of alignment with existing case management plans if Ministry Case Manager already assigned.

ECPP Program Model

- Through a multidisciplinary intake process, the students will be assessed as part of a monthly case management plan, setting goals using a strength-based approach;
- In partnership with the school board, the service provider will develop an individualized plan for each young person that reflects the assessment of needs, the specific educational services/supports/interventions to be provided and the expected outcomes of service. Youths' needs will be specifically identified to guide the selection of appropriate targets of service.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth who are in, or at risk of, conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, and evidence- informed and/or evidence-based programming, and integrated as

appropriate with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The program/support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:

  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:

  o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  o Completing the Monthly Survey Distribution Record;
  o Completing the Outcome Data Collection Form (ODCF).

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized

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collection should be applied for all types of programming except Prevention and Extrajudicial Measures;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Young Persons: referred to Community Based Youth Justice (CBYJ)	The number of young persons referred to the Community Based Youth Justice ECPP (CBYJ) Program

Number of Young Persons: Community Based Youth Justice (CBYJ)	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Community Based Youth Justice ECPP (CBYJ): Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: community learning hub

Component: Reintegration/rehabilitation services – communit

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide interactive digital play-based skill development programming to address specific assessed needs of young persons and/or conditions of a sentence;
- To support rehabilitation and reintegration of young persons.

Service description

People served

- Young persons aged 12 to 17 who are in, or at risk of, conflict with the law or at risk of reoffending;
- Young persons aged 12 to 17 at the time of offence who have been found guilty and are currently on probation, conditional supervision or community supervision orders or young persons on detention status as part of a community release plan.

Program/service features

- Programs and interventions offered to address criminogenic assessed needs;
- Services are designed to increase pro-social behaviour by teaching skills necessary to assist young persons to be healthy, productive and responsible;
- Program promotes enhanced skill development to support reintegration to the community;
- Referral is by the probation officer, agency or through other YJD funded service providers as negotiated by the regional office.

Individual planning and case management (standard terms)

The probation officer is the case manager responsible for the provision and coordination of all services relevant to the YCJA sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the young person.

The service provider will develop an individualized plan for each youth that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service.

Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth who are in, or at risk of, conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, and evidence- informed and/or evidence-based programming, and integrated as appropriate with other services provided to youth within government and in the community;
- Provision for programming include employment and/or life skills development, counselling/services and cultural teachings;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The program/support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;

- o Increased youth engagement with supports and;
- o Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  - o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - o Completing the Monthly Survey Distribution Record;
  - o Completing the Outcome Data Collection Form (ODCF);
- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Young Persons: of training sessions conducted for the Community Learning HUB	The number of facilitator training sessions conducted by Springboard to agency staff. To be considered conducted, training sessions must be delivered by Springboard as agreed to by the party receiving the training.
Number of Staff Trained or retrained by Springboard to facilitate Community Learning HUB sessions	The number of agency staff trained or retrained by Springboard to facilitate Community Learning HUB sessions during the fiscal year (April 1st – March 31st). A staff person will be counted as follows: One training start and completion in a fiscal year: A staff person is counted once in a fiscal year where the training is completed. Multiple training received per year: Where a staff person is trained more than once in a fiscal year, that staff person should be counted each time. Retraining: Where a staff person has previously received training is trained more than once in a fiscal year, that staff person should be counted each time. Multiple services/one service provider: Where a staff person is trained more than once, that staff person should be counted each time.
Community Learning HUB (HUB): Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: employment/life skills

Component: Reintegration/rehabilitation services - community

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service.

Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide employment and/or life skills counselling/services to address specific assessed needs of young persons and/or conditions of a sentence;
- To support rehabilitation and reintegration of young persons.

Service description

People served

- Young persons aged 12 to 17 at the time of offence who have been found guilty and are currently on probation, conditional supervision or community supervision orders or young persons on detention status as part of a community release plan.

Program/service features

- Community-based programs and interventions offered to address criminogenic needs that are linked to the probability of reoffending;
- Referral is by the probation officer, as case manager, or through other YID funded service providers as negotiated by the regional office;
- Services are designed to increase pro-social behaviour by teaching skills necessary to assist young persons to be healthy, productive and responsible.

Individual planning and case management (standard terms)

The probation officer is the case manager responsible for the provision and coordination of all services relevant to the *YCJA* sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the young person.

The service provider will develop an individualized plan for each youth that is consistent with the probation officer's Case Management Plan and reflects the

assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service.

Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

Probation Officers are assigned to all young persons in detention. Where a Probation Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth who are in, or at risk of, conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, and evidence- informed and/or evidence-based programming, and integrated as appropriate with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  - Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - Completing the Monthly Survey Distribution Record Completing the Outcome Data Collection Form (ODCF).
- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Employment/Life Skills: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Number of staff hours spent in direct contact with young persons through Employment/Life Skills	Total number of staff hours spent in direct contact with young persons, face to face or by telephone, to provide services.
Number of youth served through Employment/Life Skills	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Number of Successful Completions: Young Persons: Employment/Life Skills	The number of young persons who complete the counselling in compliance with the order or as directed

Services delivered: enhanced Ontario Youth Action Plan (OYAP) — Gang Prevention/Intervention Program (GPIP)

Component: Reintegration/Rehabilitation Services - Community

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provides community-based prevention and intervention programs and services to support gang-involved youth or youth at-risk of gang involvement and prevent youth violence;
- Programming and services support the development of skills, strengths and protective factors and address risk factors associated with gang involvement and youth violence.

Service description

People served

- Gang-involved youth or youth at risk of gang involvement between the ages of 12-20 at the start of service or programming;
- At-risk and high-risk youth with risk factors for gang involvement;

  At-risk youth: At-risk youth experience some risk factors and, through family and / or community supports and their own personal skills / resilience, avoid violent incidents;

  High risk youth: High-risk youth experience multiple risk factors across and within multiple domains of risk (individual, family, peers, school (e.g. and have become engaged in specific incidents (i.e. fight at school, sibling in conflict with law, acute family conflict, etc.) that further increase their risks.

- Family members and siblings of youth clients;

- Youth in conflict with the law and/or at risk of criminal offending youth that are, or have been, victimized, exploited or trafficked by gangs;

- Youth that reside in a high needs community with increased exposure to risk factors for gang involvement.

Program/service features

- GPIP programs operate with the goal of reducing risk factors associated with youth violence and gang involvement and supporting the development of protective factors, positive behaviours, attitudes and strengths;
- Programs will support the development of strengths and skills, to support and foster safety, wellbeing, resilience in youth;
- For youth in conflict with the law, GPIP further supports youth rehabilitation and reintegration into community settings;
- GPIP programs must include two streams of individualized supports for youth: prevention and intervention services;
- Programs may also provide prevention focused community presentations and workshops to support community education and awareness on issues relevant to gang prevention/intervention programming (e.g. gang risk factors, violence prevention, program awareness), and to build on existing strengths and promotive factors in communities.

Prevention (individualized):

- Prevention-based programs and services to support at-risk youth to address risk factors associated with gang involvement, violence and victimization and criminal offending;
- Programs will support the development of strengths and skills to foster safety, wellbeing and resilience in youth;
- Programs and services may be offered in individual and group settings.
- Programming may include:
  o Case planning and management;
  o Intervention;
  o Individual and group counselling;
  o Family supports and support for siblings;
  o Employment and job skills training;
  o School and educational supports;
  o Mentorship and youth leadership opportunities;
  o Life and parenting skills;

- o Cultural and community education;
- o Substance use education;
- o Recreational activities;
- o Settlement supports;
- o Conflict mediation:
  - Intervention-based programs and services to support high-risk youth to address risk factors associated with gang involvement, violence and victimization and criminal offending;
  - Programming includes supports to facilitated gang exiting. Intervention programs may be offered in individual and group settings and may include: case planning and case management;
  - individual and group counselling gang exiting;
  - family supports and support for siblings employment and job skills training school and educational supports;
  - mentorship and youth leadership opportunities life and parenting skills;
  - cultural and community education substance use education recreational activities;
  - settlement supports;
  - conflict mediation.

- Intervention-based programs and services to support **high-risk youth** to address risk factors associated with gang involvement, violence and victimization and criminal offending.

  - o Programming includes supports to facilitated gang exiting. Intervention programs may be offered in individual and group settings and may include: case planning and case management;
  - o individual and group counselling;
  - o gang exiting;
  - o family supports and support for siblings;
  - o employment and job skills;
  - o training school and educational supports;
  - o mentorship and youth leadership opportunities;

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- o life and parenting skills;
- o cultural and community education substance use education;
- o recreational activities;
- o settlement supports;
- o conflict mediation.

Presentations and Workshops:

- School and community-based workshops and presentations that provide knowledge building activities on a diverse range of topics to support gang awareness, prevention and violence reduction;
- Presentations and workshops should be reflective and responsive to youth, family and communities that they serve.

Individual planning and case management (standard terms)

If a Probation Officer is assigned as the case manager, the probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the young person.

If there is no assigned probation case manager, the service provider will develop an individualized plan for each young person that reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service.

Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

Probation Officers are assigned to all young persons in detention. Where a Probation Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer.

Services will be

- Based on cognitive behavioural principles and interventions, best practices, and evidence- informed and/or evidence-based programming, and integrated as

appropriate with other services provided to youth within government and in the community;

- Supportive of initiatives that address specific risk and protective factors associated with youth violence and youth gangs in communities where these issues exist or are emerging;

- Promote the implementation of best practice interventions to provide youth with alternatives to joining gangs or gang exiting strategies;

- Draw on best practice research for supporting youth in or at-risk of gang involvement as identified by Public Safety Canada's National Crime Prevention Centre (NCPC).

- Reflective and responsive to the youth, family and community strengths and needs;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Aimed at increasing the likelihood of successful rehabilitation and reintegration for gang involved youth and youth at risk of gang involvement;

- Responsible for offering youth the option to complete the Youth Attitudes Survey within 30 days of the start of service and at the three and six month point of service;

- Aligned to support the achievement of outcomes established through EOYAP:
  o Positive changes in behaviour;
  o Positive changes in attitudes;
  o Positive changes in risk and protective factors.

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:

  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social

Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:

  o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  o Completing the Monthly Survey Distribution Record;
  o Completing the Outcome Data Collection Form (ODCF).

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of GPIP workshops/presentations: GPIP	GPIP - The number of one off workshops or presentations provided in community and/or school- based settings during the fiscal year (April 1st – March 31st). Does not include ongoing school-based programming
Number of youth referred to GPIP by schools: GPIP	GPIP - The number of youth referred to a GPIP prevention or intervention program by schools during the fiscal year (April 1st – March 31st).
Number of Youth referred by Youth Outreach Workers (YOWs) or Youth in Transition Workers (YITWs): GPIP	GPIP - The number of youth referred to a GPIP prevention or intervention program by Youth Outreach Workers (YOW) or Youth in Transition Workers (YITW) during the fiscal year (April 1st – March 31st).

Number of Youth referred to GPIP by police services: GPIP	GPIP - The number of youth referred to a GPIP prevention or intervention program by police services during the fiscal year (April 1st – March 31st).
Number of youth referred to GPIP by community agencies: GPIP	GPIP - The number of youth referred to a GPIP prevention or intervention program by community agencies during the fiscal year (April 1st – March 31st).
Number of youth referred to GPIP by children's aid societies (CASs): GPIP	GPIP - The number of youth referred to a GPIP prevention or intervention program by children's aid societies (CASs) staff during the fiscal year (April 1st – March 31st).
Number of families receiving programming: intervention: GPIP	GPIP - The total number of individual family members (e.g. parents, siblings) who receive or participate in a GPIP intervention service during the fiscal year (April 1st – March31st). Does not include youth family members served through community or school-based workshops or presentations.
Number of families receiving programming: prevention: GPIP	GPIP - The total number of individual family members (e.g. parents, siblings) who receive or participate in a GPIP prevention service during the fiscal year (April 1st – March 31st). Does not include family members served through community or school-based workshops or presentations
Number of hours of direct service: intervention: GPIP	GPIP - The total number of staff hours spent in direct contact with young persons or family members, face to face or by telephone, to provide GPIP intervention services during the fiscal year (April 1st – March 31st).
Number of GPIP workshop/presentation participants: GPIP	GPIP - The number of participants (e.g. youth, families, community members, etc.) of one off GPIP community or school-based workshops/presentation during the fiscal year (April 1st – March 31st). Does not include participants in ongoing school-based programming.

Number of youth referred to GPIP by Youth Probation: GPIP	GPIP - The number of youth referred to a GPIP prevention or intervention program by Youth Probation during the fiscal year (April 1st – March 31st).
Number of individuals served: prevention: GPIP	GPIP - The number of individual youth who are currently receiving or have received a GPIP prevention service during the fiscal year (April 1st – March 31st) and have not been charged with a criminal offence (pre-charge).One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Number of individuals served: intervention: GPIP	GPIP - The number of individual youth who are currently receiving or have received a GPIP intervention service during the fiscal year (April 1st – March 31st). Intervention services include all programs and services intended to support high risk gang involved youth and/or their families. One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re- enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of youth who self-referred or referred by family to GPIP	GPIP - The number of youth who referred themselves, or were referred by family members, to a GPIP prevention or intervention program during the fiscal year (April 1st – March 31st).

Enhanced OYAP: Gang Prevention/Intervention: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of youth referred to GPIP by Youth Justice custody/detention facilities (open and secure): GPIP	GPIP - The number of youth referred to a GPIP prevention or intervention program.
Number of youth referred to GPIP by "other" source: GPIP	GPIP - The number of youth referred to a GPIP prevention or intervention program by a referral source not captured in list of referral source types during the fiscal year (April 1st – March 31st).

Services delivered: housing support

Component: Reintegration/Rehabilitation Services - Community

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- To support a young person to live independently;

- To support rehabilitation and reintegration of young persons.

Service description

People served

- Young persons age 12-17 at the time of offence who have been found guilty and are currently on probation, conditional supervision or community supervision orders, or young persons on detention status as part of a community release plan and require support to live independently.

Program/service features

- Assist the youth to find and obtain suitable housing;
- Referral is by the probation officer, as case manager.

Individual planning and case management (standard terms)

The probation officer is the case manager responsible for the provision and coordination of all services relevant to the *YCJA* sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the young person.

The service provider will develop an individualized plan for each youth that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific services/supports/interventions to be provided and the expected outcomes of service.

Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

Probation Officers are assigned to all young persons in detention. Where a Probation

Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth who are in, or at risk of, conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, and evidence- informed and/or evidence-based programming, and integrated as appropriate with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  - Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - Completing the Monthly Survey Distribution Record;
  - Completing the Outcome Data Collection Form (ODCF).
- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Individuals Served: Housing Support	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Housing Support: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: Ontario Youth Action Plan (OYAP) — family worker

Component: Reintegration/Rehabilitation Services - Community

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide supports to the families of youth in conflict with the law to support rehabilitation and address situations that put youth at risk of re-offending;
- An opportunity to understand the dynamics occurring in the family to reinforce positive behaviour;
- Facilitate open and honest communication;
- Support families through a difficult time and develop healthy and supportive relationships;
- To respond to/address the complex issues of high-risk youth and youth in conflict with the law.

Service description

People served

- At risk and/or high-risk young persons aged 12 to 17 (at the time of contact) and their families. At risk and/or high-risk young persons can include youth who:
  o are in conflict with the law, and/or are detention status, and/or;
  o have been sentenced and are at risk to reoffend, and/or;
  o reside in a high needs community that further increases exposure to risk factors, and/or;
  o have mental health and/or behavioural needs.

Program/service features

- Community-based programs and interventions offered to address criminogenic needs that are linked to the probability of reoffending;
- The service provider engages the youth and family to identify needs, empower them to address the needs and develop holistic, individualized and strength-based supports and services;

- Referrals can be made for at risk youth (youth that are vulnerable based on a specific risk factor such as poverty, racism, family issues, health issues, challenges with institutions etc.) and high risk youth (youth that face multiple barriers to success, and may be disengaged from their communities) by the following:
  - Probation Officer Schools;
  - Police;
  - Crown or;
  - Funded service providers as negotiated by the regional office.

Individual planning and case management (standard terms)

Engagement/assessment of families supports understanding of a wide range of factors that may be overlooked in other processes such as role of the physical environment on the youths' behaviour (e.g. does the youth have opportunity for privacy), cultural factors, values of family, contact with community, etc. The objective of a family worker is to use this holistic view to identify strengths, resiliency factors and areas that may require additional support whether emotional, informational, community, etc.

The service delivery model needs to recognize and incorporate the benefits of working with families, including:

- Bringing the family together for programming, interventions, assessments, etc. to see how the family functions and guide the worker to plan for appropriate interventions;

- Family work can help parent(s) move beyond blaming one particular child for the issues occurring within the family (e.g. offending behaviour) and can help understand the problems in a new way;

- Workers can facilitate open and honest communication that avoids blaming/ targeting one individual for all the issues;

- Where probation services are involved, the Probation Officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The Probation Officer prepares a Case Management Plan guided by the Risk/Need Assessment, to provide the overall service plan for the young person. The

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service provider will develop an individualized plan for each youth and family that is coordinated with the Probation Case Management Plan;

- Probation Officers are assigned to all young persons in detention. Where a Probation Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer;

- Where referral is through police, Crown or schools, the Service Provider is the case manager for the YJ Family Support Worker services and will develop a case plan based on assessed needs. Specific services, supports and interventions will be identified, along with expected outcomes of service.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth who are in, or at risk of, conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, and evidence- informed and/or evidence-based programming, and integrated as appropriate with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The program/support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- The family will be offered to complete the Youth Justice Family Worker Parent/Guardian Experience Survey;

- Further, required data will be identified by the Youth Justice Division;

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:
  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  o Completing the Monthly Survey Distribution Record Completing the Outcome Data Collection Form (ODCF).

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of young persons served in the OYAP Family Worker Program	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Hours of direct service: OYAP Family Worker Program	Total number of staff hours spent in direct contact with young persons, face to face or by telephone, to provide services.

Number of Families Receiving Programming from the OYAP Family Worker	The total number of families receiving formal, therapeutic family programming/counselling, during the period of the ISSP sentence order, directed toward sustaining improved parenting skills and family dynamics, for example parental education and general supports in parenting, managing relationships, communication and family discipline. Sessions can be individual or group.
OYAP: Family Worker: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: reintegration services — other

Component: Reintegration/Rehabilitation Services - Community

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.;

Service objectives

- To provide services that address specific assessed needs of young person and/or conditions of a sentence;
- To support rehabilitation and reintegration of young person.

Service description
People served

- Young persons aged 12 -17 at the time of offence, who have been found guilty and are currently on probation, conditional supervision or community supervision or young persons on detention status as part of a community release plan.

Program/service features

- Services are community based;
- Services are individualized;
- Referral is by the probation officer, as case manager, or through other YJD funded service providers as negotiated by the regional office.

Individual planning and case management (standard terms)

The probation officer is the case manager responsible for the provision and coordination of all services relevant to the *YCJA* sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the youth.

Service provider will develop an individualized plan for the young person that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific programming/supports and interventions to be provided and the expected outcomes of service.

Probation Officers are assigned to all young persons in detention. Where a Probation Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer.

<u>Services will be</u>

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth who are in, or at risk of, conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, and evidence- informed and/or evidence-based programming, and integrated as appropriate with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the youth's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:

  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice

Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:

- Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
- Completing the Monthly Survey Distribution Record;
- Completing the Outcome Data Collection Form (ODCF).

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Youth served as recipients of Reintegration Services: Other	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of Community Learning HUB programs youth receive: Reintegration Services Other	The total number of Community Learning HUB programs each youth receives to help enhance their skills development and employment/training needs and supports programs are the learning units organized under each theme on the Community Learning HUB. For example, under the theme of Employment, a thematically organized learning unit is Interview Preparation; and Money Basics is a learning unit under the Financial Literacy theme.

Reintegration Services: Other: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Young Persons receiving Community Learning HUB programming: Reintegration Services Other	The total number of young persons receiving Community Learning HUB programming to help enhance their skills development and employment/training needs and supports. A young person is counted once in a fiscal year where they receive any Community Learning HUB programming.

Services delivered: stop now and plan— Youth Justice (SNAP YJ)

Component: Reintegration/Rehabilitation Services - Community

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide program development, staff training, implementation support and evaluation for the Stop Now and Plan – Youth Justice (SNAP YJ) program to support youth in conflict with the law;
- Provide direct individualized and group services to youth in or at risk of conflict with the law through SNAP Youth Leadership Services (SNAP YLS);

Service description

- Stop Now and Plan Youth Justice (SNAP YJ) program is a cognitive-behavioural therapeutic strategy designed to improve emotional regulation, self-control, and problem- solving skills for youth in or at risk of conflict with the law. The program is developed by Child Development Institute (CDI), who provide ongoing training, implementation and evaluation support to Youth Justice service providers;
- The program also includes SNAP Youth Leadership Services (SNAP-YLS), which is a structured continued care component of the SNAP Model. It is designed to provide ongoing treatment, individual and group support and services for at risk and high-risk males, including youth at risk of gang involvement and/or antisocial behaviours.

People served

- Youth (12-17 years of age at the time of offence) in or at risk of conflict with the law; including youth in detention or receiving Extrajudicial Sanctions (EJS)

Program/service features

- Development of responsive youth centered programming that addresses the needs of diverse youth in conflict with the law (SNAP-YJ);
- Delivery of responsive youth centered programming that addresses the needs of diverse youth in or at risk of conflict with the law (SNAP-YLS);

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- Continuous evaluation to determine the efficiency and effectiveness of the programming initiatives;

- Provision of training and implementation supports to build staff and organizational capacity to support youth in or at risk of conflict with the law.

Individual planning and case management (standard terms)

The probation officer is the case manager responsible for the provision and coordination of all services relevant to the *YCJA* sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the youth.

Service provider will develop an individualized plan for the young person that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific programming/supports and interventions to be provided and the expected outcomes of service

Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

Services will be

- Aimed at increasing the likelihood of successful prevention, rehabilitation and reintegration for youth in or at risk of conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, and evidence- informed and/or evidence-based programming, and integrated as appropriate with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:

- o Improved functioning and positive social behaviour;
- o Increased skills and abilities;
- o Increased youth engagement with supports and;
- o Decreased re-offending.

- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

SNAP Youth Leadership Services (SNAP – YLS) specifically

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:

  - o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - o Completing the Monthly Survey Distribution Record;
  - o Completing the Outcome Data Collection Form (ODCF).

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Stop Now and Plan: Youth Justice (SNAP YJ): Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Hours of Direct Service: SNAP YLS	SNAP YLS - The total number of staff hours spent in direct contact with young persons or family members, face to face or by telephone, to provide SNAP Youth Leadership Services.
Number of Youth Justice clients: SNAP YLS	SNAP YLS - The number of young persons who are the recipients of the SNAP Youth Leadership Program that are youth justice clients during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge

Number of individuals served: SNAP YJ	SNAP YJ - The number of young persons who are the recipients of SNAP YJ during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Number of individuals served: SNAP YLS	SNAP YLS - The number of young persons who are the recipients of the SNAP Youth Leadership Program (core and youth justice clients) during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Number of individuals served: custody/detention : SNAP YJ	SNAP YJ -The number of young persons who are the recipients of SNAP YJ in a residential custody/detention program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each

Services delivered: substance abuse

Component: Reintegration/Rehabilitation Services - Community

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide substance abuse counselling/services to address specific assessed needs of a young person and/or conditions of a sentence;

- To support rehabilitation and reintegration of young persons.

Service description

People served

- Young persons age 12-17 at the time of offence who have been found guilty and are currently on probation, conditional supervision or community supervision orders or young persons on detention status as part of a community release plan.

Program/service features

- Community-based services designed to improve the social, emotional, psychological, cognitive and/or vocational functioning of young persons with problems of substance use and abuse;

- Programs deliver individual, family and/or group Counseling services;

- Services are based on « what works » literature and best practices for service delivery;

- Referral is by the probation officer, as case manager, or through other YJD funded service providers as negotiated by the regional office.

Individual planning and case management (standard terms)

- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the *YCJA* sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the youth;

- Service provider will develop an individualized plan for the young person that is

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consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific programming/supports and interventions to be provided and the expected outcomes of service;

- Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service;

- Probation Officers are assigned to all young persons in detention. Where a Probation Officer refers a youth as part of a detention community release plan, services will be coordinated by the Probation Officer.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;
- Based on cognitive behavioural principles and interventions, best practices, and evidence- informed and/or evidence-based programming, and integrated as appropriate with other services provided to youth within government and in the community;
- Reflective and responsive to the youth, family and community strengths and needs;
- Accountable to the youth, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and communities;
- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;
- The support is based on the young person's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:

  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;

- o Decreased re-offending.
- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access)
- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:
  - o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
  - o Completing the Monthly Survey Distribution Record;
  - o Completing the Outcome Data Collection Form (ODCF);
- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures.
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Youth: substance abuse	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.
Substance Abuse: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: other counselling

Component: Reintegration/Rehabilitation Services - Community

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide counselling to address specific assessed needs of young persons and/or conditions of a sentence;
- To support rehabilitation and reintegration of young persons.

Service description

People served

- Young persons age 12-17 at the time of offence who have been found guilty and are currently on probation, conditional supervision or community supervision orders or young persons on detention status as part of a community release plan.

Program/service features

- Community-based programs and interventions offered to address criminogenic needs that are linked to the probability of reoffending;
- Referral is by the probation officer, as case manager, or through other YJD funded service providers as negotiated by the regional office.

Individual planning and case management (standard terms)

- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the youth;
- Service provider will develop an individualized plan for the young person that is consistent with the probation officer's Case Management Plan and reflects the assessment of needs, the specific programming/supports and interventions to be provided and the expected outcomes of service;

- Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

Services will be

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law;

- Based on cognitive behavioural principles and interventions, best practices, and evidence- informed and/or evidence-based programming, and integrated as appropriate with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The support is based on the young person's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:

  o Improved functioning and positive social behaviour;
  o Increased skills and abilities;
  o Increased youth engagement with supports and;
  o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice

Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:

- o Actively offering youth the option to complete the Non-Residential Youth Experience Survey (NRES);
- o Completing the Monthly Survey Distribution Record;
- o Completing the Outcome Data Collection Form (ODCF).

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Other Counselling: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Hours of direct service: Other Counselling	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Successful Completions: Counselling: Other Counselling	The number of young persons who complete the counselling in compliance with the order or as directed

Number of Individuals Served: Other Counselling	The number of young persons who are the recipients of the approved service in a residential or non-residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows:

Component: Secure custody/detention

Services delivered: secure custody/detention

Component: Secure custody/detention

Legislation: *Child, Youth and Family Services Act (CYFSA)*

Requirements

Disposition of records

(a) In the event the Service Provider ceases operation, it is agreed that the Service Provider will not dispose of any records related to the services provided for under this contract without the prior consent of Ontario, which may be given subject to such conditions as Ontario deems advisable;

(b) For purposes of services provided pursuant to the *Youth Criminal Justice Act (YCJA)* (Canada), and the *Provincial Offences Act (POA)*, upon termination of services to the young person, the Service Provider will retain and ultimately dispose of records relating to the young person in accordance with the *Youth Criminal Justice Act (Canada)*, the *Child, Youth and Family Services Act (CYFSA) 2017* and the policies and procedures of Ontario.

Confidentiality

(a) The Service Provider, its directors, officers, employees, agents and volunteers will hold confidential and will not disclose or release to any person other than Ontario at any time during or following the term of this contract, except where required by law, any information or document that tends to identify any individual in receipt of services without obtaining the written consent of the individual or the individual's parent or guardian prior to the release or disclosure of such information or document. Where the Service Provider is a municipality, or such other "institution" as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, the provisions of such Act with respect to the disclosure or release of information apply;

(b) Where the Service Provider is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act (POA)* the Service Provider, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth*

Criminal Justice Act (YCJA) (Canada) and the policies and procedures of Ontario.

Service objectives

- Provide secure custody/detention services that contribute to safe communities and provide youth with rehabilitative and reintegration programming.

Service description

People served

Secure Custody

Young persons age 12-17 at the time of offence who:

- have been found guilty and sentenced to secure custody (including *YCJA* 42(2(p) deferred custody and supervision orders);
- have had community or conditional supervision suspended by a Ministry Provincial Director and have been remanded to a youth justice secure facility by the Ministry Provincial Director.

Secure Detention

- Young person's aged 12-17 at the time of offence who have been charged under the *Youth Criminal Justice Act (YCJA)*, remanded in detention by the police or youth justice court, and for whom the provincial director has made a secure detention level determination.

Choice of the facility for the young person is determined by the Ministry Provincial Director.

Governance, accountability and service system requirements

The service provider will deliver the programs and services in accordance with the

requirements as outlined in:

- Relevant provisions of the Youth Criminal Justice Act (YCJA) and the Child, Youth and Family Services Act (CYFSA);
- Direction relevant to the program as stated in the Youth Justice Services Manual (first issued March 31, 2006) and all subsequent revisions and updates.

Program / Service Features

- services are based on the principles of community safety, accountability and reduction of recidivism through the delivery of rehabilitative programs based on « what works » literature and best practices for service delivery;
- services are aligned with research that shows residential settings are more successful in promoting positive youth development when there are opportunities for supportive relations to develop between youth and adults/staff;
- the program utilizes a combination of both static and dynamic security to provide for safety of youth, staff and community;
- programs and services are youth-centered and delivered in a multi-disciplinary teamwork environment which promotes rehabilitation and reintegration;
- services are 24 hours a day, seven days a week, 365 days a year;
- a daily report indicating the facility's bed count is submitted to ministry;
- programs and services are available and delivered to all youth in the facility. In addition, programming may be developed and delivered for an individual young person and include specialized services or programs provided in/by the facility for assessment, rehabilitation and reintegration to the community from custody/detention.

The facility is designated as a place of secure custody/detention by way of being designated under the *YCJA*. The facility will only exceed licensed capacity with ministry approval for specified, short periods of time.

Youth justice custody facilities are subject to licensing requirements as set out in Part IX of the Child, Youth and Family Services Act (CYFSA) and Regulations. Any specific exemption will be identified in writing by the ministry.

Secure Custody

- Generally, it is preferable to minimize the number of placements for young persons. All transfers for bed capacity or case management reasons require the authorization of the Ministry Provincial Director.

Secure Detention

- Provincial Director authority is granted by way of the designation and is limited to authority for detention youth for the purposes of authorizing level determination and transfers to another detention facility. Generally, it is preferable to minimize the number of placements for young persons. Where detention youth are transferred for bed capacity or case management reasons, the facility should involve the Ministry Provincial Director as appropriate.
- The facility will work closely with other youth justice facilities to address placements related to overcapacity, needs of youth, back up or other issues identified by the Ministry Provincial Director.
- The facility will establish and maintain cooperative and collaborative working relationships with other local, ministry funded children's services providers along with relevant other government or community providers/networks e.g., health, education.

Individual planning and case management (standard terms)

Secure Custody

- The probation officer is the case manager responsible for the provision and coordination of all services relevant to the _YCJA_ sentence. The probation officer prepares a Case Management Plan, guided by the Risk/Need Assessment, as the overall service plan for the youth.

Secure Detention

- A probation officer will be assigned to every young person admitted to detention, regardless of the length of stay. The role of the probation officer in working with a young person is dependent on the case status of the young person, active or non- active.

Active Status

- When a young person has an active supervision order or a pre-sentence report ordered at the time of admission to detention, the probation officer has the lead for case management of the young person. Case management is carried out with the support of and in collaboration with facility staff. The probation officer completes or updates the Risk/Need Assessment, which includes the Case Management Plan to inform the development of the facility's Case Management/Reintegration Plan.

Non-active Status

- When a young person does not have an active supervision order or a pre-sentence report ordered at the time of admission to detention, facility staff have the lead for case management of the young person. Case management is carried out with the support of and in collaboration with the newly assigned probation officer.

Transfer Payment Recipient's role

- The Transfer Payment Recipient will develop an individualized Case Management / Reintegration Plan (CMRP) for each young person. The CMRP should be aligned with the probation officer's Case Management Plan when one has been completed. The CMRP reflects the assessment of criminogenic needs, the specific services/supports/interventions to be provided and the expected outcomes of service.
- Criminogenic needs will be specifically identified to guide the selection of appropriate targets of service.

<u>Services will be</u>

- Part of a youth centered delivery system that provides rehabilitative and reintegration programs and services to youth in conflict with the law. Based on cognitive behavioral principles and interventions, best practices, and evidence-informed and/or evidence-based programming, and integrated as appropriate with other services provided to youth within government and in the community;

- Reflective and responsive to the youth, family and community strengths and needs;

- Accountable to the youth, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and communities;

- Staffed by individuals with the appropriate range of skills, abilities and cultural competency necessary to respond effectively to the needs of youth and families;

- The support is based on the young person's assessed needs, preferences and available individual, agency, community and contracted ministry resources;

- Aligned where appropriate to support the achievement of the Youth Justice Division's four outcomes for youth:

  o Improved functioning and positive social behavior;

  o Increased skills and abilities;

  o Increased youth engagement with supports and;

  o Decreased re-offending.

- Responsible for completing training modules, reviewing business processes, and viewing program results of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) via the YJOF SharePoint Site (please contact regional office for site access);

- Responsible for demonstrating outcome achievement using the following tools of the Ministry of Children, Community and Social Services (MCCSS) Youth Justice Outcomes Framework (YJOF) consistent with timelines and processes specified in training modules:

  o Completing the Outcome Data Collection Form (ODCF)

- Applying the standardized collection of Identity-based data in order to better serve youth who receive Youth Justice services and programs. The standardized collection should be applied for all types of programming except Prevention and Extrajudicial Measures;
- Aligned with Anti-Racism and human rights principles to challenge racism and oppression in all its forms.

Legislation

The information contained within YOCTPA is subject to the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada).

Where the Transfer Payment Recipient is providing services for the purposes of the *Youth Criminal Justice Act (YCJA)* (Canada) and the *Provincial Offences Act*, the *TPR*, its directors, officers, employees, agents and volunteers will abide by the confidentiality provisions of the *Youth Criminal Justice Act (YCJA)* (Canada) and the policies and procedures of Ontario.

The YOCTPA Security Measures are part of the agreement between the ministry and the *TPR*.

Expectations

This section clearly defines the *TPR*'s responsibilities regarding its obligations to comply with all criteria of designation, and what it will be held accountable for within its contractual relationship with the ministry.

The *TPR* must follow mandatory security measures to protect a young person's personal information. These security measures include both IT and physical security controls.

The *TPR* will affirm that its organization meets the following criteria:

- The workstation must be located in secure staff areas not accessible to facility residents;
- Staff must log in to their Youth OTIS Connectivity Transfer Payment Application

(YOCTPA) account with their username, password and their six-digit authentication code generated by their SurePass (OTP) card. Staff must keep their SurePass One Time Password (OTP) card in a secure location. SurePass (OTP) cards are registered to only one user and cannot be shared;

- Passwords are not shared;

- Password policy governing choice of passwords:
    o Minimum length of 6 characters;

    o Password must contain at least one digit and at least one capital letter;

    o Passwords set by an administrator (whether initially for new users or for password resets) are one-time passwords, and must be reset upon first login;

    o Accounts will be locked out after six unsuccessful login attempts – locked out accounts will require administrative assistance to unlock.

- Accounts will be logged off after five minutes of inactivity and the user will have to log back in if required. Account holders are required to logoff YOCTPA when leaving the workstation unattended for any period of time.

Each staff will be required to sign a confidentiality agreement regarding acceptable use of the YOCTPA application which highlights the individual's accountability for their actions as well as tips on ways to ensure continued protection of their accounts in a shared workstation environment. The confidentiality agreement and other related documents will be provided by the YOCTPA System Admin team as part of the provisioning process for new staff.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Days of Residential Care: Secure Custody and Detention	The number of 24-hour periods for which young persons will be provided residential care during the fiscal year. The day on which the young person is admitted is included as one day of service. The day on which a client is discharged is not included.
Number of Days: Residential Care Secure Detention	The number of 24-hour periods for which young persons were provided residential custody care during the fiscal year. The day on which the young person is admitted is included as one day of service. The day on which a client is discharged is not included.
Number of Days: Residential Care Secure Custody	The number of 24-hour periods for which young persons will be provided residential care during the fiscal year. The day on which the young person is admitted is included as one day of service. The day on which a client is discharged is not included.

Number of Youth: Secure Custody and Detention	The number of young persons who are the recipients of the approved service for both secure custody and detention programs during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. Same service is defined as a program delivered to a youth addressing one (original) charge. Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Number of Youth: Secure Detention	The number of young persons who are the recipients of the approved service in a residential detention program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. Same service is defined as a program delivered to a youth addressing one (original) charge.
	Multiple admissions in-year – new service/same program: A young person is counted each time, where a service is completed in the fiscal year and the young person is the recipient of the same service, under a new charge. New service is defined as a program delivered to a youth to address a new charge. Fiscal Year overlap: A young person is counted once in each fiscal year where the service being provided begins in one fiscal year and continues into a new fiscal year. Where a young person is receiving multiple services from one service provider, that young person is counted in each program.

Number of Youth: Secure Custody	The number of young persons who are the recipients of the approved service in a secure custody residential program during the fiscal year (April 1st – March 31st). A young person will be counted as follows: One program start and completion in a fiscal year: A young person is counted once in a fiscal year where the service is completed. Multiple services/one service provider: Where a young person is receiving multiple services from one service provider, that young person is counted in each program. Multiple admissions in-year – same service/same program: A young person is counted once if there is a break in service in the fiscal year and the young person re-enters the same program, with the same service provider. A young person is counted as a new admission if they return to the same service provider on referral by the case manager to attend a new or similar program. Same service is defined as a program delivered to a youth addressing one (original) charge
Number of Youth: Community Learning HUB programming: Secure Custody/Detention	The total number of young person receiving Community Learning HUB programming to help enhance their skills development and employment/training needs and supports. A young person is counted once in a fiscal year where they receive any Community Learning HUB programming.
Number of Community Learning HUB programs youth receive: Secure Custody/Detention	The total number of Community Learning HUB programs each youth receives to help enhance their skills development and employment/training needs and supports programs are the learning units organized under each theme on the Community Learning HUB. For example, under the theme of Employment, a thematically organized learning unit is Interview Preparation; and Money Basics is a learning unit under the Financial Literacy theme
Secure Custody/Detention: Ministry-funded Agency Expenditures	Secure Custody/Detention: Ministry-funded Agency Expenditures Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Component: YJD Sundry

Services delivered: YJD — repairs and maintenance

Component: YJD Sundry

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Repairs & Maint: YJS: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Services delivered: YJD — other

Component: YJD Sundry

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
YJS : Other/Misc: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

Youth initiatives

Component: Youth Initiatives

Services delivered: prevention — child and parent programs — SNAP program

Component: Youth Initiatives

Legislation: *Child, Youth and Family Services Act* (CYFSA), 2017

Purpose of program

The purpose of the Stop Now and Plan (SNAP) Program is to support at-risk/high-risk middle years children with behavioral problems (ages 6 to 12), and their parents/caregivers, to make good choices in the moment and improve pro-social behavior. This includes supporting at-risk children to learn self-regulating, cognitive-behavioral strategies and problem-solving skills, specifically through culturally relevant and responsive lenses. For at-risk/high-risk parents/caregivers, the program supports the improvement of parent/caregiver-child relationships by teaching effective parenting/caregiving skills.

Service objectives

The SNAP Program focuses on the following objectives for client children and their families:

- Increase emotional regulation, self-control and problem-solving skills for children and their parents/caregivers, through culturally relevant and responsive lenses;
- Clinically reduce negative behavior scales (e.g., aggression, rule breaking, conduct, externalizing) for children, as measured by standardized tools;
- Increase social competency for children;
- Increase management skills for parents/caregivers, through culturally relevant and responsive lenses;

- Reduce community, or school-related, delinquent activities committed by children;
- Improve children's academic performance and participation in pro-social extracurricular activities; and;
- Increase connection of children and parents/caregivers to community-based resources.

Service description

Target population

The target population for the program is "at-risk/high-risk" children and their families, within the Target Communities (see below).

The "targeted primary beneficiary" is at-risk/high-risk children and their parents/caregivers.

"At-risk/high-risk" middle years children are defined as children, aged 6-12, with multiple risk factors and challenges and/or who have experienced specific incidents and/or life challenges that increase their risk factors, such as a sibling in conflict with the law, or acute conflict at home or school.

"At-risk/high-risk" middle years children are those at greatest risk of experiencing poorer outcomes (e.g., lower grades, dropping out of high school, mental or physical health issues) and are at a greater risk of criminal/violent behavior.

Depending on the unique circumstances of each target community (see below), the targeted primary beneficiary may also experience being of mixed race and/or cultural background, a newcomer, Indigenous, in and/or leaving care, living in poverty, in conflict with the law, living with disabilities or special needs, LGBTQ2, Francophone, and living in rural and remote communities.

At-risk children, and their parents/caregivers experiencing an intersection of one or more of these identities may also be at-risk or of higher risk.

Each locally designed SNAP Program site may define its target populations as it meets the description of "at-risk/high-risk" children and the "targeted primary beneficiary" defined above.

Services for black children, youth and families

Services for Black Children, Youth and Families (SBCYF) is a suite of programs and services that supports the elimination of outcomes disparities for the Black community in Ontario, including (but not limited to) graduation rates, post-secondary education participation rates and youth employment rates. SBCYF programs and services are targeted to high-risk youth who identify as members of the Black community, are culturally focused and delivered through an anti-Black racism lens.

Where need has been identified, some agencies are designated to deliver the SNAP Program as part of the SBCYF.

The term "Black" is being used in its most inclusive sense to reflect the diverse ancestry, origins and ethnic identities of individuals of African and Caribbean descent. The term is based on self- identification, is not mutually exclusive, and is recognized by Statistics Canada.

Service targets

Annually, each SNAP Program site, including SNAP Program sites that are specifically targeted to Black children and their families, will serve up to 100 at-risk/high-risk children and their families (consisting of up to 63 new children and up to 37 carry-over cases). A "carry-over case" applies to children who have previously engaged in, or completed, the SNAP Program (at another site). SNAP Program sites that do not receive any carry-over cases can opt to service 37 new at-risk/high-risk children and their families for a total of 100 new cases. Staff at each site will identify and document up to 37 carry-over cases based on SNAP clinical guidelines.

Target communities

Target geographical catchment areas will be specific to each local SNAP Program site

and should be articulated in the Transfer Payment Agreement but must fall within one of the following target communities/Census Metropolitan Areas (CMAs):

- Brantford CMA;

- Peterborough CMA;

- Kingston CMA;

- Sudbury CMA;

- Thunder Bay CMA;

- Toronto CMA.

For each SNAP Program site targeted to Black children and families, target geographical catchment areas should be articulated in the Transfer Payment Agreement, but must fall within one of the following target communities:

- Toronto;

- Hamilton;

- Windsor; and;

- Ottawa.

Program / Service Features

Cultural adaptation

Agencies providing targeted supports to Black children and their families will participate in Cultural Adaptation activities. Each local, targeted SNAP Program site will:

In 2018-19 and ongoing:
- Train all agency staff, management and board on the cultural adaptations/modifications of the SNAP program and services provided
- Support the evaluation of the cultural adaptation in order to support further iteration on the Culturally Relevant and Responsive documentation (i.e., guidelines, training modules, training materials)

Services provided

Each local SNAP Program site will provide the following services to the target population, while ensuring they are culturally relevant and responsive:

- SNAP Core Components;
- SNAP Risk-Based Components
- Client Management (SNAP Implementation Tool);
- Cultural Local Community Outreach;
- Culturally Relevant Program Modification;

Each site will be guided by the Ontario Child Development Institute's (CDI) SNAP Implementation Tool (SNAPiT) to support program start-up and ongoing development.

1. SNAP core components

SNAP Core Components consists of a SNAP Boys and/or Girls Children's Group. The SNAP Boys and Girls Groups are structured group sessions that teach children cognitive-behavioral self-control and problem-solving techniques.

The sessions are based on group discussions, modeling, behavioral rehearsal/role-playing, interactive games, home practice exercise, learning opportunities, and relaxation training. Using group manuals, the structured groups are facilitated by trained, designated staff. A variety of topics, including dealing with angry thoughts and feelings, self-control, problem solving, and bullying are addressed.

Each SNAP Boys and/or Girls Group will consist of seven (7) children, placed according to developmental needs and ages. Each SNAP Boys and Girls Group session will run for 13 weeks, with boys and/or girls attending after-school meetings once a week for 1.5 hours.

Each site will also provide a SNAP Parenting Group for the parents/caregivers of children enrolled in SNAP Boys and/or Girls. The parent/caregiver group will meet at the same time as the SNAP Boys and Girls Groups. Staff at each site will teach effective child management and SNAP strategies to parents/caregivers. Staff at each site will also facilitate connecting parents /caregivers with others facing similar challenges at home.

Staff hired to deliver the SNAP Core Components to children and parents /caregivers as part of the SNAP Program targeted to Black children and families should have a strong understanding of the specialized needs of the children and their families, who may be experiencing challenges related to race and Indigeneity, such as mental health, trauma and relationship violence. Staff should have knowledge of and sensitivity for the life experiences and diverse needs, identities and cultural backgrounds of the children and families in underserved communities.

2. SNAP risk-based components

Each site will provide risk-based components, depending on the identified local community and target population needs. Risk-based components include:

- SNAP Individual Counseling/Community Connections – Provided to help children work on individual goals, in order to enhance skills learned in their regular SNAP Group. Children are connected with volunteers to help them join recreational activities or other supports within their communities;
- SNAP Family Counseling – Also known as Stop Now and Plan Parenting (SNAPP), provided to at-risk/high-risk families that require additional supports. Counseling is outcome-oriented and can be ongoing depending on the needs of the parents/caregivers/family. This component is also provided to parents/caregivers who are unable to attend the regular parent/caregiver group;
- Girls Growing Up Healthy Group – Associated with the SNAP Girls Group, provided to help girls learn healthy relationship development. These mother-daughter groups are provided through 8-10 classes and focus on physical and sexual health and relationship building. These classes are provided to girls ages 9 and up after core SNAP Girl Group meetings;
- SNAP School Support/Advocacy – Provided to help schools and teachers, interacting with SNAP children, to offer behavior management supports as needed;
- SNAP Parent Problem-Solving Group – Provided as a continued care component for parents/caregivers and children who have completed the SNAP core components;
- SNAP Youth Leadership – Provided for SNAP graduates aged 12 and up to continue skills development and build job skills as needed;
- Arson Prevention Program (TAPP-C) – Provided to children with fire interest and/or

fire setting concerns;

- Homework Club/Academic Tutoring – Provided as weekly tutoring sessions with specially trained volunteers for children who are performing below their grade level;
- Crisis Intervention – Provided to assist families in SNAP to deal with challenging situations as needed and/or to be connected to appropriate crisis services; and/or;
- Victim Restitution – Provided to help SNAP children learn how to apologize and redress their behaviors, including through writing apology letters or performing community service.

Other risk-based components may be developed by each local SNAP Program site, as applicable to the local community and target population needs.

3. Client management (using CDI SNAP implementation tool)

Each site will have access to the CDI SNAP Implementation Tool (SNAPiT), which provides a client management system to collect client data and case-manage children and parents/caregivers enrolled in the program.

4. Local community outreach

SNAP Program sites will conduct outreach to local partners that serve children ages 6-12, including but not limited to:
- School boards and schools;
- Community groups and organizations;
- Municipal government departments;
- Child and youth service providers;
- Faith-based organizations and cultural communities; and;
- other service delivery partners.

Each SNAP Program site will develop an outreach plan to local partners that supports:
- Identification and enrollment of potential clients; and;
- Connections to existing community supports and recreation opportunities.

5. Culturally relevant program modification

Where relevant, SNAP Program sites can adapt the program at each new site, with support from CDI, for cultural relevance (e.g., race, language, cultural practice, symbolism) to meet local populations/needs.

Ministry expectations

Governance, accountability and service system requirements

The agency will deliver the program and services in accordance with the requirements as outlined including:
- The ministry-developed SNAP Program Guidelines;
- The culturally adapted Companion Guide for the SNAP program in the African Canadian Community and Companion Manual for SNAP in Aboriginal Communities;
- The SNAP Policy and Procedures Manual; and;
- Annual requirements to maintain the SNAP License through CDI.

Expectations of lead agencies

The Lead Agency is expected to:
- Provide for effective delivery of SNAP programming; and;
- Establish and build both informal and formal inter-agency linkages and/or partnerships to strengthen/enhance neighborhood/community/cultural service infrastructure.

The Lead Agency undertakes to provide quantitative and/or qualitative data (including Identity- based Data) requested by the ministry relating to service performance measurement and as requested, participate in program and service evaluation initiatives established by the ministry.

The Lead Agency will also collect quantitative and/or qualitative data in accordance with the CDI evaluation framework as well as the ministry's Identity-Based Data Collection Framework.

Lead Agencies are also expected to submit an annual report to the ministry. Lead Agencies are deemed responsible for the following activities:

- Overall SNAP program administration and delivery, including agreed upon program deliverables;
- Financial and service performance reporting, including submission of required and requested reports within established timeframes;
- Reporting serious occurrences involving child clients and SNAP Child and Family Workers, the SNAP Manager, or other staff related to the SNAP program, to the ministry;
- Developing appropriate policies and procedures for protecting the privacy of personal information with respect to the collection, use, disclosure and access to such information contained in records that are developed by the Lead Agency's policies and procedures shall comply with Part 6 of the *Youth Criminal Justice Act*, (YCJA), 2002 when the information and records relate to young persons as defined by the YCJA, and the confidentiality provisions relating to children who are the subject of a child welfare proceeding under the *Child, Youth and Family Services Act* (CYFSA), 2018, and the privacy provisions under Part X of the CYFSA.

Program guidelines

Each Lead Agency selected to deliver the SNAP Program is required to align implementation with the ministry-developed SNAP Program Guidelines.

Reporting Requirements

Service data will be reported on at an Interim and Final stage.

Service Data Name	Definition
Number of Children: Waitlisted: SNAP Clients	Number of total FTEs

Number SNAP Children with Single Parent/Caregiver House	The number of SNAP Child Clients with Single Parent/Caregiver Households.
Number of Carryover SNAP Clients (children)	The number of carryover children enrolled in the SNAP Middle Years Program. A carryover SNAP child client has previously engaged in, or completed, the SNAP Middle Years Program.
Number of Carryover SNAP Clients (households)	The number of carryover households enrolled in the SNAP Middle Years Program. A carryover SNAP household has previously engaged in, or completed, the SNAP Middle Years Program.
Number of Children Who Don't Improve the Total School Score	The number of SNAP child participants who do not improve their Total School Score at program completion. Program completion is defined as the point in time when a child is discharged.
Number of Children/Household Referrals, By Sector	The number of individual child/household participants (SNAP clients) who were referred to services/resources in each sector during the fiscal year. Sector means the type of service or opportunity the SNAP Middle Years Program refers the child/household to during the fiscal year.

Sectors correspond to the child's/household's identified issue(s). The list of sectors is Arts/Culture; Child Welfare Supports; Education/Skill Development; Employment; Healthcare Supports; Housing; Income Support; Legal Services; Mental Health Supports; Parent/Caregiver Supports; Recreation/Sport; Settlement; Domestic/Relationship Violence; Other. Please specify: Children/households may be referred to more than one sector and are counted once for each sector they are referred to (e.g., if a child/household is referred to a total of five different agencies or programs in three different sectors, they are counted once in each sector for a total of three). |

Number of Children: 1st and still Understood Lang is an Indigenous Lang	The number of all individual child participants (SNAP clients) during the fiscal year whose first and still understood language is an Indigenous Language.
Number of Children: 1st and still Understood Language is English	The number of all individual child participants (SNAP clients) during the fiscal year whose first and still understood language is English.
Number of Children: 1st and still Understood Language is French	The number of all individual child participants (SNAP clients) during the fiscal year whose first and still understood language is French.
Number of Children: 1st/Still Understood Lang is Not Eng/Fr/Indige	The number of all individual child participants (SNAP clients) during the fiscal year whose first and still understood language is not English /French /Indigenous Language.
Number of Children: Indigenous, But Do Not Identify as FNMI: SNAP	The number of all individual child participants (SNAP clients) during the fiscal year who identify as Indigenous, but do not identify as First Nations, Métis or Inuit. For example, individuals identifying as Urban Aboriginal would be counted under CHDABO Number. This category is based on a child's or parent's voluntary identification.
Number of Children: African	The number of all individual child participants during the fiscal year who identify as African. Data collection should allow respondents to check all that apply and be based on a child or parent's voluntary identification.
Number of Children: Arab	The number of all individual child participants (SNAP clients) during the fiscal year who identify as Arab. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.

Number of Children: Black	The number of all individual child participants (SNAP clients) during the fiscal year who identify as Black. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.
Number of Children: Black but None of the Above	The number of all individual child participants during the fiscal year who identify as Black but none of the above (please specify). Data collection should allow respondents to check all that apply and be based on a child or parent's voluntary identification.
Number of Children: Canadian/American Black	The number of all individual child participants during the fiscal year who identify as Canadian/American Black born in North America. Data collection should allow respondents to check all that apply and be based on a child or parent's voluntary identification.
Number of Children: Canadian by birth	The number of all individual child participants (SNAP clients) during the fiscal year who are Canadian by birth.
Number of Children: Canadian by naturalization	The number of all individual child participants (SNAP clients) during the fiscal year who are Canadian by naturalization.
Number of Children: Caribbean	The number of all individual child participants during the fiscal year who identify as Caribbean. Data collection should allow respondents to check all that apply and be based on a child or parent's voluntary identification
Number of Children: Chinese	The number of all individual child participants (SNAP clients) during the fiscal year who identify as Chinese. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.
Number of Children: Congolese	The number of all individual youth participants during the fiscal year who identify as Congolese. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self- identification.

Number of Children: Congolese: SNAP	The number of unique children served in Connections for Students under the School Support Program.
Number of Children: Do Not Hold Canadian Citizenship	The number of all individual child participants (SNAP clients) during the fiscal year who do not hold Canadian citizenship.
Number of Children: Do Not Identify as A/B/C/D/E/F/G/H/I/J/K	The number of all individual child participants (SNAP clients) during the fiscal year who do not identify as Arab, Black, Chinese, Filipino, Japanese, Korean, Latin American, South Asian, Southeast Asian, West Asian, or White. This category is based on a child or parent's voluntary identification.
Number of Children: Do Not Identify as Heterosexual or LGBTQ2	The number of all individual child participants during the fiscal year who do not identify as heterosexual or LGBTQ2. This category includes youth who may self-identify as Two Spirit, Asexual, Queer, Questioning and/or another sexual orientation (Source: Ontario Human Rights Commission; accepted academic and community practice).
Number of Children: Do Not Know Disability	The number of all individual child participants (SNAP clients) during the fiscal year who cannot identify their disability.
Number of Children: Do Not Know Indigeneity	The number of all individual child participants (SNAP clients) during the fiscal year who cannot identify their Indigeneity.
Number of Children: Do Not Know Language	The number of all individual child participants (SNAP clients) during the fiscal year who cannot identify their first, and still understood, language.
Number of Children: Do Not Know Orientation	The number of all individual child participants during the fiscal year who cannot identify their sexual orientation.
Number of Children: Do Not Know: Citizenship	The number of all individual child participants (SNAP clients) during the fiscal year who cannot identify their citizenship status. Data collection should be based on a child's or parent's voluntary self-identification.

Number of Children: Do Not Know: Race	The number of all individual child participants during the fiscal year who cannot identify their race. Data collection should allow respondents to check all that apply and be based on a child or parent's voluntary identification.
Number of Children: Do not Reduce Total Externalizing Composite	The number of SNAP child participants who are not able to reduce their total externalizing composite score at program completion. Program completion is defined as the point in time when a child participant is discharged.
Number of Children: Eritrean: SNAP	The number of all individual child participants during the fiscal year who identify as Ethiopian. Data collection should allow respondents to check all that apply and be based on a child or parent's voluntary identification.
Number of Children: Ethiopian: SNAP	The number of children and families serviced by each Fetal Alcohol Spectrum Disorder (FASD) worker at some point during the fiscal year. A child or family is reported in the initial quarter in which he/she received services and counted once during the fiscal year. For example, if in the first quarter, 15 children/families received service this would be reported at the end the first quarter. If 5 additional new children/families received service during the second quarter a total of 20 children/families would be reported at the end of the second quarter.
Number of Children: Female	The number of all individual child participants during the fiscal year who identify as female. This category is based on a child's or parent's voluntary identification.
Number of Children: Filipino	The number of all individual child participants (SNAP clients) during the fiscal year who identify as Filipino. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.
Number of Children: First Nations	The number of all individual child participants (SNAP clients) during the fiscal year who identify as First Nations. This category is based on a child's or parent's voluntary identification. Data collection should allow respondents to select more than one category.

Number of Children: Ghanaian: <u>SNAP</u>	The number of all individual child participants during the fiscal year who identify as heterosexual.
Number of Children: Heterosexual	The number of all individual child participants during the fiscal year who identify as heterosexual.
Number of Children: Improved School Score @ completion	The number of <u>SNAP</u> child participants who improve their Total School Score at program completion. Program completion is defined as the point in time when a child is discharged.
Number of Children: Indigeneity	The number of all individual child participants (<u>SNAP</u> clients) during the fiscal year who prefer not to identify their Indigeneity.
Number of Children: Japanese	The number of all individual child participants (<u>SNAP</u> clients) during the fiscal year who identify as Japanese. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.
Number of Children: Korean	The number of all individual child participants (<u>SNAP</u> clients) during the fiscal year who identify as Korean. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.
Number of Children: <u>LGBTQ</u>2	The number of all individual child participants during the fiscal year who identify as <u>LGBTQ</u>2.
Number of Children: Latin American	The number of all individual child participants (<u>SNAP</u> clients) during the fiscal year who identify as Latin American. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.
Number of Children: Male	The number of all individual child participants during the fiscal year who identify as male. This category is based on a child's or parent's voluntary identification.

Number of Children: Métis: SNAP	The number of new children enrolled in the SNAP Middle Years Program. A new SNAP child client has not had previous engagement in the SNAP Middle Years Program.
Number of Children: New: SNAP	The number of new children enrolled in the SNAP Middle Years Program. A new SNAP child client has not had previous engagement in the SNAP Middle Years Program.
Number of Children: Nigerian: SNAP	The total number of unique children served in the former Ontario Autism Program.
Number of Children: Other or Unknown	The number of all individual child participants during the fiscal year who do not identify as male or female. This category is based on a child's or parent's voluntary identification.
Number of Children: Prefer Not to Answer Citizenship	The number of all individual child participants (SNAP clients) during the fiscal year who prefer not to identify their citizenship status. Data collection should be based on a child's or parent's voluntary self-identification.
Number of Children: Prefer Not to Answer Language	The number of all individual child participants (SNAP clients) during the fiscal year who prefer not to identify their first, and still understood, language.
Number of Children: Prefer Not to Answer Orientation	The number of all individual child participants during the fiscal year who prefer not to identify their sexual orientation.
Number of Children: Prefer Not to Answer Race	The number of all individual child participants during the fiscal year who prefer not to identify their race. Data collection should allow respondents to check all that apply and be based on a child or parent's voluntary identification
Number of Children: Prefer Not to Answer: Disability	The number of all individual child participants (SNAP clients) during the fiscal year who prefer not to identify their disability.

Number of Children: South Asian	The number of all individual child participants (SNAP clients) during the fiscal year who identify as South Asian. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.
Number of Children: Southeast Asian	The number of all individual child participants (SNAP clients) during the fiscal year who identify as Southeast Asian. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.
Number of Children: Sudanese	The number of all individual child participants during the fiscal year who identify as Sudanese. Data collection should allow respondents to check all that apply and be based on a child or parent's voluntary identification.
Number of Children: West Asian	The number of all individual child participants (SNAP clients) during the fiscal year who identify as West Asian. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.
Number of Children: White	The number of all individual child participants (SNAP clients) during the fiscal year who identify as White. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.
Number of Children: with a Disability/Special Need	The number of all individual child participants (SNAP clients) who identify as having a disability/special need.
Number of New SNAP Clients (households)	The number of new households enrolled in the SNAP Middle Years Program. A new SNAP household has not had previous engagement in the SNAP Middle Years Program. A SNAP household is defined as the parents/caregivers who are enrolled with a SNAP child client and attend the SNAP Parent Group. A SNAP household is counted as a single unit, regardless of the number of parents /caregivers.

Number of SNAP Parents Who Improve Their Control Scale from TOPSE	The number of SNAP parent participants who improve their control scale from TOPSE at program completion.
Number of SNAP Parents Who Do Not Improve Their Control Scale at Program Completion	The number of SNAP parent participants who do not improve their control scale at program completion. Program completion is defined as the point in time when a parent's child is discharged.
Number of Children: Reduce Total Externalizing Composite	The number of SNAP child participants who are able to reduce their total externalizing composite score at program completion. Program completion is defined as the point in time when a child participant is discharged.
Avg SNAP Child's Self- Rated Satisfaction with the Program (7 pt. Likert Scale)	At completion of the SNAP Middle Years Program at each Lead Agency, individual child participants (SNAP clients) will be asked to rate their satisfaction with the program on a 7-point Likert scale in the SNAP Child Group Evaluation Form. Program completion is defined as the point in time when a child participant is discharged. The Lead Agency will report the average rating. Extremely dissatisfied - Dissatisfied - Somewhat dissatisfied – Undecided - Somewhat satisfied – Satisfied - Extremely satisfied.
Prevention: Child and Parent Programs: Ministry-funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).

SNAP Parent's/Caregiver's Self-Rated Satisfaction of Program	At completion of the SNAP Middle Years Program, individual parent/caregiver participants will be asked to rate their satisfaction with the program on a 7-point Likert scale in the SNAP Parent Group Evaluation Form. Extremely dissatisfied – Dissatisfied - Somewhat dissatisfied – Undecided - Somewhat satisfied – Satisfied - Extremely satisfied.
Number of Children: Inuit: SNAP	The number of all individual child participants (SNAP clients) during the fiscal year who identify as Japanese. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.
Number of Children: Somali: SNAP	The number of all individual child participants during the fiscal year who identify as Somali. Data collection should allow respondents to check all that apply and be based on a child or parent's voluntary identification.
Number of Children: South African: SNAP	The number of all individual child participants (SNAP clients) during the fiscal year who identify as South Asian. This category is based on a child or parent's voluntary identification. Data collection should allow respondents to select more than one category.

Services delivered: prevention — youth and community programs — Youth Mentorship Program

Component: Youth Initiatives

Legislation: *Child, Youth and Family Services Act (CYFSA)*, 2017

Purpose of program

To improve the emotional well-being of children and youth by increasing access to consistent, caring adults for youth participants.

Service objectives

Through the mentorship relationship, the Youth Mentorship Program (YMP) helps youth participants make healthy and safe choices, increase their resiliency and make progress towards their goals in one or more of the following outcome streams:

1. Employment/entrepreneurship

2. Educational achievement

3. Civic engagement/leadership; and/or

4. Cultural identity

Each program may be targeted to one or more of the outcomes streams.

Service description

Target population

Each local mentorship initiative is targeted to meet the needs of a specific population of high- risk youth. As a result, each initiative is highly tailored to the target population. The target population for the program is high-risk youth between the ages of 6-25.

Definition of 'high-risk' youth

High-risk youth are young people who often experience poorer outcomes and/or are at higher risk of criminal/violent behavior.

Depending on the unique circumstances of each target community, "high-risk youth" may include populations such as racialized youth, newcomer youth, Indigenous youth, youth in and leaving care, youth living in poverty, youth in conflict with the law, youth with disabilities or special needs, LGBTTQ youth, Francophone youth, and youth living in rural and remote communities.

Youth who are members of one or more of the above-described sub-populations of youth, experience an intersection of one or more of these identities and/or who have experienced additional risk factors (e.g. bullying, family conflict, having a sibling or family member in conflict with the law, etc.) are considered high-risk.

Services for black children, youth and families

Services for Black Children, Youth and Families (SBCYF) is a suite of programs and services that supports the elimination of outcomes disparities for the Black community in Ontario, including (but not limited to) graduation rates, post-secondary education participation rates and youth employment rates. SBCYF programs and services are targeted to high-risk youth who identify as members of the Black community, are culturally focused and delivered through an anti-Black racism lens.

Where need has been identified, some agencies are designated to deliver the Youth Mentorship Program as part of the SBCYF.

Services provided

Each local mentorship initiative will provide the following services.

1. Recruitment and selection of mentors and mentees, including:
   - A consistent process for the recruitment and selection of both potential mentors and mentees;

- Security screening and the completion of a vulnerable sector police background check for mentors;
- Use of the "Together We Can" program identifier to recruit mentees and mentors (as needed);
- Consideration of the importance of ethno-cultural identity and social background of both mentees and mentors (e.g., language, cultural competency); and;
- A minimum time commitment, including a minimum number of hours per week /month and a minimum number of months/years in total for mentors and mentees.

2. Training of mentors and mentees, including:
- An evidence-based training process to familiarize mentees and mentors with the mentorship relationship and learn skills that will contribute to a successful match;
- Training materials based on available, culturally appropriate evidence (e.g. Toolkit on Effective Mentoring for Youth Facing Barriers to Success (http://ontariomentoringcoalition.ca/mentoringyouthfacingbarriers/introduction/) available at ontariomentoringcoalition.ca/mentoringyouthfacingbarriers) ; and
- Supporting mentors to have a strong understanding of the developmental needs of young people and access to relevant supplementary resources.

3. Develop mentorship model and implement mentorship matching process, including:
- A clear mentorship model (e.g., one-to-one mentorship, group mentorship, peer-to-peer mentorship);
- Matching processes be based on available evidence on best practices and that reflect the mentorship model (e.g., consideration of age, interests, cultural and other identities, etc.);
- Matching processes that ensure that both mentors and mentees feel comfortable with their match and have opportunities to get to know each other in safe and comfortable environments.

4. Assess mentee goals, develop service plans and deliver activities that will be undertaken by mentors and mentees to achieve those goals, including:

- A consistent approach to assessing mentee goals and developing plans with mentees and mentors to achieve those goals;
- Delivering regularly scheduled activities that are aligned with the program outcomes and support mentees in achieving their goals;
- Ensuring youth voice is embedded In the development of service plans and activities; and;
- Ensuring activities for Black youth are culturally focused and delivered through an anti-Black racism lens.

5. Ongoing mentorship supports, including:

- Clearly defined issues identification and management process to support a successful mentorship relationship; and;
- Provide funds for mentorship related activities that support the service plan developed between the mentee and mentor to achieve identified goal(s).

6. Referrals to other programs and services, including:

- When necessary, providing timely and relevant referrals to outside services to support improved outcomes for youth participants (e.g., mental health, housing, employment, youth outreach workers, educational partners, etc.).

Service targets

The target number of youth served by each initiative will vary depending on the unique program model. Service Targets should be articulated in the Transfer Payment Agreement with each selected Transfer Payment Recipient. Service Targets include the total number of youth served and total number of youth matched with a mentor.

Target communities

Target geographical catchment areas will be specific to each local mentorship initiative and should be articulated in the Transfer Payment Agreements, but must fall within

one of the following target communities:

- Windsor;

- Hamilton;

- Brantford;

- Peel;

- Toronto;

- York Durham;

- Peterborough;

- Kingston;

- Ottawa;

- Sudbury; and;

- Thunder Bay.

Governance, accountability and service system requirements

The agency will deliver the programs and services in accordance with the requirements as outlined in:

- Any Memorandum of Understanding(s) (MOUs) that have been developed with identified service delivery partners for the delivery of services; and;

- The Agency-developed Youth Mentorship Program Guidelines.

Expectations of agencies

The Agency (service agreement holder with the ministry) is expected to:

- Provide for effective delivery of YMP programming;
- Establish and build both informal and formal inter-agency linkages and/or partnerships to strengthen/enhance neighborhood/community service infrastructure.

The agency undertakes to provide quantitative and/or qualitative data (including Identity-Based Data) requested by the ministry relating to service performance measurement, and as requested, participate in program and service evaluation initiatives established by the ministry.

Agencies are deemed responsible for the following activities:

- Overall YMP program administration and delivery, including agreed upon program deliverables;
- Financial and service performance reporting, including submission of required and requested reports within established timeframes;
- Reporting serious incidents involving mentors and youth participants to the ministry;
- Developing appropriate policies and procedures for protecting the privacy of personal information with respect to the collection, use, disclosure and access to such information contained in records. The policies and procedures that are developed by the agency shall comply with Part 6 of the *Youth Criminal Justice Act* when the information and records relate to young persons as defined by the YCJA, and the confidentiality provisions relating to children who are the subject of a child welfare proceeding under the *Child, Youth and Family Services Act,* and the privacy provisions under Part X of the CYFSA, once they come into force.

Program guidelines

Each YMP agency is required to develop its own set of Program Guidelines. The Program Guidelines will need to be approved by the ministry.

Reporting requirements

Service data will be reported on at an Interim and Final stage.

Service Data Name	Definition
Number of Youth: South African	The number of all individual youth participants during the fiscal year who identify as South African. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.

Number of Youth: South Asian	The number of all individual youth participants (mentees) during the fiscal year who identify as South Asian. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: Southeast Asian	The number of all individual youth participants (mentees) during the fiscal year who identify as Southeast Asian. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: White	The number of all individual youth participants (mentees) during the fiscal year who identify as White. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: Do Not Know Language	The number of all individual youth participants (mentees) during the fiscal year who cannot identify their first and still understood language.
Prevention: Youth and Community Programs: Ministry- funded Agency Expenditures	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver this service in the reporting year (cumulative).
Number of Children: 6-11yrs	The number of all individual child participants (SNAP clients) during the fiscal year who identify as Aboriginal, but do not identify as First Nations, Métis or Inuit. For example, individuals identifying as Urban Aboriginal would be counted under CHDABO Number. This category is based on a child's or parent's voluntary identification.
Number of Matches	The number of individual youth participants (mentees) who were matched and had at least one meeting with a mentor during the reporting period. The total is cumulative and can include matches made during the previous reporting period.

Number of Mentees Who Describe Their Mentor/Mentee Relationship(s)	The number of youth who identify their mentorship relationship(s) as positive.
Number of Mentors	The total number of mentors who participated in the program during the reporting period.
Number of Mentors Who Describe Positive Mentor/Mentee Relationship(s)	The number of mentors who identify their mentee relationship(s) as positive.
Number of New Mentorship Matches	The number of individual youth participants (mentees) who were matched and had at least one meeting with a mentor during the reporting period.
Number of Weeks (Avg): Mentor/Mentee Match	The average duration (in weeks) of the mentor/mentee match over the reporting period.
Number of Youth	The total number of individual youth who participated in the program during the reporting period. Note: This number should also include youth who participated in program activities but do not have a mentor.
Number of Youth - Diagnosed Disability/Special Need	The number of all individual youth participants who identify as having a diagnosed disability/special need. A diagnosed disability/ special need meets the definition under Section 10 of the Ontario Human Rights Code, aligns with the Accessibility for Ontarians with Disabilities Act (AODA) and the Child and Family Services Act (CFSA), and may include: Physical health disabilities/special needs; Emotional health disabilities/special needs; Behavioral disabilities/special needs; Developmental disabilities/ special needs; and Mental health disabilities/special needs.

Number of Youth - Sudanese	The number of all individual youth participants during the fiscal year who identify as Sudanese. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
Number of Youth: 12- 17yrs	The number of all individual youth participants (mentees) who are 12 to 17 years of age during the fiscal year. Age of youth is estimated as birth dates are not collected.
Number of Youth: 18- 24yrs	The number of all individual youth participants (mentees) who are 18 to 24 years of age during the fiscal year. Age of youth is estimated as birth dates are not collected.
Number of Youth: 1st and Still Understood Lang. is an Indigenous lang.	The number of all individual youth participants (mentees) during the fiscal year whose first and still understood language is an Indigenous Language.
Number of Youth: 1st and Still Understood Language is French	The number of all individual youth participants (mentees) during the fiscal year whose first and still understood language is French.
Number of Youth: 1st and Still Understood Language is Not En/Fr/Indig	The number of all individual youth participants (mentees) during the fiscal year whose first and still understood language is not English/ French/Indigenous Language.
Number of Youth: 1st and Still Understood Language is English	The number of all individual youth participants (mentees) during the fiscal year whose first and still understood language is English.
Number of Youth: 25- 29yrs	The number of all individual youth participants (mentees) who are 25 to 29 years of age during the fiscal year. Age of youth is estimated as birth dates are not collected.

Number of Youth: Aboriginal, But Not as FN, Metis, Inuit	The number of all youth participants (mentees) during the fiscal year who identify as Aboriginal, but do not identify as First Nations, Métis or Inuit. For example, individuals identifying as Urban Aboriginal would be counted under YMPABO Number. This category is based on a youth's voluntary self-identification.
Number of Youth: African	The number of all individual youth participants during the fiscal year who identify as African. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
Number of Youth: Arab	The number of all individual youth participants (mentees) during the fiscal year who identify as Arab. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: Asian	The number of all individual youth participants (mentees) during the fiscal year who identify as West Asian. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: Black	The number of all individual youth participants (mentees) during the fiscal year who identify as Black. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: Black but None of the Above	The number of all individual youth participants during the fiscal year who identify as Black but none of the above (please specify). Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
Number of Youth: Canadian by birth	The number of all individual youth participants (mentees) during the fiscal year who are Canadian by birth.
Number of Youth: Canadian by naturalization	The number of all individual youth participants (mentees) during the fiscal year who are Canadian by naturalization.

Number of Youth: Caribbean	The number of all individual youth participants during the fiscal year who identify as Caribbean. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
Number of Youth: Chinese	The number of all individual youth participants (mentees) during the fiscal year who identify as Chinese. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category
Number of Youth: Demonstrated Improvement	The number of individual youth participants who have demonstrated an improvement in one or more of the following outcome streams in this fiscal year: 1)Employment and Entrepreneurship; 2)Educational Achievement; and/or 3)Civic Engagement/Leadership. Note: Each Lead Agency's Program Guidelines should clearly describe which outcome streams are the focus of its program; the method for measuring a change/improvement in each youth participant's function related to the relevant outcome stream(s); and when and how the data will be collected.
Number of Youth: Do Not Identify as A/B/C/D/E/F/G/H/I/J/K	The number of all individual youth participants (mentees) during the fiscal year who do not identify as Arab, Black, Chinese, Filipino, Japanese, Korean, Latin American, South Asian, Southeast Asian, West Asian, or White. This category is based on a youth's voluntary self-identification.
Number of Youth: Do Not Identify as Heterosexual or LGBTQ	The number of all individual youth participants (mentees) during the fiscal year who do not identify as heterosexual or LGBTQ. This category is based on a youth's voluntary self- identification.
Number of Youth: Do Not Know	The number of all individual youth participants during the fiscal year who cannot identify their race. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.

Number of Youth: Do Not Know Age	The total number of individual youth participants (mentees) during the fiscal year who cannot identify their age.
Number of Youth: Do Not Know Citizenship	The number of all individual youth participants (mentees) during the fiscal year who cannot identify their citizenship status. Data collection should be based on a youth's voluntary self-identification.
Number of Youth: Do Not Know Disability	The total number of individual youth participants (mentees) during the fiscal year who cannot identify their disability.
Number of Youth: Do Not Know Gender	The number of all individual youth participants (mentees) during the fiscal year who cannot identify their gender.
Number of Youth: Do Not Know Indigeneity	The number of all individual youth participants (mentees) during the fiscal year who cannot identify their Indigeneity.
Number of Youth: Do Not Know: Orientation	The number of all individual youth participants (mentees) during the fiscal year who cannot identify their sexual orientation.
Number of Youth: Eritrean	The number of all individual youth participants during the fiscal year who identify as Eritrean. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
Number of Youth: Ethiopian	The number of all individual youth participants during the fiscal year who identify as Ethiopian. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
Number of Youth: Female	The number of all individual youth participants during the fiscal year who identify as female. This category is based on a youth's voluntary self-identification.
Number of Youth: Filipino	The number of all individual youth participants (mentees) during the fiscal year who identify as Filipino. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.

Number of Youth: First Nations	The number of all youth participants (mentees) during the fiscal year who identify as First Nations. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: Ghanaian	The number of all individual youth participants during the fiscal year who identify as Ghanaian. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
Number of Youth: Heterosexual	The number of all individual youth participants (mentees) during the fiscal year who identify as heterosexual. This category is based on a youth's voluntary self-identification.
Number of Youth: Indigeneity	The number of all individual youth participants (mentees) during the fiscal year who prefer not to identify their Indigeneity.
Number of Youth: Inuit	The number of all youth participants (mentees) during the fiscal year who identify as Inuit. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: Japanese	The number of all individual youth participants (mentees) during the fiscal year who identify as Japanese. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: Korean	The number of all individual youth participants (mentees) during the fiscal year who identify as Korean. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: LGBTQ	The number of all individual youth participants (mentees) during the fiscal year who identify as LGBTQ. This category is based on a youth's voluntary self-identification.

Number of Youth: Latin American	The number of all individual youth participants (mentees) during the fiscal year who identify as Latin American. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: Male	The number of all individual youth participants during the fiscal year who identify as male. This category is based on a youth's voluntary self-identification.
Number of Youth: Métis	The number of all youth participants (mentees) during the fiscal year who identify as Métis. This category is based on a youth's voluntary self-identification. Data collection should allow respondents to select more than one category.
Number of Youth: Nigerian	The number of all individual youth participants during the fiscal year who identify as Nigerian. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
Number of Youth: Not Canadian Citizen	The number of all individual youth participants (mentees) during the fiscal year who do not hold Canadian citizenship.
Number of Youth: Other or Unknown	The number of all individual youth participants during the fiscal year who do not identify as male or female. This category is based on a youth's voluntary self-identification.
Number of Youth: Prefer Not to Answer Citizenship	The total number of individual youth participants (mentees) during the fiscal year who prefer not to identify their age.
Number of Youth: Prefer Not to Answer Age	The total number of individual youth participants (mentees) during the fiscal year who prefer not to identify their age.
Number of Youth: Prefer Not to Answer Disability	The total number of individual youth participants (mentees) during the fiscal year who prefer not to identify their disability.

Number of Youth: Prefer Not to Answer Gender	The number of all individual youth participants (mentees) during the fiscal year who prefer not to identify their gender.
Number of Youth: Prefer Not to Answer Language	The number of all individual youth participants (mentees) during the fiscal year who prefer not to identify their first and still understood language.
Number of Youth: Prefer Not to Answer Orientation	The number of all individual youth participants (mentees) during the fiscal year who prefer not to identify their sexual orientation.
Number of Youth: Prefer Not to Answer Race	The number of all individual youth participants during the fiscal year who prefer not to identify their race. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.
Number of Youth: Referrals By Sector	The number of individual youth participants (mentees) who were referred to services/resources in each sector during the fiscal year. Sector means the type of service or opportunity the YMP refers the youth to during the fiscal year. Sectors correspond to the identified issues. The list of sectors is: Arts/Culture; Child Welfare Supports; Education/Skill Development; Employment; Healthcare Supports; Housing; Income Support; Legal Services; Mental Health Supports; Parent/Caregiver Supports; Recreation/Sport; Settlement; Domestic/Relationship Violence; Other (Please specify:)Youth may be referred to more than one sector and are counted once for each sector they are referred to (e.g. if a youth is referred to a total of five different agencies or programs in three different sectors, they are counted once in each sector for a total of three).
Number of Youth: Somali	The number of all individual youth participants during the fiscal year who identify as Somali. Data collection should allow respondents to check all that apply and be based on a youth's voluntary self-identification.

Indigenous Healing and Wellness Strategy

General expectations

1. **Applicable to all IHWS transfer payment recipients (TPRs) and their sub- contractors (i.e. member communities and third parties)**

   Informed consent: Participation in the program is expected to be voluntary. Individuals who can give their consent to service or treatment must be provided with informed consent respecting any service provided or intervention undertaken. In the case of children and youth, consent must be received from the parent, guardian or authorized substitute decision-maker (e.g., as required in the *Child, Youth and Family Services Act*)

   Vulnerable sector checks: TPRs must confirm that a Police Vulnerable Sector Check has been completed within the last three years, and every three years thereafter for anyone who comes into unsupervised contact with women and/or their dependents while performing their duties at the agency. This requirement applies to both current and new staff, volunteers and others (e.g., students, board members, Elders, Knowledge Keepers, Traditional Healers, purchased services)

   Certificates of insurance: TPRs must ensure that insurance is purchased and renewed annually to provide coverage for their IHWS programs. Certificates of Insurance are required as part of the annual budget process and must be submitted to the IHWS office through Transfer Payment Ontario

   Optional year-end narrative report: TPRs may report on the impacts and outcomes of their IHWS funding through an optional year-end narrative.

   TPRs may use the template available for download in Transfer Payment Ontario or self-determine how they would like to report (e.g., year-end report, visuals, video, client surveys, etc.)

2. **Applicable to all Mental Health & Addictions service providers**

   - ConnexOntario**:** TPRs (including third parties/member communities) who deliver mental health and addictions programming and services (e.g., Healing Lodges, MHA Treatment & Healing Centres, Mental Health Program) are [encouraged to register with ConnexOntario](#)

(https://www.connexontario.ca/en-ca/) to support individuals in accessing services;

- ConnexOntario provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness or gambling by connecting them with services in their area;
- Service partners can request to be added to ConnexOntario by emailing hdl@connexontario.ca (mailto:hdl@connexontario.ca).

3. Applicable to all Congregate Living Service Providers

Serious occurrence reporting: TPRs and third parties/member communities who deliver programming in a congregate living setting (residential) must report on serious incidents to the ministry using the online Serious Occurrence Reporting tool. Please contact your IHWS Program Supervisor for more information or email ihws.sor@ontario.ca (mailto:ihws.sor@ontario.ca)

4. Applicable to all IHWS transfer payment recipients who have member communities, satellite offices, and third parties (i.e., subcontractors) who deliver IHWS programming

Sub-contractor form validation: TPRs who have third parties/member communities are required to review and update their unique Sub-contractor Form to be submitted as part of the budget form process

Component: IHWS – Supportive Resources, Training and Capacity Building

Services delivered: IHWS community & resource development, policy & planning programs

Component: IHWS – Supportive Resources, Training and Capacity Building

Legislation: *Ministry of Community and Social Services Act*

Service objectives

- Enhance the capacity of Indigenous partners and service providers for health policy and planning, culturally responsive service delivery, and community and resource development.

Service Description

- **Community development support workers:** provide services and supports to member communities to enhance their skills and capacity to design, implement and report on IHWS programs;
- **Health policy analysts:** facilitate policy development to address the broader areas of health, healing, wellness, and family violence in Indigenous communities;
- **Indigenous health planning authorities:** responsible for planning related to wholistic community and regional health, healing, and wellness services, including service planning, ongoing liaison and engagement with member communities;
- **Za-Geh-Do-Win information clearinghouse:** acquires, develops, maintains, and disseminates Indigenous-specific resource materials;
- **Aboriginal shelters of Ontario:** provide training and capacity building to improve the delivery of services to Indigenous survivors of violence.

People served

- Services are primarily provided to Indigenous communities and organizations;
- Member communities may include First Nations, Métis Councils, Friendship Centres, local chapters or councils, etc.

Program / Service Features

The program/services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as a part of the activities and services.

Specific service provided may include

1. ### Community development support workers:
   - Support member communities with the design, implementation and/or management of IHWS-funded programs and projects, including the maintenance of required program, service and financial reporting, which may include performance measurement and program evaluation initiatives;
   - Support member communities with the development and coordination of community development initiatives;
   - Communicate key program-related information to member communities, including information and reminders regarding reporting timelines;
   - Provide community development assistance, resources and training to member communities to improve operations, such as administrative processes, policies and procedures.

2. ### Health policy analysts:
   - Conduct research, data analysis and/or policy development with respect to identifying and documenting existing and emerging healing, health, wellness and family violence priorities in Indigenous communities;
   - Advocate for member communities' identified needs, priorities, challenges and barriers;
   - Communicate/share information with member communities and organizations, e.g., policy issues/concerns, research findings/results, toolkits, funding and learning/training opportunities, outcomes of community

engagements, etc.
- Build relationships and facilitate engagements with member communities and organizations, as well as government partners;
- Serve as a representative on relevant committees and share information gained to member communities or organizations, as deemed appropriate by individual organizations;
- Communicate with member communities, organizations and other partners using a variety of methods and tools, such as information summaries (e.g., newsletters), options or position papers, briefing notes, presentations, etc.

3. Indigenous health planning authorities:

- Community Engagement: identify emerging health issues/trends from a wholistic lens and share information and resources with member communities, including community leadership and frontline staff;
- Program & Strategic planning: short and long-term planning and coordination to identify health service gaps, emerging health issues, community priorities and strategies to address issues;
- Research and data collection: may include developing, implementing, identifying and/or supporting research projects to support health policy and planning;
- Policy analysis/synthesis and advice: may include analysis of research, data and community engagements to develop policies, strategic plans, and/or advice to improve Indigenous healing, health and wellness;
- Gatherings & Networking: organize networking opportunities and gatherings for frontline staff, community leaders, member communities and other relevant parties to improve policy research, analysis and development, information/knowledge sharing, partnerships, and collaboration;
- Advocacy: advocate on behalf of member communities and/or support senior leadership with advocacy, as appropriate or requested.

4. Za-Geh-Do-Win information clearinghouse:

- Provide services to Indigenous communities and organizations, as well as non-Indigenous organizations, and individuals requesting information and assistance regarding Indigenous-specific resource materials;
- Collect, compile, develop, catalogue, and distribute Indigenous-specific

information, resource materials, research and documents regarding family violence, family healing and health;

- Offer community workshops, training, and presentations to provide information on Indigenous health, family violence and healing;
- Organize outreach and communication activities, including knowledge sharing and engagement at community events and/or online platforms, as well as publish and distribute newsletters in printed and electronic versions.

5. Aboriginal shelters of Ontario:

- Support the development and capacity of Indigenous women's shelters and family healing programs through:
  o Ongoing training;
  o Dedicated support and advice to address operational issues and build organizational capacity.
- Provide training to non-Indigenous agencies and organizations (as able and appropriate) to support them in understanding and addressing the unique needs of Indigenous survivors of violence, including police and justice services, health and social service agencies, child welfare, etc.

Reporting requirements

1. Year-end narrative report:

- Transfer payment recipients (TPRs) are required to complete a consolidated year-end narrative report provided by the ministry for all funded IHWS Community Development, Policy & Planning Programs.

2. Service Data:

- The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Trainings and Community Support Activities: ICDPP	The total number of training sessions and community support activities provided to communities and organizations in the reporting period. Activities include training, field/site visits, gatherings/meetings, and community engagements. Each activity held during the reporting period should be counted as "1". If none are provided, put "0".
Number of Communities/Organizations: Accessed Training & Community Support: ICDPP	The total number of unique communities/organizations who accessed/received training sessions and community support activities in the reporting year. Activities may include training, field/site visits, gatherings/meetings, and community engagements. Each unique community/organization should be counted only once per reporting period. If none are supported, put "0".
Number of Resources Developed: ICDPP	The total number of unique resources developed, such as toolkits, policy and research papers, newsletters, e-bulletins, social media resources (e.g., videos, factsheets), manuals, training documents, etc. Each unique resource developed during the reporting period should be counted as "1". If none are developed, put "0".
Ministry-funded Agency Expenditures: ICDPP	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver IHWS Community Development, Policy & Planning Programs in the reporting year (cumulative).

Services delivered: Indigenous anti- human trafficking liaisons

Component: IHWS – Supportive Resources, Training and Capacity Building

Legislation: *Ministry of Community and Social Services Ac*

Program goals

- Increased knowledge and awareness of human trafficking in Indigenous communities and related services and supports;
- Service providers and frontline workers have the knowledge, skills, attitudes and tools needed to identify and meet the needs of Indigenous survivors of human trafficking;
- Indigenous survivors of human trafficking have increased access to culturally safe and trauma informed services and supports;
- Increased knowledge and awareness of mental health and addictions services to support Indigenous survivors of human trafficking;
- Build capacity amongst the Indigenous Anti Human Trafficking Liaisons to increase awareness and knowledge on the complex trauma and long-term effects of human trafficking.

Service objectives

- The Indigenous Anti-Human Trafficking Liaisons (IAHTLs) and Specialized Mental Health and Addictions (MHA) Liaisons will work with Indigenous communities and organizations to deliver on the following objectives:
  - Strengthen agency, community, and survivor capacity;
  - Support the development and delivery of Indigenous-led initiatives;
  - Support Indigenous-specific prevention and awareness.
- The IAHTLs and Specialized MHA Liaisons will work with non-Indigenous agencies to deliver on the following objectives:

- Support agencies in systems navigation to ensure Indigenous women and girls are connected to appropriate services and supports provided by an Indigenous organization;
- Support increased knowledge and awareness of the differences between human trafficking of Indigenous women and non-Indigenous women;
- Support the increased knowledge and awareness of Indigenous worldviews of mental health and addictions.

Service description

- IAHTLs and Specialized MHA Liaisons work with communities to identify community needs and assist in building capacity to address trafficking and support Indigenous survivors of human trafficking;
- IAHTLs will support Indigenous communities and organizations in identifying, building and connecting Indigenous survivors of human trafficking to culturally responsive services;
- Specialized MHA Liaisons will support organizations and individuals in identifying, building and connecting Indigenous survivors of human trafficking to dedicated culturally responsive mental health and addictions support;
- Support non-Indigenous organizations to build and maintain relationships with appropriate Indigenous organizations and service providers.

People served

- First Nations, Métis and Inuit survivors of human trafficking;
- Indigenous and non-Indigenous organizations and service providers;
- First Nations, Métis, Inuit and urban Indigenous communities.

Program / Service Features

The Program/Services contracted by the Ministry will reflect the following features:
- The program and related projects and services are designed, managed and delivered by and for Indigenous peoples;

- Liaisons utilize a culture based, strengths based and trauma informed approaches;
- Liaisons will be responsive to the needs of Indigenous communities in rural, remote and fly-in communities. This includes responding to trends around mining and resource extraction and the increased risk of trafficking in communities that are affected;
- Programming is voluntary and recognizes the complexity of human trafficking and the autonomy of survivors/survivors and their right to self-determination.

Specific services delivered may include

1. **Training & support activities**
- Provide training and capacity building to help Indigenous organizations and service agencies develop and deliver culturally responsive, trauma informed engagement models and resources for Indigenous survivors of human trafficking;
- Assess local agencies' knowledge and capacity to address issues related to human trafficking, and provide consultation on how service plans, programs and policies can better meet the needs of Indigenous survivors of human trafficking;
- Support the identification of community needs, community driven strategies, local service models and service delivery protocols;
- Support Indigenous organizations in the development of provincially funded human trafficking related projects and initiatives;
- Inform programming by providing education on new and emerging trends, and the spectrum of human trafficking.

2. ## Community and survivor engagement, collaboration and relationship- building, education and awareness

- Build relationships and collaborate with Indigenous and non-Indigenous communities, organizations and service agencies across the service system to help identify:

- human trafficking trends and targeted populations;
- gaps in existing service delivery systems;
- opportunities to improve local responses and supports to human trafficking;
- service system planning and community/sector capacity building needs (e.g., training, resources).

- Participate in, lead or support in establishing (as appropriate/relevant) regional Anti-Human Trafficking Coalitions and Committees;
- Engage with survivors to gather information on their needs and priorities as well as current gaps in services and locally led best practices from a survivor perspective;
- Facilitate survivor involvement and voices in the design of policies, programs and services at both the local and provincial level;
- Deliver community education and awareness raising activities;
- Develop education, awareness, and prevention materials, tools and resources;
- Report on trafficking patterns within and outside identified human trafficking hubs;
- Relationship-building and collaboration with MCCSS and ministry partners to inform provincial policy and program development to support the needs of Indigenous survivors of human trafficking;
- Participate in the development and implementation of provincial public awareness campaigns and prevention initiatives to ensure these are informed by the perspectives and lived experiences of Indigenous survivors of human trafficking;
- Provide access to Indigenous healing and cultural supports for survivors, including teachings, healing circles, ceremonies, and land-based healing activities.

Specialized mental health & addictions (MHA) anti-human trafficking liaisons

Specialized MHA Liaisons will work with community to identify community needs and assist in building capacity to address mental health, addictions, trafficking and support

Indigenous survivors of trafficking. They will also assist in providing targeted service planning and delivery supports to Indigenous agencies and communities, as well as assisting non-Indigenous agencies seeking to provide culturally responsive services to Indigenous survivors of human trafficking.

Specific services delivered may include

1. **Training & support activities**
   - Collaborate with communities and service providers to identify needs and assist in building mental health and addictions capacity to support Indigenous survivors of human trafficking;
   - Provide targeted ongoing service planning and delivery supports to Indigenous communities and organizations, and non-Indigenous agencies seeking to provide culturally responsive mental health and addictions services;
   - Help build the capacity of mental health and addictions providers to connect Indigenous survivors of human trafficking with culturally responsive services;
   - Help Indigenous-led anti-human trafficking organizations develop and implement plans to improve access to mental health and addiction information, services, treatments, and supports for priority populations and areas;
   - Support non-Indigenous-led agencies to connect with Indigenous organizations to undertake culturally responsive engagement models that reflect the needs of survivors in different stages of trafficking, resources for mental health and addiction services within Indigenous communities (i.e., Training, referral to an Elder).

2. Community and survivor engagement, collaboration and relationship- building, education and awareness
   - Develop an inventory of available mental health and addictions services and identify service gaps based on the input and experiences of Indigenous survivors of human trafficking;
   - Support the development and coordination of mental health and addiction service planning protocols with First Nations, Métis, Inuit and urban and rural Indigenous communities and service providers;

- Support the development of resources to support the needs of Indigenous survivors of human trafficking, as needed;
- Build relationships and collaborate with Indigenous and non-Indigenous communities, organizations and service agencies across the service system to help identify the mental health and addictions needs of survivors of human trafficking;
- Participate in regional Anti-Human Trafficking Coalitions and Committees and any relevant Mental Health and Addictions cross-sector planning tables to ensure consideration of the mental health and addiction service needs of Indigenous survivors of human trafficking at the local, regional and provincial level;
- Raise awareness and promote community education about the relevant mental health and addiction services and supports available for Indigenous survivors of human trafficking;
- Provide or connect survivors and their families with relevant educational materials and available resources.

Reporting requirements

1. Year-end narrative report
- Service partners are required to create a year-end narrative report that communicates the impacts and outcomes of the program for the following groups:
  - Indigenous survivors of human trafficking;
  - Indigenous and non-Indigenous service providers;
  - Indigenous communities.
- Service partners should include information on ongoing community needs and priorities, as well as gaps and challenges in delivering or collaborating across services for Indigenous survivors of human trafficking;
- Service partners may highlight participant feedback on projects and services and use participants' own words when possible;
- Narrative reports can utilize creative forms of communication and reporting, including audio, visual, oral and/or written formats;

- Specific information should be included in the year-end report on the impacts and outcomes of the Specialized MHA Liaisons programming. Funding for the Specialized MHA Liaisons is provided through Ontario's Mental Health & Addictions Strategy and requires service data to be collected through separate data elements (see table below).

2. Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Trainings: IAHTL	The total number of training sessions provided to Indigenous communities and organizations and non-Indigenous service providers during the reporting period. Each activity held in the reporting period should be counted as 1. Service data for the **Specialized MHA Liaisons** should not be included under this data element.
Number of Trainings – Specialized MHA Liaisons: IAHTL	The total number of training sessions provided to Indigenous communities and organizations and non-Indigenous service providers by the **Specialized MHA Liaisons** during the reporting period. Each activity held in the reporting period should be counted as 1.
Number of Service Providers: Received Training and Support Services: IAHTL	Unique, or unduplicated, count of service providers who received training and support services during the reporting period. Each organization or community that attended a training session held in the reporting period should be counted as 1. Service data for the Specialized MHA Liaisons should not be included under this data element.

Number of Service Providers: Received Training and Support Services – Specialized <u>MHA</u> Liaisons: <u>IAHTL</u>	Unique, or unduplicated, count of service providers who received training and support services from the **Specialized <u>MHA</u> Liaisons** during the reporting period. The purpose of this data element is to capture the reach of the program. Each organization or community should be counted only once, even if they accessed training and support services multiple times during the reporting period.
Number of Individuals: Received Training: <u>IAHTL</u>	Unique, or unduplicated, count of individuals who attended a training session during the reporting period. The total number of unique participants for each training activity is added to calculate the total number of individuals who received training in the reporting period. Survivors who access training, education and awareness activities should be included as part of the total count. Service data for the **Specialized <u>MHA</u> Liaisons** should not be included under this data element.
Number of Individuals: Received Training – Specialized <u>MHA</u> Liaisons: <u>IAHTL</u>	Unique, or unduplicated, count of individuals who attended a training session provided through the **Specialized <u>MHA</u> Liaisons** during the reporting period. The total number of unique participants for each training activity is added to calculate the total number of individuals who received training in the reporting period. Survivors who access training, education and awareness activities should be included as part of the total count.
Number of Survivors Engaged and Supported: <u>IAHTL</u>	The total number of survivors (unique, unduplicated) who received services and supports from an Anti-Human Trafficking Liaison during the reporting period, including outreach support and referrals. Each survivor should be counted as 1 even if they received multiple services/supports. Service data for the Specialized <u>MHA</u> Liaisons should not be included under this data element.

Number of Survivors Engaged and Supported – Specialized MHA Liaisons: IAHTL	The total number of survivors (unique, unduplicated) who received services and supports from a **Specialized MHA Liaison** project during the reporting period, including outreach support and referrals. Each survivor should be counted as 1 even if they received multiple services/supports during the reporting period.
Number of Individuals Who Completed IAHTLs Survey: IAHTL	The total number of individuals who participated in training, education and awareness activities through the Indigenous Anti- Human Trafficking Liaisons (IAHTLs) during the reporting period and completed a survey about the impact of the activity.
	Each unique individual who completed a survey for a particular activity is counted as 1. The same individual can be counted more than once if they participated in a different activity and completed a survey for that activity within the same reporting period. The total number of unique individuals who completed a survey for each activity they received during the reporting period is added to calculate the total number of individuals who completed a survey for the reporting period.
	Although voluntary, all individuals must be offered the choice to complete a survey upon completion of training, education and awareness activities to assess changes in the self-reported knowledge and capacity of participants. The agency is responsible for ensuring that client privacy and confidentiality is observed to the extent possible.
	Note: This data element will be used to understand what portion of individuals who completed a survey felt the services they received increased knowledge and capacity to support Indigenous survivors of human trafficking.

Number of Individuals: Reported Increased Knowledge and Capacity: IAHTL	The total number of individuals who completed a survey on training, education and awareness activities through the Indigenous Anti-Human Trafficking Liaisons (IAHTLs) and who reported increased knowledge and capacity to support Indigenous survivors of human trafficking. Each unique individual who completed a survey for a particular activity and reported increased knowledge and capacity is counted as 1. The same individual can be counted more than once if they participated in a different activity and completed a survey for that activity within the same reporting period and reported the increased knowledge and capacity.
	The total number of unique individuals who completed a survey for each activity they received during the reporting period and reported the increased knowledge and capacity is added to calculate the total number of individuals who reported the increased knowledge and capacity.
	The count is derived by administering a survey question to individuals upon completion of the training activities.
	An example question that could be used to obtain a count is: "To what extent do you feel that the training has enhanced your ability to support Indigenous survivors of human trafficking?
	To a great extent
	Somewhat
	Very little
	Not at all"
	Only individuals who select "to a great extent" or "somewhat" should be counted. Individuals who select "very little" or "not at all" should not be counted.

Number of Individuals Who Completed Specialized MHA Liaisons Survey: IAHTL	The total number of individuals who participated in training, education and awareness activities through the **Specialized MHA Liaisons** during the reporting period and who completed a survey about the impact of the activity. Each unique individual who completed a survey for a particular activity is counted as 1. The same individual can be counted more than once if they participated in a different activity and completed a survey for that activity within the same reporting period. The total number of unique individuals who completed a survey for each activity they attended during the reporting period is added to calculate the total number of individuals who completed a survey for the reporting period. Although voluntary, all individuals must be offered the choice to complete a survey upon completion of training, education and awareness activities to assess changes in the self-reported knowledge of participants. The agency is responsible for ensuring that client privacy and confidentiality is observed to the extent possible. Note: This data element will be used to understand what portion of individuals who completed a survey felt the services they received increased knowledge of MHA services.

Number of Individuals: Reported Increased Knowledge of MHA Services – Specialized MHA Liaisons: IAHTL	The total number of individuals who completed a survey on training, education and awareness activities through the **Specialized MHA Liaisons** and who reported increased knowledge of mental health and addictions services to support Indigenous survivors of human trafficking.
	Each unique individual who completed a survey for a particular activity and reported the increased knowledge of MHA services is counted as 1. The same individual can be counted more than once if they participated in a different activity and completed a survey for that activity within the same reporting period and reported the increased knowledge of MHA services. The total number of unique individuals who completed a survey for each activity they received and reported the increased knowledge of MHA services is added to calculate the total number of individuals who reported the increased knowledge of MHA services.
	The count is derived by administering a survey question to individuals upon completion of the training activities.
	An example question that could be used to obtain a count is: "To what extent did the training increase your knowledge of mental health and addiction services available in your community to support Indigenous survivors of human trafficking?
	To a great extent
	Somewhat
	Very little
	Not at all"
	Only individuals who select "to a great extent" or "somewhat" should be counted. Individuals who select "very little" or "not at all" should not be counted.
Ministry- funded Agency Expenditures: IAHTL	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Indigenous Anti-Human Trafficking Liaison program in the reporting year (cumulative).

Services delivered: Indigenous translators

Component: <u>IHWS</u> – Supportive Resources, Training and Capacity Building

Legislation: *Ministry of Community and Social Services Act*

Service objectives

- Provide culturally responsive Indigenous language translation and service supports in both medical and non-medical contexts.

Service description

- Indigenous language translation services are provided to facilitate communication between Indigenous individuals and medical, health and social service practitioners regarding symptoms, diagnoses, care, treatments and follow-up services;
- Additional service supports may include hospital site navigation, peer counselling, referrals, advocacy, and cultural therapeutic supports (Traditional healers, medicines and ceremonial supplies and resources).

People served

- Indigenous individuals and families, including children, partners, family members, friends, personal support workers accompanying clients.

Program / Service Features

The Program/Services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as a part of the activities and services.

Specific service provided

1. **Client-based services**

- Client-based services are intended to improve Indigenous health by facilitating communication between Indigenous patients and health care providers through provision of language translation services. Services are intended to facilitate communication and understanding of health symptoms, diagnoses, treatments and follow-up services;

- Patient and family support services, such as hospital site navigation, form completion, service referrals, advocacy, peer counselling, and cultural therapeutic supports (Traditional healers, medicines, and ceremonial supplies and resources).

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals: Indigenous Translators	Unique, or unduplicated, count of individuals who received client- based services through the Indigenous Translators Program during the reporting period. Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. See Service description for further details and examples of client-based services. (https://www.ontario.ca//_Client-based_Services_1)

Number of Translation Services Provided: Indigenous Translators	The total number of Indigenous language translation services provided to individuals and families through the Indigenous Translator program during the reporting period. For example, if an individual accessed translation services five times in the reporting period, this would be counted as five.
Number of Patient & Family Supports Provided: Indigenous Translators	The total number of patient and family support services provided to individuals and families through the Indigenous Translator program during the reporting period. Examples of patient and family support services include support with form completion, service referrals, advocacy, peer counselling and access to cultural therapeutic supports. For example, if an individual accessed patient and family support services five times in the reporting period, this would be counted as five. Indigenous language translation service should not be captured under this data element. If none are provided, put "0".
Ministry- funded Agency Expenditures: Indigenous Translators	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Indigenous Translators program in the reporting year (cumulative).

Services delivered: outpatient accommodations and supports

Component: IHWS – Supportive Resources, Training and Capacity Building

Legislation: *Ministry of Community and Social Services Act*

Service objectives

- Improve the health of Indigenous people by providing short-term accommodation and service supports for Indigenous people accessing health care in Timmins and Kenora.

Service description

- Services include short-term accommodation, including meals, to Indigenous people accessing health care away from their homes or communities;
- Additional client-based services may include translation services, peer counselling, referrals, advocacy, cultural therapeutic supports (e.g., Traditional Healers, medicines and ceremonial supports and resources), and transportation to and from an airport, train station or bus terminal.

People served

- Indigenous individuals and families, including children, partners, family members, friends, personal support workers accompanying clients for short-term accommodation, meals and supports.

Program / Service Features

The Program/Services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as a part of the activities and services.

Specific service provided

- Accommodation and meals;

- Support services:
  o Translation services and referrals;

  o Transportation (to and from an airport, train station or bus terminal only) Peer counselling, advocacy, and referrals;

  o Health navigation and coordination of on-going supports (coordinating with Hospital, health organization and the members' community health department) for continuum of care.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals: Received Accommodation: Outpatient Accommodation & Supports	Unique, or unduplicated, count of individuals (including dependents/children) who received short-term accommodation and meals, including hotel stays, during the reporting period.
	Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period.

Number of Individuals: Received Support Services: Outpatient Accommodation & Supports	Unique, or unduplicated, count of individuals (including dependents/children) who received support services such as translation services, referrals, or transportation (e.g., to and from an airport, train station or bus terminal) during the reporting period. An individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period.
Number of Resident Days: Outpatient Accommodation & Supports	The number of 24-hour periods for which an individual is provided residential care. The day on which an individual is admitted is included as one day of service. The day on which an individual is discharged is not counted. Each occupied bed counts as one day of residential care, which includes hotel rooms and overflow beds, such as cots. When the individual enters and leaves the service on the same day, one day is counted. Beds occupied by a dependent or child are included in this count. Note: The day of exit is not counted to allow accurate calculation of occupancy rates. Otherwise, the same bed would be counted twice for two different individuals on the same day. To track resident days, take a daily census of occupied beds (including alternate settings if used) and add up the census to calculate the total resident days for the reporting period.
Number of Individuals: Accompanying an Individual who Received Accommodation: Outpatient Accommodation & Supports	Unique, or unduplicated, count of individuals (e.g., partners, family members, friends, personal support workers) accompanying clients who received short- term accommodation and meals. Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period.

Number of Beds: Outpatient Accommodation & Supports	The total number of beds dedicated for residential services to the Outpatient Accommodation and Supports program at the end of the reporting period. The total number of beds includes the spaces that are and are not occupied at the time of count.
	The following types of beds are counted:
	Beds funded by MCCSS; and
	Beds funded by other revenue (e.g., fundraising) but dedicated for use for Outpatient Accommodation & Supports clients
	The following types of beds are NOT included in the count:
	Beds funded by other programs (e.g., homelessness); and
	Alternate settings (e.g., overflow beds, cots, hotel rooms, cribs, etc.) that are used when the shelter is at capacity
	If your agency does not have physical beds for IHWS client use, put "0". Hotel beds should not be reported under this data element.
Ministry-funded Agency Expenditures: Outpatient Accommodation & Supports	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Outpatient Hostels program in the reporting year (cumulative).

Services delivered: program supports and service planning

Component: <u>IHWS</u> – Supportive Resources, Training and Capacity Building

Legislation: *Ministry of Community and Social Services Ac*

Service objectives

- Support the effective and efficient implementation of <u>IHWS</u> programs and services through one-time or time-limited program supports;

- Support relationship building across <u>IHWS</u> service providers and the Government of Ontario (<u>e.g.</u>, Collaborative Tables).

Service description

- Program Supports and Service Planning funding aims to:

  o Provide one-time operational supports to address pressures or challenges experienced by service providers;

  o Service system planning and relationship building across <u>IHWS</u> service providers and the Government of Ontario (<u>e.g.</u>, Collaborative Tables);

  o Support capacity building through training, research and evaluation activities.

Program / Service Features

The program/services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as a part of the activities and services.

Specific services provided

1. <u>Program supports</u>

- o Provision of one-time funding to respond to emerging issues and needs in IHWS-funded programs.

2. IHWS collaborative forums

   - o The IHWS Collaborative Forums and Healing Lodge & Treatment Centre Forum are a venue for IHWS partners and service providers to collaborate with the Government of Ontario to support the effective delivery of Indigenous Healing and Wellness Strategy programs and services.

3. Research and evaluation

   - Research and evaluation activities may include:
     - o the development of performance and outcome measures implementation of program reviews;
     - o research on program development, best/wise practices and emerging issues.

Reporting requirements

1. Year-end narrative report

   - Recipients of one-time funding are required to submit a year-end narrative report outlining the outputs and impacts achieved through the one-time funding. A template will be provided by the Indigenous Healing & Wellness Strategy Office. Narrative reports can utilize creative forms of communication and reporting, including audio, visual, oral and/or written formats.

2. Service data

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Description

Ministry-funded Agency Expenditures: PSSP	Total ministry-funded expenses for the Transfer Payment Recipient under Program Supports & Service Planning in the reporting year (cumulative).

Component: IHWS – Promotion and Prevention

Services delivered: community wellness worker

Component: IHWS – Promotion and Prevention

Legislation: *Ministry of Community and Social Services Act*

Service objectives

- Reduce family, sexual and gender-based violence and improve the healing, health and wellness of Indigenous individuals, families, and communities.

Service description

- Community Wellness Workers provide wholistic strengths-based and trauma-informed services, referrals, support, case management and cultural programming to Indigenous individuals, families and communities to address and respond to existing and emerging family violence, health, healing and wellness issues, including intergenerational trauma.

People served

- Indigenous individuals, families, and communities.

Program / Service Features

The program/services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as a part of the activities and services;
- Programming and services are culturally responsive, trauma-informed, and strengths-based and reflect the individual, family and/or community needs.

Specific services provided may include

1. Client-based services

- Client-based services are 1-on-1 supports provided to an individual and/or family and may include:
  - Wellness planning;
  - Case Management;
  - Peer Counselling;
  - Assisting individuals to access services related to reducing family, sexual and gender-based violence and improving Indigenous health, healing and wellness;
  - Advocacy;
  - Crisis intervention;
  - Referrals to other services such as mental health and addictions, counselling, legal services, shelters, court workers, food banks, employment, training, housing.

2. Group-based activities

- Activities are provided in a group-based setting and oriented towards reducing and preventing family violence and improving Indigenous health by:
  - Providing focused education and information;
  - Promoting positive change in values, attitudes and behaviours;
  - Fostering healing and enabling individuals, families and communities to achieve and enjoy a healthy and balanced life.

- Group-based activities may include:
  - Healing/cultural teaching circles and/or support groups;
  - Land-based activities;
  - Ceremonial and traditional activities, such as (but not limited to) sweat lodges, medicines, teachings, beading, moccasin making, Indigenous arts and crafts, drumming, ribbon skirt/shirt making, etc.

- o Workshops (e.g., healthy relationships, anger management, stress management, family communication, conflict resolution, self-esteem, grief and loss, self-care, parenting skills, budgeting, nutrition, life skills);
- o Fitness and/or recreational activities.

3. Community outreach, engagement & relationship building

- Community outreach, engagement and relationship building activities are offered to the community-at-large and/or other organizations and oriented towards reducing and preventing family violence and improving Indigenous health
- Activities may include:
  - o Public presentations;
  - o Public awareness and education campaigns;
  - o Organizing or participating in community, health and wellness fairs or events (e.g. pow-wows, feasts);
  - o Participating in local committees;
  - o Outreach and relationship-building with health and social service organizations and other community partners (e.g., information sharing, referral protocol development, building cultural awareness and competency, hosting gatherings).

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Individuals: Received Client-Based Services: CWW	Unique, or unduplicated, count of individuals (including dependents/children) who received client-based services during the reporting period. Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. See Service description for further details and examples of client- based services (https://www.ontario.ca//_Client-based_Services_2) .
Number of Client-Based Services: CWW	The total number of 1-on-1 client-based services provided to individuals during the reporting period. For example, if an individual accessed counselling service five times in the reporting period, this would be counted as five. See Service description for further details and examples of client- based services.
Number of Group-Based Activities: CWW	The total number of group-based activities delivered during the reporting period. Each activity held in the reporting period should be counted as 1. If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reports the group-based activity should also report the total number of individuals who attended that group-based activity under the "Number of Individuals: Accessed Group-Based Activities: CWW". If group-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.

Number of Individuals: Accessed Group-Based Activities: CWW	The total number of individuals who took part in group-based activities during the reporting period. The same individual can be counted more than once if they participate in more than one group-based activity in the same reporting period. The total number of participants for each group- based activity is added to calculate the total number of individuals who took part in group-based activities in the reporting period. For example, if an individual attends four group-based activities in a reporting period, count four (4). If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reported the group-based activity (to be decided by the service provider) is responsible for reporting the total number of individuals who accessed the group-based activity under this data element. Do not include participants of the group-based activities that were not reported in "Number of Group-Based Activities: CWW". If group-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.
Number of Community Outreach, Engagement & Relationship Building Activities: CWW	The total number of community outreach, engagement & relationship building activities delivered through the Community Wellness Worker program during the reporting period. Each activity held during the reporting period should be counted as 1. If community outreach, engagement & relationship building activities are not provided through your IHWS-funded program, put "0". See Service description for further details and examples of community outreach, engagement & relationship building activities.
Ministry- funded Agency Expenditures: CWW	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Community Wellness Worker program in the reporting year (cumulative).

Services delivered: health navigator program

Component: IHWS – Promotion and Prevention

Legislation: *Ministry of Community and Social Services Act*

Service Objectives

- The Health Navigator Program provides a range of wholistic health and mental health navigation, advocacy, discharge planning and support services to Indigenous people to improve the equitable access to and quality of health services.

Service Description

- Health Navigators provide a range of wholistic health and mental health navigation, advocacy, discharge planning and/or support services (e.g., Indigenous language translation, intake tables with community service providers) to Indigenous peoples to support them in navigating complex health systems (e.g. provincial, federal and community-based health services).

People Served

- First Nation, Métis and Inuit, and urban Indigenous individuals and their families and/or support system.

Program / Service Features

The Program/Services contracted by the Ministry will reflect the following features:
- Indigenous cultural approaches are reflected or used as a part of the activities and services;
- Depending on community needs, the health navigator program may be based in a First Nation, hospital, health unit, Aboriginal Health Access Centre, and/or community-based service provider (e.g., local member community of a Provincial Indigenous Organization).

Specific service provided may include

1. **Client-based services:**
   - Client-based services are 1-on-1 supports provided to an individual and/or family and may include:

   a) Intake & Assessment
      - Establish relationships with appropriate partners, including clinical staff and other service providers to identify patients/individuals requiring supports;
      - Assess and determine the individual's health/mental health care plan and other support needs;
      - Support individuals and families at visits with clinical staff and service providers;
      - Help patients to understand their own health care needs and the broader health care system (e.g., differences between provincially and federally funded health services);
      - Provide peer counselling, as appropriate;
      - Creation of or participation in intake tables with community service providers (e.g., hospital, social service providers, etc.) to assess the needs of the individual and co-develop person-centric plan of care.

   b) Navigation services & discharge planning
      - Support patients and families to navigate mainstream health services and access culturally responsive and wholistic health (including physical, mental, emotional and spiritual health) services, such as community-based services and programs, traditional healing, mental health and addictions services, etc.
      - Provide discharge planning and post-discharge follow-up (including connecting patients and families with service providers) to support individuals in transitioning back to their communities/homes and connecting them with appropriate programs and services;

- Link clinical supports with community-based, culturally safe and wholistic programs and services (e.g., IHWS programs) to support individuals and families in accessing wholistic care.

c) Advocacy, education & communication

- Advocate for patients and their families seeking access to health care (e.g., consent received to communicate with service providers on their behalf);
- Enhance communication between patients and families, clinical staff, and service providers to assist individuals and families/support systems in accessing the appropriate services that meet their needs;
- Assist individuals and families with cultural and Indigenous language translation services, e.g., interpreting health directives in traditional languages;
- Liaise on behalf of Indigenous patients/individuals with mainstream health providers to present Indigenous realities;
- Collaborate with other health navigators and service providers to assist clients in accessing the appropriate health and complementary programs and services to meet their needs;
- Provide or connect individuals and their families with educational materials and resources;
- Provide education to clinical staff and other service providers as needed to enhance culturally safe care (e.g., find opportunities for clinicians to participate in cultural competency training).

2. Capacity development activities

Capacity development activities may include (as appropriate):

Policy and protocol development: assist and support the development of specific policies or protocols to improve access and provision of culturally appropriate and safe services for Indigenous peoples

Resource development: support development of specific training curriculum, resources, and other educational material as needed

Work with Ministry of Health-funded Mental Health System
Coordinators to support system-level improvements (as necessary)

3. Group-based activities

- Activities are provided in a group-based setting and oriented towards improving Indigenous health and/or mental health by:
  - Promoting positive change in values, attitudes and behaviours;
  - Fostering healing and enabling individuals, families and communities to achieve and enjoy a healthy and balanced life;
  - Increasing awareness of specific issues, risks or concerns in the community or group, including (but not limited to) mental health, health equity, health system access and the social determinants of health;
  - Providing education and information to improve Indigenous health and mental health and reduce and prevent community or group risk factors.
- Group-based activities may include, as appropriate and able:
  - Community outreach and education opportunities including workshops, public presentations, public awareness and education campaigns, community and cultural events/fairs, etc.
  - Healing/cultural teaching circles and/or support groups Remote/virtual programming;
  - Fitness and/or recreational activities Land-based activities.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Individuals: Received Client-Based Services: Health Navigators	Unique, or unduplicated, count of individuals who received / accessed client-based services during the reporting period. Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. See Service description for further details and examples of client- based services.
Number of Client-Based Services: Health Navigators	The total number of 1-on-1 client-based services provided to individuals during the reporting period. For example, if an individual received discharge planning supports three times in the reporting period, this would be counted as three. See Service description for further details and examples of client-based services.
Number of Group-Based Activities: Health Navigators	The total number of group-based activities delivered during the reporting period. Each activity held in the reporting period should be counted as 1. If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reports the group-based activity should also report the total number of individuals who attended that group-based activity under the "Number of Individuals: Accessed Group-Based Activities: Health Navigators". If group-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.

Number of Individuals: Accessed Group-Based Activities: Health Navigators	The total number of individuals who took part in group-based activities during the reporting period. The same individual can be counted more than once if they participate in more than one group-based activity in the same reporting period. The total number of unique participants for each group-based activity is added to calculate the total number of individuals who took part in group-based activities in the reporting period. For example, if an individual attends four group-based activities in a reporting period, count four (4). If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reported the group-based activity (to be decided by the service provider) is responsible for reporting the total number of individuals who accessed the group-based activity under this data element. Do not include participants of the group-based activities that were not reported in "Number of Group-Based Activities: Health Navigators". If group-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.
Ministry- funded Agency Expenditures: Health Navigators	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Health Navigators program in the reporting year (cumulative).

Services delivered: health outreach workers

Component: IHWS – Promotion and Prevention

Legislation: *Ministry of Community and Social Services Act*

Service objectives

- Support equitable access for urban and rural Indigenous communities to primary health and healing services and programs;

- Address immediate and long-term health and healing needs with families who have experienced violence;

- Improve the overall health and well-being of Indigenous communities.

Service description

- The Health Outreach Worker program combines traditional and mainstream approaches for the benefit of urban and rural Indigenous communities;

- Program workers offer intervention strategies and traditional and cultural supports to clients, but also provide advocacy and systems navigation to ensure equitable access to primary healthcare providers.

People served

- Indigenous individuals, families and children.

Program / Service Features

The Program/Services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as a part of the activities and services;

- Programming and services are culturally responsive, trauma-informed, and strengths-based and reflect the individual, family and/or community needs.

Specific service provided may include

1. Client-based services

- **1-on-1 services:** supports are provided to an individual, such as peer/counselling, home visits, service navigation, advocacy, referrals and aftercare.

2. Group-based activities

- Therapeutic and/or healing supports provided in a group and/or family-based setting, such as healing/cultural teachings, support groups, peer/counselling, traditional/ cultural activities or small workshops, and land-based activities.

3. Community outreach, engagement & relationship-building

- Community outreach, engagement and relationship-building activities are offered to the community-at-large and oriented towards reducing and preventing family violence and improving Indigenous health;

- Activities may include workshops, public presentations and information sessions, public awareness and education campaigns, community and cultural events/fairs (e.g., attending pow-wows), networking, and fitness and/or recreational activities.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Individuals: Received Client-Based Services: HOW	Unique, or unduplicated, count of individuals that received/accessed 1-on-1 client-based services during the reporting period.
	Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period.
	See Service description for further details and examples of client- based services.
Number of Client-Based Services: HOW	The total number of 1-on-1 client-based services provided to individuals during the reporting period.
	For example, if an individual accessed counselling five times in the reporting period, this would be counted as five. See Service description for further details and examples of client-based services.
Number of Group-Based Activities: HOW	The number of group-based activities delivered during the reporting period. Each activity held in the reporting period should be counted as 1.
	If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reports the group-based activity should also report the total number of individuals who attended that group-based activity under the "Number of Individuals: Accessed Group-Based Activities: HOW".
	If group-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.

Number of Individuals: Accessed Group-Based Activities: HOW	The total number of individuals who took part in group-based activities offered during the reporting period. The same individual can be counted more than once if they participate in more than one group-based activity in the same reporting period. The total number of participants for each group- based activity is added to calculate the total number of individuals who took part in group-based activities in the reporting period. For example, if an individual attends four group-based activities in a reporting period, count four (4). If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reported the group-based activity (to be decided by the service provider) is responsible for reporting the total number of individuals who accessed the group-based activity under this data element. Do not include participants of the group-based activities that were not reported in "Number of Group-Based Activities: HOW". If group-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.
Number of Community Outreach, Engagement & Relationship Building Activities: HOW	The total number of community outreach, engagement & relationship building activities delivered through the Health Outreach Worker program during the reporting period. Each activity should be counted as 1. See Service description for further details and examples of community outreach, engagement & relationship building activities.
Ministry- funded Agency Expenditures: HOW	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Health Outreach Worker program in the reporting year (cumulative).

Services delivered: Indigenous healthy babies healthy children

Component: IHWS – Promotion and Prevention

Legislation: *Ministry of Community and Social Services Act*

Service objectives

- Support families in celebrating and honoring new and young life in Indigenous communities;
- Foster healing and support healthy child development, maternal health and improved access to services to reduce health inequities for Indigenous families;
- Assist Indigenous families to provide the best opportunities for healthy development using a wholistic, culturally responsive and strengths-based approach;
- Connect Indigenous families with resources, referrals and/or services to address their needs, such as family violence services;

Service description

- The IHBHC Program provides culturally responsive prevention and early intervention supports and services to Indigenous families with children from prenatal to 6 years of age;
- The heart of IHBHC programming is preparation for parenting (preconception component), getting ready for the birth of the baby, (prenatal care), and taking
- care of the baby and family unit (postnatal care);
- The IHBHC community workers are a valuable asset to families and communities as they have knowledge of child growth and development, are aware of the resources available in the community and are able to connect families with services and supports to address their needs;

- IHBHC programming is delivered using a culturally responsive approach through the following primary components:
  - Home and family/1-on-1 visits
  - Early identification
  - Screening
  - Family support plan
  - Service coordination and referrals
  - Advocacy

People served

- Indigenous families with children from prenatal to 6 years of age;
- The program is voluntary and open to any Indigenous family that requests the service.

Program / Service Features

The program/services contracted by the Ministry will reflect the following features:

- All activities and services are culturally responsive, unique to each community/ organization;

- Programming and services are strengths-based and reflect the individual and/or family's needs.

Specific services provided may include

1. **Client-based services**
- Client-based services are provided to those identified within the family unit, including the caregiver(s) and their child(ren);
- A client is each individual person (e.g., mother, father, or child) who receives services from IHWS-funded programs and for whom case-records or service notes are kept. Each client must have a unique client identifier (e.g., client ID number);
- Home visiting is the only mandatory requirement for funding. The services provided during a home visit may be accessed outside of the home depending

on the need of the individual and/or community. These services could be accessed in office, in another community location, and/or virtually/remotely.

Home and family visiting activities and services may include:

- o Perform intake and gather information Identify family strengths and needs;
- o Develop a family support plan (if needed), which may include the use of cultural and wholistic approaches like the Medicine Wheel and ceremonies and incorporate the mental, emotional, physical and spiritual needs of the individual(s) and/or family;
- o Provide family with support, as per the family support plan Provide information and education;
- o Provide post-natal contact (as appropriate);
- o Developmental screening, such as recording the baby's weight (as able and appropriate);
- o Support with form completion;
- o Referrals to other services and supports.

Service coordination may include:

- o Providing advocacy and support with appointments or consultations with other service providers, as requested by the individual and/or family;
- o Performing case management/case conferencing Connecting with other relevant programs/services;
- o Some programs may also provide transportation and supplies to families as able and available, such as diapers, formula, food boxes, clothing, toys/games, traditional medicines, etc.

2. Group-based activities

- Activities are provided in a group-based setting with the goal of improving the health of Indigenous peoples by:
  - o Providing focused education and information;
  - o Promoting positive change in values, attitudes, and behaviors;

- o Fostering healing and enabling individuals, families and communities to achieve and enjoy a healthy and balanced life.

- Group-based activities may include, but are not limited to:
  - o Cultural activities (e.g., ceremonies like Naming, Walking Out and Welcoming Ceremonies, teachings, medicine walks, medicine picking, access to Elders and Knowledge Holders, spirit painting, storytelling, traditional crafts);
  - o Workshops (e.g., prenatal/postnatal care, parenting, nutrition, child development, family planning, healthy sexuality and relationships, self- care, post-partum depression, lactation, intergenerational trauma, baby food making, FASD, anger management, stress management, family violence);
  - o Healing/cultural teaching circles and/or support groups;
  - o Fitness and/or recreational activities (e.g., dancing, jigging, gardening, children's playgroups);
  - o Land-based activities (e.g., canoeing, berry picking, hunting, trapping).

3. Community outreach, engagement & relationship building
   - Community outreach, engagement and relationship building activities are offered to the community-at-large and/or other organizations and oriented towards building awareness and improving Indigenous health and wellness;
   - Activities may include:
     - o Public presentations, including in schools (e.g., teen parenting, healthy sexuality and relationships, FASD);
     - o Public awareness and education campaigns;
     - o Promotion of the IHBHC program and services provided;
     - o Organizing or participating in community, health and wellness fairs or events (e.g., pow-wows, feasts, back-to-school events);
     - o Participating in local committees, as appropriate;
     - o Outreach, networking and relationship-building with health and social service organizations and other community partners.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals: Received Client-Based Services: IHBHC	Unique, or unduplicated, count of individuals (e.g., mother, father, child, etc.) who received client-based services during the reporting period. Each unique individual is counted only once per reporting period even if they received multiple services during the reporting period. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. See Service description for further details and examples of client-based services.
Number of Families: Received Client-Based Services: IHBHC	Unique, or unduplicated, count of families who received client- based services during the reporting period. Families are self- defined by the individuals' accessing services and does not need to be limited to individuals living in the same dwelling. Each family is counted only once per reporting period even if they received multiple services. If the family carries into the next fiscal year, the family is counted again in the new reporting period. See Service description for further details and examples of client-based services.
Number of Births: IHBHC	The total number of births among IHBHC families during the reporting period, including new and existing clients.

Number of Client-Based Services: Face- to-Face: IHBHC	The total number of face-to-face client-based services (home & family visits and service coordination) delivered during the reporting period, including client-based services delivered virtually (e.g., phone, online video platform). Each face-to-face client-based service is counted as 1. For example, if an individual accesses counselling five times in the reporting period, it is counted as five.
Number of Client-Based Services: Supplies: IHBHC	The total number of times an individual/family accesses supplies provided through the IHBHC program during the reporting period (e.g., diapers, formula, food boxes, clothing, toys/games, traditional medicines, etc.). Each time an individual/family accesses supplies should be counted as 1. Only supplies funded through the IHBHC should be counted. If supplies are not provided through your IHWS-funded program, put "0".
Number of Client-Based Services: Transportation: IHBHC	The total number of transportation services provided by an IHBHC worker to individuals accessing the IHBHC program during the reporting period. Each single/one-way trip provided by an IHBHC worker should be counted as 1. For example, if an individual is provided transportation to an appointment and back to their home, this is counted as 2 trips. Only transportation funded through the IHBHC should be counted. If transportation is not provided through your IHWS- funded program, put "0".

Number of Group-Based Activities: IHBHC	The total number of group-based activities delivered during the reporting period. Each activity held in the reporting period should be counted as 1. If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group- based activity (to be decided by the service provider). The program that reports the group-based activity should also report the total number of individuals who attended that group-based activity under the "Number of Individuals: Accessed Group- Based Activities: IHBHC". If group-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.
Number of Individuals: Accessed Group-Based Activities: IHBHC	The total number of individuals who took part in group-based activities delivered during the reporting period. The same individual can be counted more than once if they participate in more than one group-based activity in the same reporting period. The total number of unique participants for each group-based activity is added to calculate the total number of individuals who took part in group-based activities in the reporting period. For example, if an individual attends four group-based activities in a reporting period, count four (4). If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group- based activity (to be decided by the service provider). The program that reported the group-based activity (to be decided by the service provider) is responsible for reporting the total number of individuals who accessed the group-based activity under this data element. Do not include participants of the group-based activities that were not reported in "Number of Group-Based Activities: IHBHC". If group-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.

Number of Community Outreach, Engagement & Relationship Building Activities: IHBHC	The total number of community outreach, engagement & relationship building activities delivered through the IHBHC program during the reporting period. Each activity should be counted as 1. See Service description for further details and examples of community outreach, engagement & relationship building activities.
	If community outreach, engagement & relationship building activities are not provided through your IHWS-funded program, put "0".
Ministry- funded Agency Expenditures: IHBHC	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Indigenous Healthy Babies Healthy Children program in the reporting year (cumulative).

Services delivered: kizhaay anishinaabe niin

Component: <u>IHWS</u> – Promotion and Prevention

Legislation: *Ministry of Community and Social Services Ac*

Service objectives

Kizhaay Anishinaabe Niin is an Ojibway phrase that translates to "I Am a Kind Man". It is a community action initiative and wholistic program designed to address violence in Indigenous communities and acknowledges and values the importance of engaging men as an integral component to ending all forms of violence against Indigenous Women.

The objectives of the Kizhaay Anishinaabe Niin program are to:
- Reclaim and revitalize men's responsibility to end violence towards Indigenous women and girls;
- Ensure access to Indigenous cultural values and to increase understanding of traditional roles and responsibilities based on local Indigenous knowledge;
- Promote resiliency by empowering men to acknowledge and resolve trauma;
- Improve men's wellbeing and foster overall community wellness.

Service description

The Kizhaay Anishinaabe Niin program was developed to engage Indigenous men and youth in ending violence against Indigenous women. The program is comprised of two components:
- A provincial awareness campaign that provides public education; and;
- A community-based program delivered at 4 sites across Ontario dedicated to healing Indigenous men and youth through reclaiming and revitalizing their positive Indigenous identity and their responsibility to end violence against Indigenous women and girls.

The five major themes of the Kizhaay Anishinaabe Niin program are:

1. **Self Esteem and Identity:** to educate on the traditional roles and

responsibilities of men and women, increase cultural pride and promote healthy role modeling with the goal of reducing violence against women;

2. **Provision of Social Supports:** to reduce violence against Indigenous women by addressing victimization issues, unhealthy behaviors and promotion of healthy equal relationships through counselling and peer support;

3. **Education and Prevention:** educate on the historical context of violence against Indigenous women, intergenerational trauma, promotion of Indigenous culture- based healing approaches, teachings and learning activities that foster self- esteem and healthy equal behaviors and relationships;

4. **Alternatives to Institutional Involvement:** by working closely with courts, probation/parole and correctional facilities;

5. **Promotion and Networking:** to increase awareness of violence against Indigenous women issues and the Kizhaay Anishinaabe Niin program in the community by creating culturally appropriate referral service connections as well as increase client access to services by promoting cooperation amongst service providers;

The Kizhaay Anishinaabe Niin program provides and/or establishes:

- Referral and advocacy services to access internal and external programs/agencies when necessary to support program participants and their families such as mental health, addictions, cultural/traditional support services, housing supports, and children's services;
- Social support networks for men so that mental health may be maintained and/or improved as a result of engagement in these networks;
- A forum for men to examine their own violent behaviors including those considered to be harmful to one's self –i.e., addictions, by assisting men to explore the root causes of these maladaptive behaviors including the transmission of historical trauma, residential school experiences and cultural oppression;
- The Kizhaay Anishinaabe Niin Group Program - is a twelve-week guided curriculum designed to help men learn new attitudes and behaviors that will help reduce violence against Indigenous women and girls. It is included in the Kizhaay

Anishinaabe Niin Program Coordinator's manual and is based on the **Seven Grandfathers Teachings**.

People served

- Self-identified Indigenous men and male youth who request services and supportive resources;
- Self-identified Indigenous men or male youth, pre-charge or court-ordered as part of a conditional sentence, diversion program or other court-ordered agreement.

Program / Service Features

- The program/services contracted by the Ministry will reflect the following features:
  o Indigenous cultural approaches are reflected or used as a part of the activities and services.

Specific services provided

1. **Client-based services**
- Client-based services have specific healing objectives and processes and are provided on a 1-on-1 basis. Client-based services may include:
  o Peer counselling/support;
  o Assistance with accessing culture-based programming and services related to reducing family violence thereby responding to the physical, mental, emotional, and spiritual needs of men to improve Indigenous health;
  o Advocacy for clients involved with CAS, letters for Probation and Parole purposes, and advocacy for those recently released from correctional facilities who may require additional support;
  o Referrals to other services such as addiction programs, shelters, court workers, legal;

- o Creating safe (mentally, emotionally, physically, spiritually) spaces and opportunities for men to build healthy relationships with their family;
- o Traditional/cultural activities.

2. <u>Group-based activities</u>
   - Client-focused group activities may include (but are not limited to):
     - o Twelve-week Curriculum;
     - o Sharing Circles;
     - o Workshops (<u>e.g.</u>, anger management);
     - o Culture-based Activities;
     - o Community and cultural events, <u>e.g.</u>, pow-wows, feasts;
     - o Traditional ceremonies;
     - o Traditional healing circles and cultural teaching circles;
     - o Land-based activities (<u>e.g.</u>, hunting, fishing, gardening, camping, medicine walks, medicine harvesting and preparation, sweat lodge preparation and use, <u>etc.</u>).

3. <u>Community outreach, engagement & relationship building</u>
   - Increase knowledge amongst relevant partners, stakeholders and community agencies (<u>e.g.</u>, mental health services, treatment facilities, correctional facilities, Children's Aid Societies) of the Kizhaay Anishinaabe Niin program and the role the program plays in preventing violence and addressing the health and social service needs of Indigenous men;
   - Leverage existing programs and program capacity to promote the utilization of the program;
   - Increase community capacity to begin community mobilization to support ending violence against Indigenous women;
   - Workshops, public education campaigns and presentations.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please

refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals: Received Client-Based services: Kizhaay Anishinaabe Niin	Unique, or unduplicated, count of individuals that received 1-on-1 client-based services through the Kizhaay Anishinaabe Niin program during the reporting period. Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the client is counted again in the new reporting period. See Service description for further details and examples of client-based services.
Number of Group-Based Activities: Kizhaay Anishinaabe Niin	The total number of group-based activities supported through the Kizhaay Anishinaabe Niin Program during the reporting period. Each activity held in the reporting period should be counted as 1. If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reports the group-based activity should also report the total number of individuals who attended that group-based activity under the "Number of Individuals: Accessed Group-Based Activities: Kizhaay Anishinaabe Niin". If group-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.

Number of Individuals: Accessed Group-Based Activities: Kizhaay Anishinaabe Niin	The total number of individuals who took part in group-based activities offered through the Kizhaay Anishinaabe Niin Program during the reporting period. The same individual can be counted more than once if they participate in more than one group-based activity in the same reporting period. The total number of unique participants for each group-based activity is added to calculate the total number of individuals who took part in group-based activities in the reporting period. For example, if an individual attends four group-based activities in a reporting period, count four (4). If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reported the group-based activity (to be decided by the service provider) is responsible for reporting the total number of individuals who accessed the group-based activity under this data element. Do not include participants of the group-based activities that were not reported in "Number of Group-Based Activities: Kizhaay Anishinaabe Niin". If group-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.
Number Community Outreach, Engagement & Relationship-Building Activities: Kizhaay Anishinaabe Niin	The total number of community outreach, engagement & relationship-building activities completed during the reporting period. Each activity held in the reporting period should be counted as 1. See Service description for further details and examples of community outreach, engagement & relationship-building activities.
Ministry- funded Agency Expenditures: Kizhaay Anishinaabe Niin	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Kizhaay Anishinaabe Niin program in the reporting year (cumulative).

Services delivered: maternal and child centre

Component: IHWS – Promotion and Prevention

Legislation: *Ministry of Community and Social Services Ac*

Service objectives

- Improve the health and wellness of Indigenous child-bearing individuals, newborns and their families through the provision of culturally safe and appropriate care during pregnancy, birth and postpartum period.

Service description

- The Maternal and Child Centre provides culturally safe pre- and post-natal care to Indigenous women, child-bearing individuals, and families in the Six Nations/ southwest areas to foster and support their well-being during pregnancy and following childbirth;
- Low risk child-bearing individuals will be offered the choice to birth at the clinic or in their home. High risk clients with pre-existing or new medical conditions are eligible to receive support and advocacy in the hospital by Midwives during delivery;
- Services will be provided by midwives, and incorporate traditional midwifery practices;
- The program includes the provision of rooms for use by child-bearing individuals during the active delivery of the baby and immediate postnatal period;
- Midwives will provide screening, testing and support throughout the lifecycle.

People served

- Indigenous women, child-bearing persons, and families in the Six Nations and southwest Ontario area.

Program / Service Features

The program/services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as a part of the activities and services;
- Maternal and Child Centre services available 365 days per year. Any proposed difference in this schedule requires explanation and MCCSS agreement.

Specific service provided

1. Client-based services

- Client-based services are intended to foster healthy conception, pregnancy and childbirth by:
  - Identifying, reducing or preventing risk to the health and well-being of mothers, child-bearers, and children;
  - Treating and/or managing a health condition or problem that may affect the pregnancy or birthing;
  - Managing/supporting healthy (low risk) childbirth Supporting care for high-risk childbirth Promoting health and wellness;
  - Client-based services include coordination and case management services provided to, or on behalf of, clients, including referrals to traditional and contemporary practitioners and specialists, hospitals, or other health services;
- Client-based services also address sexual and reproductive health issues, including:
  - Fertility concerns;
  - Promoting and supporting healthy sexuality;
  - Supporting health and wellness throughout the life cycle, including pap smears, breast screening, pregnancy testing, fertility services, pregnancy testing, menopause support and education, puberty, and coming-of-age support;
  - Provide support and care to Indigenous 2SLGBTQQIA+ individuals throughout the life cycle.

The following services are mandatory funding requirements:

Primary health care including traditional midwifery and ancillary services, including consultations/counselling and well-person care visits provided by a dietician, nutritionist, nurse practitioner, traditional or contemporary practitioner, or physician;

Traditional birthing services including the provision of a bed for use by individuals during active delivery and support services, including housekeeping and meal preparation;

Traditional health/healing services which may include provision of access to services of a traditional practitioner (healer, medicine person or Elder); traditional Indigenous ceremonies as requested by clients (naming ceremony, rites of passage ceremonies, etc.); traditional Indigenous healing and wellness teachings; and the use/application of traditional Indigenous medicines to treat or manage a health condition.

2. Group-based activities

- Activities are provided in a group-based setting and are oriented towards reducing and preventing family violence and improving Indigenous health by:
  - Increasing awareness of specific issues, risks or concerns in the community or group;
  - Providing education and information to improve Indigenous health, and reduce and prevent community or group risk factors;
  - Promoting positive change in values, attitudes and behaviours;
  - Fostering healing and enabling individuals, families and communities to achieve and enjoy a healthy and balanced life;
  - Group-based activities may include:
    - Healing/cultural teaching circles and/or support groups;
    - Fitness and/or recreational activities;
    - Land-based activities;
    - Pre-natal classes;
    - Postpartum programs/workshops;
    - Breastfeeding classes/lactation support;

- Specialty programs including preparation for parenthood, caregiver training to support pregnancy/birth or postpartum concerns, maternal/infant fitness, or use/preparation of traditional foods.

3. <u>Community outreach, engagement & relationship building</u>

- Community outreach, engagement and relationship building activities are offered to the community-at-large and/or other organizations and oriented towards reducing and preventing family violence and improving Indigenous health.
- Activities may include:
  o Public presentations;
  o Public awareness and education campaigns;
  o Organizing or participating in community, health and wellness fairs or events (e.g. pow-wows, feasts);
  o Participating in local committees;
  o Outreach and relationship-building with health and social service organizations and other community partners (e.g.. information sharing, referral protocol development, building cultural awareness and competency, hosting gatherings).

Reporting requirements

1. <u>Year-end narrative report:</u>

- The transfer payment recipients (<u>TPRs</u>) are required to submit year-end narrative report. <u>TPRs</u> can self-determine how the narrative will be reported;
- Service partners can highlight participant feedback on programs and services and use participants' own words when possible;
- Narrative reports can include creative forms of communication and reporting, including audio, visual, oral and/or written formats.

2. <u>Service data:</u>

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Births: Maternal & Child Centre	Unique, or unduplicated, count of births supported through the Maternal & Child Centre Program during the reporting period. The count includes births supported by an Indigenous Midwife at any location (i.e., Maternal & Child centre, home, hospital).
Number of Individuals: Received Residential Client-Based Services: Maternal & Child Centre	Unique, or unduplicated, count of individuals (including dependents/children) who received client-based residential services during the reporting period, which includes temporary residence and support services. See Service description for further details and examples of client-based services. Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. Only individuals accessing residential client-based services (i.e. individuals who are residing at the Maternal & Child Centre) are counted under this data element. Individuals who only access non-residential client-based services are excluded from this data element. See Service description for further details and examples of client- based services.
Number of Individuals: Received Non- Residential Services: Maternal & Child Centre	Unique, or unduplicated, count of individuals (including dependents/children) who received non-residential client-based services. Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. Only individuals accessing non-residential (day programming) client-based services provided through the Maternal & Child Centre are counted under this data element. Individuals who access residential client-based services (i.e., are residing at the Maternal & Child Centre while accessing services) are excluded from this data element. See Service description for further details and examples of client- based services. (https://www.ontario.ca//_Client-based_Services_5)

Number of Pre-Natal Visits: Maternal & Child Centre	The total number of pre-natal visits delivered through the Maternal & Child Centre Program during the reporting period. This includes pre-natal consultations and diagnostic testing attended with a client. Pre-natal visits may take place in a number of locations, including homes or the Maternal & Child Centre. Each pre-natal visit held in the reporting period should be counted as 1.
Number of Post-Natal Visits: Maternal & Child Centre	The total number of post-natal visits delivered through the Maternal & Child Centre Program during the reporting period. This includes post-natal consultations and diagnostic testing attended with a client. Post-natal visits may take place in a number of locations, including homes or the Maternal & Child Centre. Each post-natal visit held in the reporting period should be counted as 1.
Number of Well-Person Care Visits: Maternal & Child Centre	The total well-person care visits (e.g., reproductive health checks, pregnancy tests, menopausal counselling) delivered through the Maternal & Child Centre Program during the reporting period. Each visit held in the reporting period should be counted as 1.
Number of Resident Days: Maternal & Child Centre	The total number of 24-hour periods for which an individual (including dependents/children) is provided residential care using an IHWS-funded birthing room (or bed). The day on which an individual is admitted is counted as one day of service. The day on which an individual is discharged is not counted. Each occupied bed/room counts as one day of residential care. When the individual enters and leaves the service on the same day, one day is counted. Beds occupied by a dependent or child are included in this count. Note: The day of exit is not counted to allow accurate calculation of occupancy rates. Otherwise, the same bed would be counted twice for two different individuals on the same day. To track resident days, take a daily census of occupied IHWS- funded birthing rooms (or beds) and add up the census to calculate the total number of resident days for the reporting period.

Number of Beds: Maternal & Child Centre	The total number of birthing rooms (or beds) dedicated to the Maternal & Child Centre Program at the end of the reporting period. The total number of birthing rooms (or beds) includes the spaces that are and are not occupied at the time of count. The following types of birthing rooms (or beds) are counted:
	Beds funded by MCCSS; and
	Beds funded by other revenue (e.g., fundraising) but dedicated for use for IHWS clients
	The following birthing rooms (or beds) are NOT included in the count:
	Beds funded by other programs (e.g., homelessness); and
	Alternate settings (e.g., overflow beds, cots, hotel rooms, cribs, etc.)
Number of Group-Based Activities: Maternal & Child Centre	The total number of group-based activities supported through the Maternal & Child Centre Program in the reporting period. Each activity held in the reporting period should be counted as 1. If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reports the group-based activity should also report the total number of individuals who attended that group-based activity under the "Number of Individuals: Accessed Group-Based Activities: Maternal & Child Centre".
	If participant-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.
	(https://www.ontario.ca//_ParticipantGroup-Based_Activities)

Number of Individuals: Accessed Group-Based Activities: Maternal & Child Centre	The total number of individuals who took part in group-based activities offered through the Maternal & Child Centre Program. The same individual can be counted more than once if they participate in more than one group-based activity in the same reporting period. The total number of unique participants for each group-based activity is added to calculate the total number of individuals who took part in group-based activities in the reporting period. For example, if an individual attends four group- based activities in a reporting period, count four (4). If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reported the group-based activity (to be decided by the service provider) is responsible for reporting the total number of individuals who accessed the group-based activity under this data element. Do not include participants of the group-based activities that were not reported in "Number of Group-Based Activities: Maternal & Child Centre". If group-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.
Number of Community outreach, engagement & relationship building Activities: Maternal & Child Centre	The total number of community outreach, engagement & relationship building activities delivered through the Maternal & Child Centre Program during the reporting period. Each activity should be counted as 1. See Service description for further details and examples of community outreach, engagement & relationship building activities. If Community outreach, engagement & relationship building activities are not provided through your IHWS-funded program, put "0".
Ministry- funded Agency Expenditures: Maternal & Child Centre	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Maternal & Child Centre program in the reporting year (cumulative).

Services delivered: mental health program

Component: IHWS – Promotion and Prevention

Legislation: *Ministry of Community and Social Services Act*

Service objectives

- Improve the mental health and wellness of Indigenous peoples, particularly at-risk children and youth/young people and their families;
- Build service system capacity for Indigenous mental health programming;
- Promote mental health, healing and wellness through improved availability of mental health and addictions services that incorporate Indigenous knowledge and practices, and are trauma-informed and engaged, strength-based, and family and community focused;
- Increase individual, family and community capacity to facilitate healing and contribute to long term wellness.

Service description

- The mental health program supports a variety of wholistic culturally responsive client-based services, the coordination of Indigenous mental health; programming, infrastructure to support access to mental health services, group-based activities, and dedicated mental health and recreation programming for Indigenous youth and young people;
- The Youth Mental Health & Recreation Program aims to address the high rates of youth suicides, particularly in northern and remote First Nation communities, and build strong and resilient young people through wholistic, culturally grounded promotion and prevention activities;
- Client-based services are designed to:

- Identify specific risk factors or conditions that pose risks to individual mental health and well-being and/or family well-being;
- Provide wholistic prevention and early intervention supports;
- Treat and/or manage a mental health and/or addiction risk or issue using a combination of wholistic traditional healing and clinical care;
- Assist individuals/families in continuing their healing and wellness journey and reintegrating into positive community life following diagnosis and treatment.

- The program also supports the coordination of Indigenous mental health programming to improve service system capacity, including
  - capacity development training;
  - infrastructure development such as multi-disciplinary and multi-regional case management;
  - regional or inter-agency coordination of programs and services;
  - sharing regional technology resources (e.g., telemedicine, tele-psychiatry, remote counselling).

People served

- Indigenous individuals, families, children and youth/young people.

Program / Service Features

The program/services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as a part of the activities and services;

- Programming and services are culturally responsive, trauma-informed, and strengths-based and reflect the individual, family and/or community needs.

Specific service provided may include

1. <u>Client-based services</u>

- Client-based services are 1-on-1 supports provided to an individual and/or family and may include:
    - Early intervention support for at-risk individuals and their families, including peer counselling and home visits;
    - Intake, screening, assessment and referral services;
    - Provision of specialized mental health supports for children, youth, families, elders, and Residential School survivors and survivors of intergenerational trauma;
    - Specialized and/or multidisciplinary case management (including early intervention and treatment planning) and aftercare (post-treatment) supports for individuals with mental health and addictions issues;
    - Initiatives to provide or improve access to contemporary and traditional therapeutic mental health services, including clinical consultations with registered professionals and/or Indigenous traditional healers and Elders;
    - Group activities, where service/assistance has an individual or client-specific therapeutic or healing objective and process (e.g., mental health group counselling, family counselling, Child Play Therapy);
    - Crisis intervention and provision of support in urgent circumstances (e.g., suicide ideation or suicide attempt, mental health crisis, etc.);
    - Ceremonies and activities to address the wholistic mental health needs of individuals and families (e.g., Grief Ceremonies, cultural teachings, land-based healing);
    - Provision of therapeutic technology-based mental health services, such as tele-psychiatry, tele-medicine, and remote counselling.
- Client-based services may be directed to the specific needs of Indigenous youth

2. <u>Group-based activities</u>

- Activities are provided in a group-based setting and involve the development and implementation of primary prevention/health promotion strategies. Such initiatives are intended to promote mental health and healing through:
    - Increased awareness/knowledge of mental health and addictions issues;

- o Promotion of healthy attitudinal and behavioural change, including, self-esteem; personal dignity; coping skills; healthy relationships; fostering individual resilience and social supportive environments, and building strengths, resources, knowledge and assets for mental health;

- o Incorporation of traditional Indigenous culture and cultural approaches.

- Group-based activities may include:

  - o Community and cultural events (e.g., Pow-wows, feasts);

  - o Healing/cultural teaching circles and/or support groups, may be led by traditional healers and/or Elders;

  - o Traditional ceremonies and sweat lodges;

  - o Traditional workshops such as regalia making, drum making, quilt making, beading, and other activities;

  - o Activities to promote spiritual wellness and learning Self-care events and activities (including frontline staff) Fitness and/or recreational activities;

  - o Land-based activities;

  - o Dedicated mental health and recreation activities for Indigenous young people;

3. Service system planning and coordination

- Involves the development and coordination of resources (human, technological or financial) and relationships/partnerships to facilitate and support the provision of mental health programs and services;

- Examples of service system planning and coordination may include the development or establishment of:

  - o Inter-agency protocols and referral processes to provide clients with a circle/continuum of care and address any gaps in services;

  - o Regional crisis intervention processes and coordination;

  - o Specialized, multi-disciplinary case management or intake teams to conduct assessments and/or coordinate referrals to a specialist;

  - o Access to regional health or social services professionals to provide

specialized guidance and support to local mental health workers;

- o Partnerships with other service providers to support a continuum of care or provision of wraparound services.

4. Training, education & awareness

- The provision of training to individuals, teams, frontline staff, and community members to develop the necessary knowledge, skills, and attitudes needed to develop, implement, deliver and evaluate effective programming for Indigenous individuals, families, and communities in a coordinated manner;

- Training may address job-related or professional practice-related requirements. Inter-agency training may include orientation to Indigenous culture and cultural practices to improve services for Indigenous clients;

- Training for staff on creating positive conditions for the well-being of Two- Spirit and Indigenous LGBTQQIA+ people, including the specific needs of youth;

- Education and awareness activities including public presentations, workshops, public education campaigns (e.g., alcohol and drug awareness, resources for mental health and addictions treatment, mental health promotion, mental health conditions during the childbearing period).

5. Respite and supports for community workers

- Activities may include, but are not limited to:
  - o Access to cultural programming for frontline staff as a form of respite (e.g., healing lodge services, cultural teachings and support groups, land- based activities, traditional workshops, activities to promote spiritual wellness and leaning);
  - o Care-for-the-caregiver models;
  - o Mental health modalities to prevent burnout such as Acceptance and Commitment Therapy (ACT), Mindfulness Based Stress Reduction (MBSR), etc.;
  - o Developing and training on incorporating effective debriefing mechanisms in the workplace;
  - o Self-care and resiliency activities;

- o Respite/relief staff to provide time off for frontline staff.

Reporting requirements

1. Mental health training & supports for community workers (MHTSCW) initiative – year-end report

- Funding recipients for the time limited MHTSCW funding must submit an annual report that includes outputs and outcomes achieved. The template is available for download in Transfer Payment Ontario;

- Service partners can highlight participant feedback on programs and services and use participants' own words when possible;

- Narrative reports can include creative forms of communication and reporting, including audio, visual, oral and/or written formats.

2. Service data

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals: Received Client-Based Services: MHP	Unique, or unduplicated, count of individuals who received/ accessed client-based services (including virtual/remote therapeutic supports) through the IHWS Mental Health Program during the reporting period.
	Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period.
	See Service description for further details and examples of client- based services (https://www.ontario.ca//_Client-based_Services) .

Number of Client-Based Services: MHP	The total number of client-based services provided to individuals during the reporting period. For example, if an individual accessed counselling services five times in the reporting period, this would be counted as five. See Service description for further details and examples of client- based services.
Number of Trainings: MHP	The total number of training sessions delivered during the reporting period. See Service description for further details and examples of mental health training. If training is not provided through your Mental Health Program, input "0".
Number of Individuals: Received Training: MHP	Unique, or unduplicated, count of individuals who received training through the IHWS Mental Health Program (either directly provided through an IHWS-funded worker or training that is outsourced to a trainer but funded through the IHWS Mental Health Program budget). The total number of unique participants for each training activity is added to calculate the total number of individuals who received training in the reporting period. If training is not provided through your Mental Health Program, input "0". See Service description for further details and examples of mental health training.
Number of Group-Based Activities: MHP	The total number of group-based activities delivered during the reporting period. Each activity held in the reporting period should be counted as 1. If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reports the group-based activity should also report the total number of individuals who attended that group-based activity under the "Number of Individuals: Accessed Group-Based Activities: MHP". If group-based activities are not provided through your IHWS-funded program, put "0". See Service description for further details and examples of group-based activities.

Number of Individuals: Accessed Group-Based Activities: MHP	The total number of individuals who took part in group-based activities delivered during the reporting period. The same individual can be counted more than once if they participate in more than one group-based activity in the same reporting period. The total number of unique participants for each group-based activity is added to calculate the total number of individuals who took part in group-based activities in the reporting period. For example, if an individual attends four group- based activities in a reporting period, count four (4).
	If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reported the group-based activity (to be decided by the service provider) is responsible for reporting the total number of individuals who accessed the group-based activity under this data element. Do not include participants of the group-based activities that were not reported in "Number of Group-Based Activities: MHP".
	If group-based activities are not provided through your IHWS-funded program, put "0". See Service description for further details and examples of group-based activities.
Number of Requests for Service: Unfulfilled: MHP	This data element includes requests for Mental Health Program services that were: Referred elsewhere because the service was at capacity; or Placed on a waitlist.
	The same individual may be counted more than once under Mental Health Program if they requested service at different points in the reporting period. Reporting is based on the initial response that takes place following the request for service. For example, if an individual requests service and is placed on the waitlist and receives the service within the same quarter, their request for service should still be reported once under this data element. Dependents are not counted under this data element.
Ministry- funded Agency Expenditures: MHP	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Mental Health program in the reporting year (cumulative).

Service description: supports for two- spirit and Indigenous LGBTNQQIA+ individuals

Component: IHWS – Promotion and Prevention

Legislation: *Ministry of Community and Social Services Act*

Service objectives

- Improve access to culturally responsive and safe programming for Two-Spirit and Indigenous LGBTNBQQIA+ identifying individuals and their families/support;
- Systems;
- Improve the healing, health, and wellness of Indigenous Two-Spirit and LGBTNBQQIA+ individuals;
- Reduce violence against Two-Spirit and Indigenous LGBTNBQQIA+ individuals;
- Improve communal knowledge of 2SLGBTNBQQIA+ life experiences, and work with all community members to ensure positive, respectful relationships in all community spaces.

Service description

- Supports a range of culturally responsive and safe programming to address the unique needs of Two-Spirit and Indigenous LGBTNBQQIA+ individuals, including 1-on-1 supports, group-based activities, knowledge mobilization and communities of practice, and training and capacity development

People served

- Two-Spirit and Indigenous LGBTNBQQIA+ identifying individuals and their identified families and support systems;
- LGBTNBQQIA+ refers to individuals who identify as Lesbian, Gay, Bisexual, Transgender/Transexual, Non-Binary, Queer, Questioning, Intersex, Asexual, and other sexual and gender diverse individuals.

Program / Service Features

The program/services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as part of the activities and services;
- Programming and services are inclusive, culturally responsive, trauma-informed, and strengths-based to reflect the individual, family and/or community needs.

Specific services provided may include

1. Client-based services

- Client-based services are culturally responsive 1-on-1 supports provided to an individual and/or family and may include:
  - Peer mentorship;
  - Peer counselling;
  - Wellness planning;
  - Case management;
  - Assisting individuals to access services related to reducing family, sexual and gender-based violence and improving Indigenous health, healing and wellness;
  - Advocacy;
  - Crisis intervention;
  - Creating safe (mentally, emotionally, physically, spiritually) spaces and opportunities for clients to build healthy relationships with their family;
  - Safety planning;
  - Support in the administrative processes related to name change, sex designation, and gender affirming surgeries;
  - Providing information and support regarding access to safe sex supplies and healthy relationships, housing, gender affirming gear and supplies, etc.

- o Referrals to other services such as mental health and substance use, counselling, legal services, shelters, court workers, food banks, employment, training, housing, etc.

2. Group-based activities

- Group-based activities may include:
  - o Healing/cultural teaching circles and/or support groups;
  - o Ceremonial and traditional activities, such as (but not limited to) sweat lodges, medicines, teachings, beading, moccasin making, Indigenous arts and crafts, drumming, ribbon skirt/shirt making, etc.
  - o Land- and water-based activities Fitness and/or recreational activities.

3. Community outreach, engagement & relationship-building

- Activities may include (but are not limited to):
  - o Coordinating knowledge transfer events Community-driven research;
  - o Establishing Communities of Practice to inform co-construction, co- learning and implementation of community-driven supports and services that address the needs of Two-Spirit and Indigenous LGBTNBQQIA+ individuals;
  - o Advocacy;
  - o Networking and collaboration with community partners to establish and maintain safe spaces and promote the well-being of Two-Spirit and Indigenous LGBTNBQQIA+ individuals (e.g., information sharing, referral protocol development, building cultural awareness and competency, hosting gatherings);
  - o Workshops focused on Indigenous LGBTNBQQIA+ individuals health, healing and wellness;
  - o Organizing or participating in community, health and wellness fairs or events (e.g. pow-wows, feasts);
  - o Public presentations, including awareness and education campaigns;
  - o Participating in local committees.

4. Training & capacity development

Activities may include (but are not limited to):

- Trainings and workshops, <u>e.g.</u>, creating safe spaces and positive conditions for the well-being of Two-Spirit and Indigenous

- Creating leadership opportunities for Two Spirit and Indigenous <u>LGBTNBQQIA+</u> young people

- Developing and/or mobilizing actionable resources and wise practices

Reporting   requirements

1. <u>Year-end narrative report</u>

- Service partners are required to create a year-end narrative report that communicates the impacts and outcomes of the program;

- Service partners should include information on ongoing community needs and priorities, as well as gaps and challenges in delivering or collaborating across services to address the needs of Two-Spirit and Indigenous <u>LGBTNBQQIA+</u> people;

- Service partners may highlight participant feedback on projects and services and use participants' own words when possible;

- Narrative reports can utilize creative forms of communication and reporting, including audio, visual, oral and/or written formats.

2. <u>Service data requirements</u>

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Individuals: Received Client- Based Services: 2SLGBTNBQQIA+ Supports	Unique, or unduplicated, count of all individuals (including dependents/children) who received client-based services during the reporting period. This count includes individuals who do not self-identify as 2SLGBTNBQQIA+ but received services through 2SLGBTNBQQIA+ Supports program (e.g., family members, etc.) during the reporting period. Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. See Service description for further details and examples of client-based services.
Number of Families: Received Client- Based Services: 2SLGBTNBQQIA+ Supports	Unique, or unduplicated, count of families who received client-based services during the reporting period. Families are self-defined by the individuals' accessing services and does not need to be limited to individuals living in the same dwelling. Each family is counted only once per reporting period even if they received multiple services. If the family carries into the next fiscal year, the family is counted again in the new reporting period. See Service description for further details and examples of client-based services.
Number of Client- Based Services Delivered: 2SLGBTNBQQIA+ Supports	The total number of 1-on-1 client-based services provided to individuals during the reporting period. For example, if an individual accessed peer counselling services five times in the reporting period, this would be counted as five. See Service description for further details and examples of client-based services.

Number of Group-Based Activities: 2SLGBTNBQQIA+ Supports	The total number of group-based activities delivered during the reporting period. Each activity should be counted as 1. If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reports the group-based activity should also report the total number of individuals who attended that group-based activity under the "Number of Individuals: Accessed Group-Based Activities: 2SLGBTNBQQIA+ Supports". If group-based activities are not provided through your IHWS-funded program, put "0". See Service description for further details and examples of group-based activities.
Number of Individuals: Accessed Group-Based Activities: 2SLGBTNBQQIA+ Supports	The total number of individuals who took part in group-based activities during the reporting period. Each unique individual within one group-based activity is counted as 1. The same individual can be counted more than once if they participate in more than one group-based activity in the same reporting period. The total number of unique participants for each group-based activity is added to calculate the total number of individuals who took part in group-based activities in the reporting period. For example, if an individual attends four group-based activities in a reporting period, count four (4).

If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reported the group-based activity (to be decided by the service provider) is responsible for reporting the total number of individuals who accessed the group-based activity under this data element. Do not include participants of the group-based activities that were not reported in "Number of Group-Based Activities: 2SLGBTNBQQIA+ Supports".

If group-based activities are not provided through your IHWS-funded program, put "0". See Service description for further details and examples of group-based activities. |

Number Community Outreach, Engagement & Relationship-Building Activities: 2SLGBTNBQQIA+ Supports	The total number of community outreach, engagement & relationship-building activities completed during the reporting period. Each activity held in the reporting period should be counted as 1. See Service description for further details and examples of community outreach, engagement & relationship-building activities.
Number of Trainings & Capacity Development Activities: 2SLGBTNBQQIA+ Supports	The total number of training sessions delivered during the reporting period. Each activity held in the reporting period should be counted as 1. See Service description for further details and examples of training & capacity development activities.
Number of IHWS-Funded FTE Staff: 2SLGBTNBQQIA+ Supports	The number of assigned IHWS staff (full-time equivalent), including program delivery and program administration.
Ministry-funded Agency Expenditures: 2SLGBTNBQQIA+ Supports	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver Supports for Two-Spirit and Indigenous LGBTNBQQIA+ Individuals in the reporting year (cumulative).

Component: IHWS – Crisis Intervention

Services delivered: crisis response program

Component: IHWS – Crisis Intervention

Legislation: *Ministry of Community and Social Services Act*

Service objectives

- Provide an effective and coordinated approach to crisis response to decrease the impact of trauma on victims and survivors, and reduce the incidence of suicide and family violence in northern and remote First Nations;
- Address the crisis situations of youth suicides occurring in NAN territories and other surrounding Independent First Nations in the remote north, and;
- Respond to the recommendations from the Inquest of the Seven Youth Death in Thunder Bay Report by assisting youth from remote First Nations required to relocate to Thunder Bay to attend the Dennis Franklin Cromarty High School.

Service description

- The **Crisis Team Program** is a First Nation community-based program which includes the recruitment and deployment of volunteer community members to respond to crises in the community. The Crisis Team is led by the community's IHWS Crisis Coordinator who provides a range of client-based services and participant-based activities;
- The Crisis Teams may receive additional coordination and intervention support from **Regional Crisis Coordinators** and other volunteer Crisis Teams located in other First Nations, as needed and appropriate. Regional Crisis Coordinators also deliver training and client-based services as required;
- The **NAN Flexible Crisis Fund** will be distributed to northern/isolated First Nation communities that have been impacted by a crisis and require one-time funding to provide local immediate and short-term therapeutic interventions;

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- **NAN Crisis Coordinators** will support the provision of an effective, coordinated response to people in a crisis or emergency that are experiencing incident-related trauma, with a primary focus on suicide and family violence.

People served

- Crisis team members will provide services in northern and remote First Nations;
- Regional Crisis Coordinators may provide support to individuals (including community members in urban centres), Crisis Teams/Coordinators, and community leadership in northern and remote First Nations.

Program / Service Features

The program/services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as a part of the activities and services.

Specific service provided

1. ### Client-based services
   - The Crisis Team Program provides **1-on-1 client-based support services** to people in a crisis or emergency that are experiencing incident-related trauma, including suicide, family violence, bullying/cyberbullying, historical trauma, lateral violence, post-traumatic stress, sexual abuse and sexual abuse disclosure, addictions, and the impacts of an event of a traumatic nature (e.g., sudden death, fire, evacuation);
   - A client is a person who receives services from IHWS-funded programs, and for whom case-records or service notes are maintained. A "family" may also be a client, for example, an abused woman and her children or the immediate family members of someone who attempted/committed suicide;
   - Types of client-based services may include:
     - Crisis intervention;

- Suicide prevention/risk reduction (e.g., escorting an "at risk" youth to a safe location);
- Case management and coordination of services;
- Safety planning and supports;
- Home visits;
- Peer support;
- Advocacy (e.g., securing receipt of specific services for clients such as safe housing and mental health assessment);
- Coordinated transportation;
- Referrals to other services such as addictions and mental health counselling, shelters/safe houses, legal and social services;
- Help with forms.

2. Training

- The provision of **training activities** to individuals and teams to develop the necessary knowledge, skills, and attitudes needed to prevent and respond to crisis situations, such as Critical Incident Stress Management, training on suicide prevention and response (e.g. ASIST), mental health training (e.g. First Nations Mental Health First Aid), and training on providing trauma-informed care
  - Programming may include self-care training and activities for frontline workers and volunteers who are responding to crisis to address issues of vicarious trauma and burnout. Examples may include crisis debriefing, care-for-the-caregiver models, land-based healing and cultural activities, resiliency and coping skill-building activities;
  - Training may address job-related or professional practice-related requirements and/or professional development opportunities to build knowledge and skills;
  - Training may include how to complete reports, case management, job skills, communication, case notes, budgeting, and crisis intervention (among others).

3. Crisis response planning and coordination

- The provision of crisis response planning and coordination services, which may include:
  - Provision of support to local Crisis Teams by NAN and Regional Crisis Coordinators to respond to community crises. This may include securing and coordinating resources for the community such as:
    - Arranging transportation, lodging and meals for mental health workers, counsellors, crisis team volunteers and individuals who are impacted by the crisis but live outside of the community;
    - Organizing conference calls for the community with supportive resources (e.g. governments, service agencies, Tribal Councils) to provide a coordinated response and address emerging needs;
    - Coordinating volunteers to support with crisis management, including volunteers from within the community and other First Nation communities;
    - Development and coordination of local volunteer Crisis Teams, including recruitment, screening and training/onboarding of volunteers;
    - Developing or supporting communities to develop crisis response and emergency management plans;
    - Organizing debriefing sessions with those involved in responding to the crisis;
    - Developing inter-agency protocols and referral processes to support communities during times of crisis;
    - Establishing regional crisis intervention processes and coordination procedures.

4. Group-based activities

- Activities are provided in a group-based setting and oriented towards reducing and preventing suicide, family violence and improving Indigenous healing, health and wellness by:
  - Increasing awareness of specific issues, risks or concerns in the community or group;

- o   Providing education and information to improve;

- o   Promoting positive change in values, attitudes and behaviours;

- o   Fostering healing and enabling individuals, families and communities to achieve and enjoy a healthy and balanced life.

- Group-based activities may include:
  - o   Workshops (e.g., suicide prevention, healthy relationships, life skills, bullying and cyberbullying, youth programming);

  - o   Public presentations;

  - o   Public awareness and education campaigns ;

  - o   Community and cultural events, including feasts Healing/cultural teaching circles and/or support groups;

  - o   Memorial ceremonies or services to commemorate those who have passed

  - o   Prayer and healing walks;

  - o   Youth camps;

  - o   Fitness and/or recreational activities;

  - o   Land-based activities.

5. Flexible crisis fund

- The funding recipient will administer a flexible crisis fund that can be accessed by member communities and other First Nations (as appropriate) who require additional one-time supports during times of crisis (e.g., counsellors, mental health workers, transportation, meals, fuel, supplies, program materials, minor capital – e.g. to create safe spaces for youth).

Reporting requirements

1. Year-end report:

- The agency will submit a year-end report that lists the name of each community that accessed the flexible crisis fund throughout the year, the number of crisis events, and the total amount of funding provided. A reporting template will be provided by the ministry for completion.

2. Service data:

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals: Received Client-Based Services: Crisis Response	Unique, or unduplicated, count of individuals who received/accessed client-based services through the IHWS Crisis Response Program during the reporting period. Client-based services may include: suicide prevention/risk reduction, peer support, case management or coordination of services, home visits, safety planning and supports, advocacy, crisis intervention, coordinated transportation, referrals, help with filling in forms. See Service description for further details and examples of client-based services.
	Each unique individual who accessed client-based services delivered through the Crisis Response Program is only counted once, even if they accessed multiple services throughout the reporting period. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period.
	A "family" may also be a client, for example, an abused woman and her children or the immediate family members of someone who attempted or died by suicide. For the purpose of reporting, if the family is the client, they are counted as 1. If multiple family members receive intensive, individualized support they should be counted as "individuals", rather than "a family".
	If client-based services are not provided through your IHWS-funded program, put "0".

Number of Suicide Intervention Services: Crisis Response	The total number of times an individual received suicide intervention/response services. This includes services provided to respond to suicide ideation, suicide attempts and completed suicides. Each service provided or intervention should be counted as 1. For example, if a Crisis Coordinator provides suicide intervention/response support to an individual five times during a fiscal year, the count would be five. If suicide intervention services are not provided through your IHWS-funded program, put "0".
Number of Trainings: Crisis Response	The total number of training sessions delivered by IHWS-funded Regional Crisis Coordinators and/or NAN Crisis Coordinators during the reporting period. Each individual training activity should be counted as 1. If training is not provided through your IHWS-funded program, put "0". See Service description for further details and examples of Training (https://www.ontario.ca//_Training) .
Number of Individuals: Received Training: Crisis Response	Unique, or unduplicated, count of individuals who received training provided by an IHWS-funded Regional Crisis Coordinator, NAN Crisis Coordinator or funded through the NAN Flexible Crisis Fund during the reporting period (e.g., individuals who received mental health training that was funded through the flexible crisis fund). Each unique individual who accesses a training activity should be counted once. If training is not provided through your IHWS- funded program, put "0". See Service description for further details and examples of Training (https://www.ontario.ca//_Training) .

Number of Group-Based Activities: Crisis Response	The total number of group-based activities delivered during the reporting period. Each activity held in the reporting period should be counted as 1. If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reports the group-based activity should also report the total number of individuals who attended that group-based activity under the "Number of Individuals: Accessed Group-Based Activities: Crisis Response".
	If group-based activities are not provided through your IHWS-funded program, put "0".
	See Service description for further details and examples of group- based activities.
Number of Individuals: Accessed Group-Based Activities: Crisis Response	The total number of individuals who took part in group-based activities delivered during the reporting period. The same individual can be counted more than once if they participate in more than one group-based activity in the same reporting period. The total number of unique participants for each group-based activity is added to calculate the total number of individuals who took part in group-based activities in the reporting period. For example, if an individual attends four group- based activities in a reporting period, count four (4).
	If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reported the group-based activity (to be decided by the service provider) is responsible for reporting the total number of individuals who accessed the group-based activity under this data element. Do not include participants of the group-based activities that were not reported in "Number of Group-Based Activities: Crisis Response".
	If group-based activities are not provided through your IHWS-funded program, put "0". See Service description for further details and examples of group- based activities.

Number of Communities: Accessed Flexible Crisis Fund: Crisis Response	The total number of communities that received financial support through the flexible crisis fund during the reporting period. Each time a community accesses funding should be counted as 1.
Number of Responses: Crisis Situations: Crisis Response	The number of community crisis support requests received and responded to by Regional Crisis Coordinators and NAN Crisis Coordinators during the reporting period. Each request for crisis supports from a member community that is received and responded to (e.g. crisis coordination support provided) is counted as 1. For example, if a Regional Crisis Coordinator fulfills 20 requests for crisis support from member communities during the reporting period, it would be counted and reported as 20.
Ministry- funded Agency Expenditures: Crisis Response	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Crisis Response program in the reporting year (cumulative).

Services delivered: shelter and family healing program

Component: IHWS – Crisis Intervention

Legislation: *Ministry of Community and Social Services Act*

Service Objectives

Crisis intervention: Increase the safety of Indigenous women/individuals and their dependents through the provision of safe, temporary residence and support services

Therapeutic: the provision of counselling and supports necessary to assist Indigenous women/individuals and their dependents through the crisis, and support family healing

Rehabilitative: the provision of post-crisis after-care and support to facilitate healing and the re-building of a safe and healthy life in a violence-free environment for Indigenous families, particularly Indigenous women/individuals and their dependents, including support with accessing safe and affordable housing (e.g., case management, referrals, advocacy, other support services)

Service Description

- Safe, temporary residence and support services (e.g., safety planning, support with accessing housing, counselling) for women/individuals and their dependents;
- Programming may include client-based non-residential services such as follow-up/aftercare and support, safety planning, support with accessing housing, and group-based activities to prevent violence and support family healing.

People Served

- Indigenous individuals and their dependents, including Indigenous women, Two-Spirit, transgender, intersex and non-binary individuals, Indigenous men, and Indigenous families;
- Shelter & Family Healing Programs may also serve non-Indigenous individuals and/or families, as needed.

Program / Service Features

The program/services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as a part of the activities and services;
- It is expected that residential programming/services be available 365 days a year. Any proposed difference in this schedule requires explanation and MCCSS agreement;
- Programming and services are culturally responsive, trauma-informed, and strengths-based and reflect the individual and/or family needs.

Specific Service Provided

1. ### Client-based services

Client-based services are intended to promote and support personal or family safety, health and well-being:
- The services are intended to facilitate healing of those who are involved in or have experienced violence;
- Shelter & Family Healing programs may offer preventative, therapeutic and rehabilitative programming for men who are involved in family violence, violence against Indigenous women, and/or experienced violence;
- **Residential services:** the provision of safe, temporary residence and may include food and items to address personal needs (e.g. hygiene products, toys and games for children) and support services to women/individuals and their dependents who are seeking safety.
  - o **Residential support services** have a client-specific healing or therapeutic objective and process and may include:

- Counselling;
- Safety and transition planning;
- Referral to other necessary services/programs;
- Access to Indigenous healing services;
- Supports in accessing safe and affordable housing, including assisting with housing applications and developing transition plans;
- Advocacy on behalf of the woman/individual and their dependents;
- Emergency transportation.
  - **Non-residential support services** (such as those identified under residential support services above) are provided to individuals not accessing residential services. Services are offered to those seeking to increase or maintain personal or family safety, or reduce the risk or incidence of violence, and/or to support healing.

2. Group-based activities

- Activities are provided in a group-based setting oriented towards reducing and preventing family violence, violence against Indigenous women and improving Indigenous health, healing and wellness by:
  - Providing focused education and information;
  - Promoting positive change in values, attitudes and behaviours, and/or;
  - Fostering healing and enabling individuals, families and communities to achieve and enjoy a healthy and balanced life.

- Group-based activities may include:
  - Healing/cultural teaching circles and/or support groups;
  - Cultural activities (e.g., drum, fan, moccasin and regalia making, tanning hides, ceremonies, sweat lodges, traditional teachings);
  - Workshops (e.g., life skills, violence prevention, healthy relationships, anger management);
  - Fitness and/or recreational activities;
  - Land-based activities (e.g., canoeing).

3. <u>Community outreach, engagement & relationship building</u>

- Community outreach, engagement and relationship building activities are offered to the community-at-large and/or other organizations and oriented towards reducing and preventing family violence and improving Indigenous health, healing, and wellness.

- Activities may include:
  o Public presentations;
  o Public awareness and education campaigns;
  o Organizing or participating in community, health and wellness fairs or events (<u>e.g.</u>, pow-wows, feasts);
  o Participating in local committees;
  o Outreach and relationship-building with health and social service organizations, local social/housing providers, and other community partners (<u>e.g.</u>, information sharing, referral protocol development and agreements, building cultural awareness and competency, hosting gatherings).

Reporting requirements

- Year-end reporting template – transitional & housing support programming
- Funded recipients are required to submit a year-end reporting template on the outputs and impacts of transitional and housing support programming in <u>IHWS</u>. The template is downloadable in Transfer Payment Ontario
- Service Data

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Individuals: Received Residential Services: SFHP	Unique, or unduplicated, count of women/individuals who received client-based residential services during the reporting period, which includes safe temporary residence and support services. See Service description for further details and examples of client-based services

Each unique individual is counted only once per reporting period, even if they leave the shelter and return at another point during the reporting period. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. Only individuals accessing residential client-based services provided through the IHWS Shelter & Family Healing Program are counted under this data element. Individuals who only access non-residential client-based services and phone calls to the shelter are excluded from this data element. |
| Number of Individuals: Received Non- Residential Support Services: SFHP | Unique, or unduplicated, count of women/individuals who received client-based non-residential (day programming) supports, such as counselling, safety and transition planning, referrals, etc. See Service description for further details and examples of client-based services.

Each unique individual is counted only once per reporting period, even if they access multiple non-residential supports. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. Phone calls made to the shelter and where client-based services are provided are counted under this data element. Only individuals who access non-residential (day programming) provided through the IHWS Shelter & Family Healing program are counted under this data element. Individuals who access residential client-based services are excluded from this data element. |

Number of Dependents: Received Residential Services: SFHP	Unique, or unduplicated, count of dependents (i.e., children) who received client-based residential services through the IHWS Shelter & Family Healing program during the reporting period. A dependent is counted only once per reporting period even if they received multiple services. If the dependent carries into the next fiscal year, the dependent is counted again in the new reporting period. Only dependents accessing residential client-based services provided through the IHWS Shelter & Family Healing Program are counted under this data element. Dependents who only access non-residential client-based services are excluded from this data element.
Number of Dependents: Received Non-Residential Support Services: SFHP	Unique, or unduplicated, count of dependents (i.e., children) who received client-based non-residential support services through the IHWS Shelter & Family Healing program during the reporting period. A dependent is counted only once per reporting period even if they received multiple services. If the dependent carries into the next fiscal year, the dependent is counted again in the new reporting period. Only dependents who access non-residential (day programming) provided through the IHWS Shelter & Family Healing program are counted under this data element. Dependents who access residential client-based services are excluded from this data element.
Number of Residential Client-Based Services: SFHP	The total number of client-based services provided to individuals (including dependents/children) who are staying in the shelter/residential program during the reporting period. This is the total number of client-based services delivered to individuals staying in an IHWS-funded congregate care setting. See Service description for further details and examples of client-based services. For example, if an individual accessed counselling services while staying at a residential shelter/program five times in the reporting period, this would be counted as five.

Number of Non-Residential Client-Based Services: SFHP	The total number of non-residential client-based services provided to individuals during the reporting period. This is the total number of client-based services delivered to individuals who accessed services through day programming (i.e., the individual is not staying in a residential setting while accessing the client-based services). See Service description for further details and examples of client-based services. For example, if an individual who is not staying at the shelter/residential setting accessed counselling services five times in the reporting period, this would be counted as five.
Number of Group-Based Activities: SFHP	The total number of group-based activities delivered through the Shelter & Family Healing Program in the reporting period. Each activity held during the reporting period should be counted as 1. If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reports the group-based activity should also report the total number of individuals who attended that group-based activity under the "Number of Individuals: Accessed Group-Based Activities: SFHP". If group-based activities are not provided through your IHWS-funded program, put "0". See Service description for further details and examples of group-based activities.

Number of Individuals: Accessed Group-Based Activities: SFHP	The total number of individuals who took part in group-based activities delivered through the Shelter & Family Healing Program during the reporting period. The same individual can be counted more than once if they participate in more than one group-based activity in the same reporting period. The total number of unique participants for each group-based activity is added to calculate the total number of individuals who took part in group-based activities in the reporting period. For example, if an individual attends four group-based activities in a reporting period, count four (4). If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reported the group-based activity (to be decided by the service provider) is responsible for reporting the total number of individuals who accessed the group-based activity under this data element. Do not include participants of the group-based activities that were not reported in "Number of Group-Based Activities: SFHP". If participant-based activities are not provided through your IHWS- funded program, put "0". See Service description for further details and examples of group-based activities.
Number of Community outreach, engagement & relationship building Activities: SFHP	The total number of Community outreach, engagement & relationship building activities delivered through the IHWS Shelter & Family Healing program during the reporting period. Each activity should be counted as 1. See Service description for further details and examples of Community outreach, engagement & relationship building activities. If Community outreach, engagement & relationship building activities are not provided through your IHWS-funded program, put "0".

Number of Requests for Service: Unfulfilled: SFHP	This data element includes requests for residential services that were: Referred elsewhere because the service was at capacity (e.g., beds are at capacity); or Placed on a waitlist The same individual may be counted more than once if they requested service at different points in the reporting period. Reporting is based on the initial response that takes place following the request for service. For example, if a woman requests service and is placed on the waitlist and receives the service within the same quarter, her request for service should still be reported once under this data element. Dependents are not counted under this data element.
Number of Resident Days: SFHP	The number of 24-hour periods for which an individual (including dependents/children) is provided residential care. The day on which an individual is admitted is counted as one day of service. The day on which an individual is discharged is not counted. Each occupied IHWS-funded bed counts as one day of residential care, which includes overflow beds, such as cots/hotel beds. When the individual enters and leaves the service on the same day, one day is counted. Beds occupied by a dependent or child are included in this count. Note: The day of exit is not counted to allow accurate calculation of occupancy rates. Otherwise, the same bed would be counted twice for two different individuals on the same day. To track resident days, take a daily census of occupied beds (including alternate settings if used) and add up the census to calculate the total number of resident days for the reporting period.

Number of Beds: SFHP	The total number of beds dedicated for residential services to the IHWS Shelter & Family Healing Program at the end of the reporting period. The total number of beds includes the spaces that are and are not occupied at the time of count.
	
	The following types of beds are counted:
	
	    Beds funded by MCCSS; and
	
	    Beds funded by other revenue (e.g., fundraising) butdedicated for use for SFHP clients
	
	The following types of beds are NOT included in the count:
	
	    Beds funded by other programs (e.g., homelessness); and
	
	    Alternate settings (e.g., overflow beds, cots, hotel rooms, cribs, etc.) that are used when the shelter is at capacity

Ministry- funded Agency Expenditures: SFHP	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Shelter & Family Healing program in the reporting year (cumulative).

Component: IHWS – Curative and Rehabilitative Care

Services delivered: healing lodges

Component: IHWS – Curative and Rehabilitative Care

Legislation: *Ministry of Community and Social Services Ac*

Service Objectives

- Reduce family, sexual and gender-based violence and improve the healing, health and wellness of Indigenous individuals, families, and communities;
- Support Indigenous individuals, families, and communities to address the underlying root causes of substance use and misuse.

Service Description

- Healing Lodges offer traditional healing approaches guided by the medicine wheels and the life cycle and healing continuum teachings to address the physical, spiritual, mental and emotional impacts stemming from family violence, colonization, residential schools, substance use/misuse, sexual violence, and inter/multigenerational trauma;

- The primary focus is on client-based service provided in a safe therapeutic environment, which can include multi-day programming with meals/accommodation.

People Served

- Indigenous individuals, families, and communities.

Program / Service Features

The program/services contracted by the Ministry will reflect the following features:

- Indigenous cultural approaches are reflected or used as a part of the activities and services;

- Programming and services are culturally responsive, trauma-informed, and strengths-based and reflect the individual, family and/or community needs.

Specific Service Provided

1. Client-based services

- Healing Lodges provide residential and/or day programs using Indigenous healing and therapeutic interventions to:
  - Reduce the impacts of, or trauma arising from, sexual violence, physical, spiritual, mental, and emotional abuse or family violence;
  - Promote/foster the spiritual, emotional, mental and physical well-being of Indigenous individuals, families, and communities;
  - Foster the healing, rebuilding and strengthening of individual, family, and community relationships.
- **Residential services** include provision of temporary residence (accommodation and food) during the provision of a defined program of therapeutic healing or health services to individuals and/or families;
- Non-residential client-based services are provided on an in-person day program basis or may be delivered virtually (e.g., teleconference, online video platform)
  - Client-based services are provided on a 1-on-1 basis and may include:
    - Therapies are provided by social workers, social services workers, nurses, nurse practitioners, psychologists or psychiatrists, such as counselling, post-treatment monitoring and community-based support;
    - Indigenous healing services and therapies are provided by Knowledge Holders, traditional healers or counsellors, Elders, or traditional medicine practitioners, and include counselling, teachings, ceremonies, post-treatment support and monitoring and community-based support;
    - Land-based activity, including living off the land;
    - Recreational activities;
    - Nutrition, preparation of traditional foods;

- Coordination or case management services to clients, advocacy and referrals.

2. Group-based activities

- Activities are provided in a group-based setting and employ Indigenous healing, therapeutic, and primary prevention/health promotion strategies to:
  - Increase awareness/knowledge of healing/health issues, risks and opportunities;
  - Promote healthy attitudinal and behavioral change;
  - Address the underlying root causes of family violence, sexual violence, and substance use/misuse;

- Group-based activities may be delivered in residential, day-programming, mobile and virtual settings (e.g., teleconference, online video platform);

- Group-based activities may include:
  - Healing/cultural teaching circles and/or support groups facilitated by a traditional healer, Knowledge Holder, Elder or volunteer peer counsellor;
  - Issue-specific group-based healing, such as grief and loss, anger management, healing from trauma;
  - Mental health/healing groups or traditional circles facilitated by emotional wellness therapists, psychotherapists, social workers, traditional healers, Knowledge Holders, Elders, or counsellors;
  - Nutrition counselling provided by a nutritionist, dietician, Elder, Knowledge Holder, and/or traditional healer;
  - Ceremonial and traditional activities, such as (but not limited to) sweat lodges, medicines, teachings, beading, moccasin making, Indigenous arts and crafts, drumming, ribbon skirt/shirt making, etc.
  - Land-based healing activities;
  - Fitness and/or recreational activities;
  - Mobile outreach services to provide therapeutic group-based activities(e.g., healing circles, grief and loss).

3. <u>Community outreach, engagement & relationship building</u>

- Community outreach, engagement and relationship building activities are offered to the community-at-large and/or other organizations and oriented towards reducing and preventing family violence and improving Indigenous healing, health and wellness;
- Activities may include:
  - Workshops (non-therapeutic);
  - Public presentations;
  - Public awareness and education campaigns;
  - Organizing or participating in community, health and wellness fairs or events (<u>e.g.</u> pow-wows, feasts);
  - Participating in local committees;
  - Outreach and relationship-building with health and social service organizations, First Nations, and other community partners (e.g. information sharing, referral protocol development, building cultural awareness and competency, hosting gatherings, partner on community-led requests and trainings);
  - Training for frontline workers and response to community requests (<u>e.g.,</u> trauma-informed care, debriefing, Mental Health First Aid First Nations, train-the-trainer).

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition

Number of Individuals: Received Residential Services: Healing Lodges	Unique, or unduplicated, count of individuals (including dependents/children) who received client-based residential services during the reporting period, which includes temporary residence and support services. Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. Only individuals accessing residential services are counted under this data element. Individuals who only access non-residential 1- on-1 services are excluded from this data element.
Number of Individuals: Received Non- Residential Services: Healing Lodges	Unique, or unduplicated, count of individuals (including dependents/children) who received 1-on-1 non-residential client-based services. Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. Individuals who only access 1-on-1 non-residential (day programming) provided through the Healing Lodge Program are counted under this data element. Individuals who access residential client-based services (i.e., are residing at the Healing Lodge for the duration of the program) are excluded from this data element.
Number of Client-Based Services: Healing Lodges	The total number of 1-on-1 client-based services provided to individuals through the Healing Lodges program during the reporting period. For example, if an individual accessed counselling service five times in the reporting period, this would be counted as five. See Service description for further details and examples of client- based services.

Number of Group-Based Activities: Healing Lodges	The total number of group-based activities supported through the Healing Lodge Program during the reporting period. Each activity held in the reporting period should be counted as 1. If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reports the group-based activity should also report the total number of individuals who attended that group-based activity under the "Number of Individuals: Accessed Group-Based Activities: Healing Lodges".
	If group-based activities are not provided through your IHWS-funded program, put "0". See Service description for further details and examples of group-based activities.
Number of Individuals: Accessed Group-Based Activities: Healing Lodges	The total number of individuals who took part in group-based activities offered through the Healing Lodge Program during the reporting period.
	The same individual can be counted more than once if they participate in more than one group-based activity in the same reporting period. The total number of unique participants for each group-based activity is added to calculate the total number of individuals who took part in group-based activities in the reporting period. For example, if an individual attends four group- based activities in a reporting period, count four (4).
	If a group-based activity is jointly organized/funded with another IHWS program, only one program should report the group-based activity (to be decided by the service provider). The program that reported the group-based activity (to be decided by the service provider) is responsible for reporting the total number of individuals who accessed the group-based activity under this data element. Do not include participants of the group-based activities that were not reported in "Number of Group-Based Activities: Healing Lodges".
	If group-based activities are not provided through your IHWS-funded program, put "0". See Service description for further details and examples of group-based activities.

Number of Community outreach, engagement & relationship building Activities: Healing Lodges	The total number of Community outreach, engagement & relationship building activities delivered through the Healing Lodge Program during the reporting period. Each activity should be counted as 1. See Service description for further details and examples of Community outreach, engagement & relationship building activities. If Community outreach, engagement & relationship building activities are not provided through your IHWS-funded program, put "0".
Number of Trainings: Healing Lodges	The total number of training sessions delivered during the reporting period. Each activity held in the reporting period should be counted as 1. If no training sessions are delivered, put "0". *Note: training sessions funded through the Mental Health Training & Supports for Community Workers initiative should be captured separately through the year-end narrative report available for download in Transfer Payment Ontario.
Number of Individuals: Received Training: Healing Lodges	Unique, or unduplicated, count of individuals who attended a training session during the reporting period. The total number of unique participants for each training activity is added to calculate the total number of individuals who received training in the reporting period. If no training sessions are delivered, put "0". *Note: individuals who accessed trainings funded through the Mental Health Training & Supports for Community Workers initiative should be captured separately through the year-end narrative report available for download in Transfer Payment Ontario.

Number of Beds: Healing Lodges	The total number of beds dedicated for residential services to the Healing Lodges program at the end of the reporting period. The total number of beds includes the spaces that are and are not occupied at the time of count. The following types of beds are counted:
	
	    Beds funded by MCCSS; and
	
	    Beds funded by other revenue (e.g., fundraising) but dedicated for use for IHWS clients
	
	The following beds are NOT included in the count:
	
	    Beds funded by other programs (e.g., homelessness); and
	
	    Alternate settings (e.g., overflow beds, cots, hotel rooms, cribs, etc.)

Number of Resident Days: Healing Lodges	The number of 24-hour periods for which an individual is provided residential care. The day on which an individual is admitted is counted as one day of service. The day on which an individual is discharged is not included.
	Each occupied bed counts as one day of residential care. When the individual enters and leaves the service on the same day, one day is counted.
	Count resident days when the following types of beds are used by IHWS clients:
	Beds funded by MCCSS through Healing Lodges program
	Beds funded by other revenue (e.g., fundraising) but dedicated for use for IHWS clients
	Beds funded by other programs (e.g., homelessness) but used by IHWS clients
	Alternate settings (e.g., overflow beds, cots, hotel rooms, cribs, etc.)
	Note: The day of exit is not counted to allow accurate calculation of occupancy rates. Otherwise, the same bed would be counted twice for two different individuals on the same day.
	To track resident days, take a daily census of occupied beds (including alternate settings if used) and add up the census to calculate the total resident days for the reporting period.

Number of Bed Days Available: Healing Lodges	The cumulative number of spaces available and staffed each day to provide services during the reporting period. The total spaces available each day of the reporting period are added to find the cumulative number of bed days available during the reporting period.
	The following types of beds are counted:
	Beds funded by MCCSS; and
	Beds funded by other revenue (e.g., fundraising) but dedicated for use for IHWS clients
	The following beds are NOT included in the count:
	Beds funded by other programs (e.g., homelessness); and
	Alternate settings (e.g., overflow beds, cots, hotel rooms, cribs, etc.)
	This data element is intended to show the organization's capacity to provide service. Spaces or beds that cannot be staffed or spaces closed for renovations or other reasons, such as public health, that are unavailable for service should not be included.
	Note: To track this data element, use one of the following two methods:
	1. Multiply the number of beds by the number of operating days. For example, for the year-end reporting, in a ten bed Healing Lodge that operated for 5 cycles of 60 days, the total number of operating days will be 5 cycles * 60 days = 300 operating days. Therefore, the year-end total count of bed days available will be 10 beds * 300 operating days which is 3,000 bed days available for the reporting period
	OR
	2. Take a daily census (during the days residential programs are provided) of all open or occupied Healing Lodge beds funded by MCCSS or other revenue (those represented in

	the Beds data element). For this census, exclude alternate settings (e.g., overflow, cots, hotel, and cribs) and beds dedicated for use by another service (e.g., homelessness). Add up the total daily bed count to report the Number of bed days available for the reporting period
Number of IHWS-Funded FTE Staff: Healing Lodges	The number of assigned IHWS staff (full time equivalent), including program delivery and program administration.
Ministry- funded Agency Expenditures: Healing Lodges	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Healing Lodge program in the reporting year (cumulative).

Services delivered: Indigenous MHA treatment and healing centres

Component: IHWS – Curative and Rehabilitative Care

Legislation: *Ministry of Community and Social Services Act*

Program Goals

- Indigenous youth, adults, and families can access culturally safe residential treatment closer to home, in a timely manner;
- Service providers increasingly offer access to Indigenous healing methods and cultural practices in their mental health and addictions supports for clients
- Improved mental health and wellness in Indigenous communities.

Service Objectives

- Provide culturally safe residential mental health and addictions treatment services for First Nations, Métis, and Inuit peoples using a combination of Indigenous healing and therapeutic approaches to improve the overall health and wellness of individuals, families and communities;

- Indigenous MHA Treatment & Healing Centres form part of Ontario's multi-Ministry response to the Truth and Reconciliation Commission (TRC) Report and to priorities raised by Indigenous partners in Ontario.

Service Description

- Indigenous MHA Treatment & Healing Centres provide culturally relevant and trauma-informed care using a combination of Indigenous healing and clinical approaches, connected to a residential treatment model;

- Treatment models vary according to the needs of the community served, although each Centre must provide access to a medically supervised or traditional detoxification (detox) or withdrawal management option for people

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withdrawing from substances who require a safe and supportive environment (either through direct provision of services or through a partnership with another service provider);

- Programs may include the addition of mobile, land-based, and/or community-based programs connected to an existing residential treatment model;

- Programs address one or more of the following priorities identified by Indigenous partners:
  o Community Healing Models to Address Sexual Abuse;
  o Community Wellness, including programming that addresses or leads to community wellness, prevention and early intervention programming, wellness promotion and education programs;
  o Addressing Gaps in the Continuum of Opioid Replacement Therapy, including addressing gaps in the continuum of treatment for individuals withdrawing from the use of opiates, Indigenous approaches to withdrawal management and stabilization, and cultural supports for individuals in withdrawal management programs;
  o System Transformation and Coordination, including programming that addresses the broader social determinants of health, interdisciplinary approaches to healing, programs that support coordinated systems of care built around client needs and strengths, and programs that support partnership and collaboration;
  o Workforce Development and Continuity, including programs that support workforce continuity, programs that support and promote the wellbeing of front-line workers, and staff training opportunities;
  o Responding to Gaps in Service Across Lifecycle, Geography, and Jurisdiction, including programs targeted towards a specific age group, population segment, or geography.

People Served

- First Nations, Métis, and Inuit youth, adults and/or families

Program / Service Features

The program/services contracted by the Ministry will reflect the following features:

- Indigenous <u>MHA</u> Treatment & Healing Centres are designed, managed and delivered by and for Indigenous peoples;
- Indigenous knowledge and practices provide the foundation for the development of programming and the delivery of care;
- Treatment for mental health and addictions issues is provided using a combination of Indigenous healing and therapeutic approaches;
- Treatment models are aligned with relevant First Nations, Métis, and Inuit Mental Wellness Models and Frameworks;
- Programs are connected to a residential service delivery model, which involves the provision of safe temporary residence (accommodation and food) and support services;
- Individuals who are withdrawing from substances have access to a medically supervised or traditional detox or withdrawal management option, either on-site or through partnerships with local service providers;
- Treatment models will reflect the following principles:

  Family and Community: Services for individuals are considered in the context of family and community. Family and community members are involved in the healing journey of clients to support return to a positive family and community environment and sustain the gains made through treatment

  Community Development: Programs help to build capacity within communities and contribute to long term wellness within Indigenous populations in Ontario

  rauma Engaged: Programs support clients to heal from historical, current, and intergenerational trauma they have experienced

  Land Based: Programs use land-based healing methods to deliver care and address client needs

Strengths Based: Programs and services utilize and build on the strengths of Indigenous individuals, families and communities to deliver care and address client needs

Continuity of Relationships: Programs and services support the continuity of relationships over time and across jurisdictional, geographical and service divides

Specific services may include

- Intake, screening, and assessment services;
- Pre-treatment programming;
- Treatment models specialized for families, youth and adults;
- Residential services, defined as the provision of safe temporary residence (accommodation and food) in conjunction with support services;
- Substance use disorder services and treatment;
- Medically supervised detox or withdrawal management services delivered on-site or through partnerships;
- Wholistic mental health counselling Individual, family and group therapy;
- Indigenous healing practices and cultural supports, including teachings, traditional medicines, ceremonies, healing circles and support groups, and land-based activities;
- Coordination of care and care planning, including referrals;
- Post-treatment supportive programming and aftercare;
- Expanded day programming;
- Community wellness activities focused prevention and health promotion, such as workshops, community and cultural events, land-based activities, and public awareness and education campaigns;
- Training and capacity building opportunities for front-line workers, including programs that support and promote the wellbeing of front-line workers and assist them in meeting their own healing needs;

Reporting Requirements

1. <ins>Year-end narrative report</ins>

- <ins>MHA</ins> Treatment & Healing Centres are required to submit a year-end narrative report to the ministry. The template is available for download in Transfer Payment Ontario;

- Service partners can highlight participant feedback on programs and services and use participants' own words when possible;

- Narrative reports can include creative forms of communication and reporting, including audio, visual, oral and/or written formats.

2. <ins>Service Data</ins>

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of Individuals: Received Residential Services: <ins>MHA T&HC</ins>	Unique, or unduplicated, count of individuals (including dependents/children) that received residential services during the reporting period, which includes safe, temporary residence (accommodation and food) and support services (e.g., substance use services and treatment, on-site medically supervised or traditional withdrawal management (detox), mental health counselling, referrals, traditional healing services and cultural supports).
	Each unique individual is counted only once per reporting period even if they received multiple services. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. Only individuals accessing residential client- based services provided through the Indigenous <ins>MHA</ins> Treatment & Healing Centre program are counted under this data element. Individuals who only access non-residential client-based services are excluded from this data element.

Number of Individuals: Received Non- Residential Services: <u>MHA T&HC</u>	Unique, or unduplicated, count of individuals (including dependents/children) who received non-residential treatment and healing services. Non-residential services may include intake, screening, and assessment services; pre-treatment programming; day programming; post-treatment supportive programming and aftercare. Each unique individual is counted only once per reporting period. If the individual carries into the next fiscal year, the individual is counted again in the new reporting period. Only individuals who access non-residential (day programming) provided through the Indigenous <u>MHA</u> Treatment & Healing program are counted under this data element. Individuals who access residential client-based services are excluded from this data element.

Number of Beds: <u>MHA T&HC</u>	The total number of beds dedicated for residential services to the <u>MHA</u> Treatment & Healing Centre program during the reporting period. The total number of beds includes the spaces that are and are not occupied at the time of count, including <u>IHWS</u>-funded withdrawal management/detox services. The following types of beds are counted:
	
	    Beds funded by MCCSS; and
	
	    Beds funded by other revenue (e.g., fundraising) but dedicated for use for <u>IHWS</u> clients
	
	The following beds are NOT included in the count:
	
	    Beds funded by other programs (e.g., homelessness); and
	
	    Alternate settings (e.g., overflow beds, cots, hotel rooms, cribs, etc.)

Number of Bed Days Available: MHA T&HC	The cumulative number of spaces available and staffed each day to provide services during the reporting period. The total spaces available each day of the reporting period are added to find the cumulative number of bed days available during the reporting period. The following types of beds are counted:

The cumulative number of spaces available and staffed each day to provide services during the reporting period. The total spaces available each day of the reporting period are added to find the cumulative number of bed days available during the reporting period. The following types of beds are counted:

> Beds funded by MCCSS; and

> Beds funded by other revenue (e.g., fundraising) but dedicated for use for IHWS clients

The following beds are NOT included in the count:

> Beds funded by other programs (e.g., homelessness); and

> Alternate settings (e.g., overflow beds, cots, hotel rooms, cribs, etc.)

This data element is intended to show the organization's capacity to provide service. Spaces or beds that cannot be staffed or spaces closed for renovations or other reasons, such as public health, that are unavailable for service should not be included.

Note: To track this data element, use one of the following two methods:

1. Multiply the number of beds by the number of operating days. For example, for the year-end reporting, in a ten bed Healing Lodge that operated for 5 cycles of 60 days, the total number of operating days will be 5 cycles * 60 days = 300 operating days. Therefore, the year-end total count of bed days available will be 10 beds * 300 operating days which is 3,000 bed days available for the reporting period

OR

2. Take a daily census (during the days residential programs are provided) of all open or occupied Healing Lodge beds funded by MCCSS or other revenue (those represented in the Beds data element). For this census, exclude alternate settings (e.g., overflow, cots, hotel, and cribs) and beds

	dedicated for use by another service (e.g., homelessness). Add up the total daily bed count to report the Number of bed days available for the reporting period
Number of Resident Days: MHA T&HC	The number of 24-hour periods for which an individual (including dependents/children) is provided residential care. The day on which an individual is admitted is counted as one day of service. The day on which a client is discharged is not counted. Each occupied bed counts as one day of residential care, which includes overflow beds, such as cots/hostel beds. When the individual enters and leaves the service on the same day, one day is counted. Beds occupied by a dependent or child are included in this count.
	Note: The day of exit is not counted to allow accurate calculation of occupancy rates. Otherwise, the same bed would be counted twice for two different individuals on the same day.
	In order to track resident days, take a daily census of occupied beds (including alternate settings if used) and add up the census to calculate the total number of resident days for the reporting period. To prepare annual targets for this data element, calculate the anticipated number of residential clients by the number of days in your residential program [Number of clients X Number of days in residential program]. For example, if you are expecting to serve 30 residential clients during the fiscal year and your residential program is 60 days; you would project 1,800 resident days. When reporting on this data element, please include the total actual number of days that each unique individual accessed residential care (for example, this may be less than projected if a participant does not complete a full residential program cycle).

Number of Requests for Service: Unfulfilled: <u>MHA T&HC</u>	This data element includes unfulfilled requests for <u>MHA</u> Treatment & Healing Centre services that were: Referred elsewhere because the service was at capacity; or Placed on a waitlist The same individual may be counted more than once if they requested service at different points in the reporting period. Reporting is based on the initial response that takes place following the request for service. For example, if an individual requests service and is placed on the waitlist and receives the service within the same quarter, their request for service should still be reported once under this data element. Dependents are not counted under this data element.
Number of Requests for Service: Referred to Other Services: <u>MHA T&HC</u>	The total number of referrals to other services (either within the organization or to another agency) to support individual needs and continuum of care (e.g., more intensive supports for acute cases, aftercare support, withdrawal management). The same individual may be counted more than once if they requested service at different points in the reporting period. Reporting is based on the initial response that takes place following the request for service. Dependents are not counted in this data element.
Number of Individuals: Completed Treatment Cycle: <u>MHA T&HC</u>	The total number of individuals who fully completed the program or treatment cycle, including <u>IHWS</u>-funded residential, non-residential, and detox/withdrawal management programs. <u>IHWS</u> service providers may provide further information in the year-end narrative report (e.g., average completion rate, number of individuals who completed the majority of the program, success stories, challenges encountered). This data element is used as a numerator to calculate the rate of program completion. The sum of "Number of Individuals: Received Residential Services: <u>MHA T&HC</u>" and "Number of Individuals: Received Non-Residential Services: <u>MHA T&HC</u>" is the denominator in the calculation.

Number of IHWS-Funded FTE Staff: MHA T&HC	The number of IHWS funded staff (full-time equivalent), including program delivery and program administration.
Ministry- funded Agency Expenditures: MHA T&HC	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Mental Health and Addictions Treatment and Healing Centres program in the reporting year (cumulative).

Social Assistance

Component: Broader Public Sector – Other – Social Assistance

Services delivered: BPS – other – social assistance

Component: Broader Public Sector – Other – Social Assistance

Legislation: *Ministry of Community and Social Services (MCSS) Act, Pay Equity Act*

Service Objectives

To ensure that proxy pay equity Transfer Payment Recipients (TPRs) continue to meet their pay equity obligations under the Pay Equity Act, until such time as they have achieved pay equity.

Service Description

The Pay Equity Act requires employers to make annual adjustments of a minimum of 1% of the previous year's payroll toward proxy pay equity targets until pay equity has been achieved.

The government reached a mediated Memorandum of Settlement (MOS) with five unions in the spring of 2003 regarding the funding for proxy pay equity.

Although the MOS has ended, existing pay equity base funding under the MOS will continue to be made available to TPRs.

Also, the TPRs are required to continue to meet their pay equity obligations on an ongoing basis after the MOS concluded. Proxy adjustments will be included in the salary and wages portion of the TPR's fiscal/operating plan, where applicable.

People Served

The TPRs under the terms of this Service Contract will provide all eligible employees a proxy pay equity payment in compliance with the Pay Equity Act, as required by the TPRs' proxy pay equity plan.

Method of Evaluation

Any base funding provided under the MOS that is not required to meet proxy pay equity obligations will be recovered by the Treasurer of Ontario through the Annual Reconciliation Report (ARR) process.

Component: Home and Vehicle Modification Program

Services delivered: Home and Vehicle Modification Program

Component: Home and Vehicle Modification Program

Legislation: Section 12 of the *Ministry of Community and Social Services Act, R.S.O. 1990, ch. M.20*

Service Objectives

The Home and Vehicle Modification Program provides home or vehicle modifications to eligible individuals and families to enable children and adults with disabilities that restrict mobility to continue living safely in their homes, participate in their communities and avoid job loss.

The program is intended to serve those people most in need of assistance and to be a program of last resort. Applicants to the Home and Vehicle Modification Program must first access any other sources of available public or private funding before being considered eligible.

Service Description

People Served

Program eligibility will be limited to a person who is:

- A permanent Ontario resident, AND;
- A person with a substantial impairment caused by bodily injury, birth defect or illness that is ongoing and/or recurring and is expected to last one year or more, AND;
- The impairment impedes mobility and results in substantial restriction in activities of daily living e.g., personal care and functioning in the community.

Applicant must meet other eligibility criteria identified in the Home and Vehicle Modification Program Guidelines.

Program / Service Features

The Program / Services contracted by the ministry will reflect the following features.

Specific Service Provided

- assessment completed after application to the Home and Vehicle Modification Program;
- design schematics and professional fees of contractors, architects or other professionals needed to plan construction or installation of the approved modification(s);
- the equipment (these must be eligible items) and supplies needed for the approved modification(s), and the cost of any warranties;
- the installation of any equipment, or the approved structural alteration of the home and/or vehicle, including labour;
- training on the use of equipment, provided by the contractor/ supplier/ vendor or the Service Coordinator.
- Eligible modifications include;
  - ramps

- inside and outside platform lifts, stairway lifts and lifting/ transferring devices, including necessary structural changes;
- the paving of an access path between the client's home and mode of transportation if needed to facilitate the movement of a wheelchair;
- elevating devices;
- widening of doors and/or replacement of conventional doors by sliding or folding doors;
- rearrangement of bathrooms to permit safe use;
- installation of wheel-in showers, wall grab bars, and bathtub safety rails;
- rearrangement and lowering or raising of kitchen equipment and cupboards ;
- a deck if it is an integral part of an access ramp or lift;
- disability features for major appliances where the modification allows a person to safely use the appliance (NB: If a specialized adapted appliance is only sold as a whole item, the Program will fund the difference between the cost of the appliance and the market value of a similar non-specialized appliance);;
- environmental controls may be provided as appropriate. These include remote control or mechanical devices to operate appliances; switch lights and computers on or off; facilitate the use of a telephone; or to open, close and lock doors;
- modifications to a child's play area;
- other items as approved from time to time by the ministry, or as amended in the Service Contract.

List of eligible items - vehicle/garage & carport modifications eligible vehicle modifications include:

- transferable equipment such as hand controls, foot controls, lifts, safety devices etc. These should be fully convertible, if possible, to any type of vehicle so that they can be transferred when the applicant changes vehicles;
- communication devices such as car phones, when necessary to ensure the safety of the person with a disability. Considerations should include: the severity of the disability, whether the person drives alone, and the area in which the vehicle is usually driven;

- specialized seating and related accessories required for transportation purposes;

- remote control devices to open garage doors for persons who use wheelchairs, scooters, or who walk with difficulty;

- raising the roof of a vehicle ;

- lowering of the floor of a vehicle;

- barrier-free modifications to garages or carports;

- further vehicle modifications required to meet the child's changing needs; and;

- other items as approved from time to time by the ministry, or as amended in the Service Contract.

Assessment of homes and vehicles
- Assessments are appropriate where the Service Coordinator believes that further information is required to determine the relationship between the client's functional capacity and the modification(s) requested.

Program Goals

To enable children and adults with disabilities that restrict mobility to continue living safely in their homes, avoid job loss and participate in their communities.

Ministry Expectations

Services will be:

- Reflective and responsive to individual, family and community needs and resources;

- Accountable to the individual, family and community;

- Sensitive to the social, linguistic and cultural diversity of families and indigenous communities;

- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of adults, children and their families;

- The support is based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Reporting Requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Ministry-funded Agency Expenditures: Home and Vehicle Modification Program	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Home and Vehicle Modification Program (cumulative).
Number of individuals served: home modifications (no employment goal)	The number of clients for whom a modification to their home is funded, and for whom employment was not the goal of the modification.
Number of individuals served: vehicle modifications (no employment goal)	The number of clients for whom a modification to their vehicle is funded, and for whom employment was not the goal of the modification
Number of individuals served: with employment goal: home modifications	The number of clients for whom a modification to their home is funded, and for whom employment was the goal of the modification.
Number of individuals served: with employment goal: vehicle modifications	The number of clients for whom a modification to their vehicle is funded, and for whom employment was the goal of the modification.
Number of individuals supplemented	The total number of clients where the Service Coordinator supplemented the government contribution with other sources of funding.

Services delivered: home/vehicle modification goods and services

Component: Home and Vehicle Modification Program

Legislation: Section 12 of the *Ministry of Community and Social Services Act, R.S.O. 1990, ch. M.20*

Service Objectives

The Home and Vehicle Modification Program provides home or vehicle modifications to eligible individuals and families to enable children and adults with disabilities that restrict mobility to continue living safely in their homes, avoid job loss and participate in their communities.

The Service Coordinator is responsible for determining whether or not an applicant meets the eligibility criteria, approving expenditures that comply with program guidelines and ensuring that services are delivered according to the program policies.

The program is intended to serve those people most in need of assistance and to be a program of last resort. Applicants must first access any other sources of available public or private funding before being considered eligible.

Service Description

People Served

Program eligibility will be limited to a person who is:

1. A permanent Ontario resident, AND;

2. A person with a substantial impairment caused by bodily injury, birth defect or illness that is ongoing and/or recurring and is expected to last one year or more, AND;

3. The impairment impedes mobility and results in substantial restriction in activities of daily living e.g. personal care and functioning in the community.

Applicants must meet other eligibility criteria outlined in the Home and Vehicle Modification Program Guidelines.

Program / Service Features

The Program / Services contracted by the ministry will reflect the following features:

- Eligibility Determination;
- Verification of Disability;
- Authorizations of **Eligible Modifications;**
- Ensuring that **Modifications** Relate to Program Objectives;
- Authorization Process;
- Authority to Approve Expenditures.

Consistent with ministry program guidelines on the Home and Vehicle Modification Program.

Program Goals

To enable children and adults with disabilities that restrict mobility to continue living safely in their homes, avoid job loss and participate in their communities.

Ministry Expectations

Services will be:
- Reflective and responsive to individual, family and community needs and resources;
- Accountable to the individual, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and indigenous communities;
- Staffed by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of adults, children and their families;
- The support is based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Governance, Accountability and Service System Requirements:

- the legal, financial and service target data portions of the contract;

- any service/program specific guidelines provided; and;

- in keeping with the best practices for the delivery of services;

Component: ODSP Employment Supports

Services delivered: job placement

Component: ODSP Employment Supports

Legislation: *Ontario Disability Support Program Act*, Section 48 (1) or Section 12 of *the Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20*

Service Objectives

To provide a range of goods and services needed to assist clients prepare for and obtain competitive employment or self-employment.

Service Description

For regular employment, funding is earned when a client:
- has been placed in competitive employment and worked 6 cumulative weeks; and;
- has worked 13 cumulative weeks.

For clients pursuing self-employment, funding is earned when a client:

- completes the business plan;
- generates $400 net business income; and;
- generates $800 net business income.

To be eligible, the person must be 16 years of age or older, a resident of Ontario, legally entitled to work in Canada, and must have a physical or mental impairment which is continuous or recurrent, expected to last more than one year, and which presents a substantial barrier to competitive employment.
The person does not have to be in receipt of Ontario Disability Support Program (ODSP) income support.

Program / Service Features

Job placement may include the following services and supports:

- providing employment readiness supports and workplace skills training;
- finding and/or developing workplace training (job trials, work experience, on-the-job training) and employment opportunities;
- job development with employers in the community;
- screening and matching clients to job opportunities;
- job preparation activities (e.g., orientation to the workplace rules, worker's rights and responsibilities, job skills training, etc.);
- assisting participants to conduct job search in the area of occupational interests (e.g., preparing resumes, covering letters, employment applications, licenses, etc.);
- arranging any necessary job training and/or employment placement supports transportation to work, work supplies, clothing, telephone expenses, certification charges, etc.);
- putting in place the supports required by the client to overcome barriers in doing the job (e.g., special equipment, job coaches, etc.);
- work collaboratively with local service providers, employment programs, and other community supports to maximize the client's access to the full range of employment services and wrap-around supports (e.g., health, housing, legal, income support and child care services) that are required by the client to get and keep a job;
- providing supportive follow-up to the employer and the client; and negotiating with the employer the provision of employee accommodations.

For clients whose competitive employment goal is self-employment, a self-employment business plan is required and should include:
- business idea/description;
- applicant's business knowledge and skills (e.g., training, experience, organizational abilities, communication, writing and presentation skills etc.);
- market research (e.g., demand for product or service, potential customers, etc.) ;
- goods and services needed by the client to start or maintain the business;
- financial considerations (e.g., business cash flow, financial projections, sources of funding);

- access and accommodation needs of the client; and;
- recommendation on the viability of the business based on the above analysis.

Program Goals

To ensure that a range of goods and services are available for clients which help to reduce or eliminate disability-related barriers to employment and assist clients to reach their competitive employment goal.

Ministry expectations: as per signed contract

Service providers may not charge employment supports applicants/clients for services and supports provided.

Job placement funding is reconciled based on targets achieved (outcome-based). Upon completion or early termination of this contract by either party, funding for job placement will be based on achievement of targets only. Funding is subject to reconciliation and recovery, in accordance with ministry business practices and policies.

> The ministry will reconcile based on targets achieved (outcome-based).
>
> Contracts will be adjusted in-year where targets for job placement and retention are not being met. Year-end recoveries will be made if targets for job placement (including job placement milestones) and retention are not met.
>
> In the event of termination of this contract by either party, funding for job placement (including job placement milestones) and/or job retention will be based on achievement of targets only. Any funding not earned will be recovered by the ministry.
>
> Any unspent funds will be recovered in accordance with the ministry's Reconciliation Policies.

Individual Planning and Goal Setting

Clients and service providers will work together to develop an individualized and appropriate employment plan. The plan will identify the supports required to place and retain the client in employment.

Services will be:

- Reflective and responsive to individual, family and community strengths and needs;
- Accountable to the individual, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and indigenous communities, as appropriate;
- Provided by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of the clients.

Based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Reporting Requirements

Transfer Payment Recipients will submit reports to the ministry using on-line systems or other methods as required. User registration and identity verification will be required.

Services delivered: expenditure-based funding

Component: <u>ODSP</u> Employment Supports

Legislation: *Ontario Disability Sport Program Act*, Section 48 (1) or Section 12 of *the Ministry of Community and Social Services Act, R.S.O. 1990, ch. M.20*

Service Objectives

Expenditure-based funding is a temporary mitigation measure to address the anticipated reductions in client outcomes due to COVID-19. The intent of the changes is to support the stability of the employment services provider network and service continuity for clients.

Service Description

Expenditure-based funding is being provided to support service provider's operations to ensure continued provision of employment-related services and supports to clients with disabilities to help reduce or remove disability-related barriers to employment.

Expenditure requirements (as per the eligible categories) are to be outlined in the business case submission to the ministry for approval. Expenditure-based funding is limited to maximum 75% of the total value of the contract.

Program / Service Features

Funding will support agency operations to provide a broad range of services and supports to assist clients prepare for, get and keep a job.

Expenditure categories for program delivery/operating costs are as follows:
- Salary – gross salary and wage payments of employment supports program staff that are directly involved in program delivery (full-time, part-time, temporary, <u>etc.</u>);
- Staff training – expenditure for training activities and learning and development for employment supports program staff;
- Building occupancy – building occupancy expenditures (<u>e.g.</u> rent, property tax,

insurance, etc.) attributable to employment supports program;

- Travel and communications – travel and communication expenses incurred conducting activities for employment supports program;
- Allocated Central Administration – portion of general operating costs associated with governing and operating an organization (accounting, HR, legal, etc.) attributable to the employment supports program. Do not include cost for program expenses that directly supports clients;
- Supplies and equipment – expenditures related to supplies and equipment for employment supports program delivery;
- Other program/service expenditure - other costs for direct program/service provision that are not captured in other categories;
- Other costs - COVID-19 related (non-capital in nature):

  o purchasing of additional goods or services to protect front line staff (e.g., cleaning public spaces more regularly, purchase of protective gear for front line staff) additional administration costs associated with physical distancing measures in place (e.g., purchase of additional equipment to allow for virtual work, laptops, phones, etc.) and;

  o backfilling for positions of people who are required to self-isolate or self-quarantine.

Program Goals

To ensure that a range of goods and services are available for clients which help to reduce or eliminate disability-related barriers to employment and assist clients to reach their competitive employment goal.

Ministry Expectations: as per signed contract.

Funding is expenditure-based. Upon completion or early termination of this contract by either party, all expenditures and unspent funds are subject to reconciliation, and recovery, in accordance with ministry business practices and policies.

Reporting Requirements

Transfer Payment Recipients will submit reports to the ministry using on-line systems

or other methods as required. User registration and identity verification will be required.

Services delivered: job retention and advancement

Component: ODSP Employment Supports

Legislation: *Ontario Disability Support Program Act*, Section 48 (1) or Section 12 of *the Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20*

Service Objectives

To ensure that a range of goods and services are available for clients which help to reduce or eliminate disability-related barriers to employment and assist clients to reach their competitive employment goal.

Funding to service providers to assist clients to retain competitive employment and provide supports to employers so that the employee is kept in the job.

The job retention fee is earned for each month that the client is employed for up to 33 consecutive months for ODSP income support recipients and 15 consecutive months for clients not in receipt of ODSP income support following the 13-week cumulative job placement period.

For employment supports clients who are also in receipt of ODSP income support, for each month that the client is employed during the 33 consecutive months following the 13-week cumulative job placement period, the job retention payment is 60 percent of the client's chargeable earnings per month of competitive employment. For the first 15 months, there will be a minimum payment of $250 per month of employment.

For the purposes of calculating retention payments in ODSP employment supports, chargeable earnings are determined by applying a 50 percent earnings exemption to net earnings (gross earnings less mandatory payroll deductions) and deducting eligible childcare and disability- related expenses.

For employment supports clients who are not in receipt of ODSP income support, the job retention payment is $250 per month that the client is employed during the 15 consecutive months following the 13-week cumulative job placement period.

Service description

To be eligible, the person must be 16 years of age or older, a resident of Ontario, legally entitled to work in Canada, and must have a physical or mental impairment which is continuous or recurrent, expected to last more than one year and which presents a substantial barrier to competitive employment.

The person does not have to be in receipt of ODSP income support.

Program / Service Features

Specific Service Provided

Job retention supports funded by ODSP employment supports may include the following, as appropriate:

- job monitoring and interventions to assist clients and employers with work performance issues;
- assisting the client to negotiate workplace supports;
- assisting employers to identify and develop job accommodations;
- on-the-job supports e.g., job coaching, motivational strategies, assist the client to arrange community supports, etc.:
- working collaboratively with local agencies that provide community supports (e.g., health, housing, legal, income support and childcare services) that are required by the client to keep their job; and;
- job advancement supports to clients who are already working but who are "under employed" based on their skills, experience and the needs of the local labour market.

Ministry Expectations: as per signed contract

Service providers may not charge employment supports applicants/clients for services and supports provided.

Job retention funding is reconciled based on achievement of outcomes. Upon completion or early termination of this contract by either party, funding for job retention will be based on achievement of outcomes only. Funding is subject to reconciliation and recovery, in accordance with ministry business practices and policies.

The ministry will reconcile based on targets achieved (outcome-based).

Contracts will be adjusted in-year where targets for job placement and retention are not being met. Year-end recoveries will be made if targets for job placement (including job placement milestones) and retention are not met.

In the event of termination of this contract by either party, funding for job placement (including job placement milestones) and/or job retention will be based on achievement of targets only. Any funding not earned will be recovered by the ministry.

Any unspent funds will be recovered in accordance with the ministry's Reconciliation Policies.

Individual Planning and Goal Setting

Clients and service providers will work together to develop an individualized and appropriate employment plan. The plan will identify the supports required in order to place and retain the client in employment.

Services will be:
- Reflective and responsive to individual, family and community strengths and needs;
- Accountable to the individual, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and indigenous communities, as appropriate;
- Provided by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of the clients;

- Based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Reporting Requirements

Transfer Payment Recipients will submit reports to the ministry using on-line systems or other methods as required. User registration and identity verification will be required.

Services delivered: exceptional work-related disability supports

Component: ODSP Employment Supports

Legislation: *Ontario Disability Support Program Act,* Section 48 (1) or Section 12 of the *Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20*

Service Objectives

ODSP employment supports provides assistance to clients with a wide range of disability types and severity, employment barriers and support needs. Some clients will require intensive, high-cost supports or higher levels of support over an extended period of time to become and stay employed. Funding is available for exceptional work-related disability supports for clients who have more complex employment barriers.

Service Description

To be eligible, the person must be 16 years of age or older, a resident of Ontario, legally entitled to work in Canada, and must have a physical or mental impairment which is continuous or recurrent, expected to last more than one year and which presents a substantial barrier to competitive employment.

The person does not have to be in receipt of ODSP income support.

Program / Service Features

Specific Service Provided

Exceptional work-related disability supports can include assistive devices and technical equipment, job specific communication skills training to address disability-related needs (e.g. ASL, Braille, remedial writing for learning disabled, etc.) and, on-the-job supports such as sign language interpreter, intervenor, reader and notetaker services.

Program Goals

To ensure that a range of goods and services are available for clients which help to reduce or eliminate disability-related barriers to employment and assist clients to reach their competitive employment goal.

Ministry Expectations: as per signed contract

Service providers may not charge employment supports applicants/clients for services and supports provided.

Exceptional work-related disability supports funding is expenditure-based. Upon completion or early termination of this contract by either party, all expenditures and

unspent funds are subject to reconciliation, and recovery, in accordance with ministry business practices and procedures.

Individual Planning and Goal Setting

Clients and service providers will work together to develop an individualized and appropriate employment plan. The plan will identify the supports required to place and retain the client in employment.

Services will be:
- Reflective and responsive to individual, family and community strengths and needs;
- Accountable to the individual, family and community;
- Sensitive to the social, linguistic and cultural diversity of families and aboriginal communities, as appropriate;
- Provided by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of the clients;
- Based on the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources.

Reporting Requirements

Service providers will submit reports to the ministry using on-line systems or other methods as required. User registration and identity verification will be required.

Component: ODSP Financial Assistance

Services delivered: compensation to community agencies for trusteeship services

Component: ODSP Financial Assistance

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service Objectives

To provide professional trusteeship and financial counselling services for ODSP recipients.

Service Description

ODSP recipients, as defined under the *Ontario Disability Support Program Act, 1997, S.O. 1997*, chapter 25, schedule B, who require assistance to manage their income support.

Program / Service Features

The responsibilities of the Transfer Payment Recipient acting as a trustee on behalf of an ODSP recipient include, but are not limited to the following:

- Providing financial counselling services to assist the ODSP recipient in gaining skills to manage his/her income support independently wherever possible;
- Completing all necessary forms required by the ODSP and providing information to the local ODSP office regarding income or assets or any other changes in circumstances that may impact eligibility;
- Assisting the ODSP recipient to manage the receipt and disbursement of income support for basic necessities (e.g., food, clothes, etc.) and the payment of shelter and utility costs. The Transfer Payment Recipient must ensure that shelter and utility costs are paid on or before the day that they are due;
- For audit purposes, maintaining accurate financial statements of all income support provided to the recipient and all disbursements on behalf of the recipient, including those for the payment of basic necessities, shelter and utility costs;

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- Filing an annual report with the ministry accounting for the use of income support received on behalf of the recipient;
- Providing supplementary information, monthly or otherwise, including receipts, if requested by the ministry;
- Maintaining separate records for each <u>ODSP</u> recipient.

The Transfer Payment Recipient, acting as trustee will establish an agreement and plan with the <u>ODSP</u> recipient for the management of the recipient's income support. All efforts will be made to encourage the recipient's participation in both managing their income support, and in the decisions that affect them, as well as in improving the recipient's capacity to manage their income support.

Services will be:

- Representative of the best interests of the <u>ODSP</u> recipient;
- Necessary for the benefit and care of the <u>ODSP</u> recipient and other members of the benefit unit;
- Considerate of the <u>ODSP</u> recipient's legal obligations;
- Accountable to the individual and family for the services provided and to the ministry for the funding provided;
- Delivered by individuals with the appropriate range of skills and abilities necessary to respond effectively to the needs of <u>ODSP</u> recipients and their families;
- In alignment with the individual's assessed needs, preferences and available individual, agency, community and contracted ministry resources;
- Sensitive to the social, linguistic, and cultural diversity of families and aboriginal communities.

Ministry Expectations

The Transfer Payment Recipient will deliver the programs and services in accordance with the requirements as outlined in:
- The legal, financial and service target data portions of the service contract;

- <u>ODSP</u> Income Support Directive 10.2 Trustees;
- Any service/program specific guidelines provided; and;
- In keeping with best practices for the delivery of services.

Reporting Requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Ministry-funded Agency Expenditures: Compensation to Community Agencies for Trusteeship Service	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Compensation to Community Agencies for Trusteeship Service Program (cumulative).
Number of individuals served	The number of individuals for whom a record has been created and who were recipients of the approved service(s) at some point during the fiscal year.
Number of contacts: all individuals	Number of contacts with all individuals
Number of completed: Individualized financial capacity assessments	Number of individualized financial capacity assessments completed
Number of new referrals	Number of new referrals

Number of reported positive, neutral or negative experiences	Number of individuals or their family/representative who reported a positive, neutral, or negative experience

Services Delivered: incontinence supplies grant top-up funding

Component: ODSP Financial Assistance

Legislation: *Ministry of Community and Social Services (MCSS) Act*

Service Objectives

To provide top up funding to eligible children/youth receiving the Incontinence Supplies Grant (ISG) and Assistance for Children with Severe Disabilities

Service Description

Sections 44(1) 1 v, vi, vii, of the ODSP Regulation Sections

People Served

Children and youth between the ages of 3 to 18 years with chronic disabilities (physical or developmental) that result in irreversible incontinence or retention problems lasting longer than six months and requiring the use of incontinence supplies.

This program "tops up" the annual amount from the Incontinence Supplies Grant Program.

Program / Service Features

As of January 1, 1999, the cost of incontinence supplies for members of the benefit unit age 18 years of age and older continue to be provided as a benefit under mandatory special necessities. The costs of incontinence supplies for members of the benefit unit ages 3-17 are provided under the Incontinence program.

Under the program, children continue to be eligible for either $400 (ages 3-5) or $900 (ages 6- 17) for incontinence supplies, in two semi-annual instalments. Applicants to the Incontinence Supplies Program for Children and Youth with Disabilities must contact the TPR. (ODSP Income Support Directive 9.6 - Assistive Devices (https://www.ontario.ca/document/ontario-disability-support-program-policy-directives-income- support/96-assistive-devices))

The responsibilities of the Service Provider in providing top up funding to eligible children/youth receiving the Incontinence Supplies Grant and Assistance for Children with Severe Disabilities include, but are not limited to the following:

- Provide eligible applicants with an information package;
- Confirm eligibility based on receipt of an original Eligibility Verification & Consent to Release Information Form;
- Review their records for continued eligibility for the ISG Program;
- Confirm eligibility through the Special Services at Home program;
- Calculate the amount of the Top Up Funding that the eligible applicant may receive;
- Issue one-time only payments to eligible applicants that meet the eligibility criteria;
- Notify their Program Supervisor of any issues associated with implementation.

Services will be

- Available to eligible applicants who have received financial assistance through ACSD and the Incontinence Supplies Grant (ISG) Program payments at the same time;
- Eligible applicants will be provided with an information package consisting of a letter describing the Incontinence Supplies Grant Top Up Funding and its relationship with the Assistance for Children with Severe Disabilities and an Eligibility Verification Form to verify when the applicant had been receiving ACSD funding and other demographic information, combined with a Consent to Release Information Form to allow the TPR staff to obtain & share information;
- Eligible applicants will provide an original Eligibility Verification & Consent to Release Information Form, which is part of the information package sent from the TPR, as proof that they had received or continue to receive ACSD;
- Applicants in receipt of income support under Ontario Works or the Ontario Disability Support program are not eligible for Top Up Funding as these expenses can be met through a benefit called Mandatory Special Necessities;

- Eligibility will be confirmed through the Special Services at Home department responsible to confirm to the TPR that the eligible applicant meets the eligibility criteria prior to a payment of Top Up Funding;
- Upon receipt of the Eligibility Verification & Consent form from eligible applicants, The TPR will review their records for continued eligibility for the ISG Program and calculate the amount of the Top Up Funding that the eligible applicant may receive;
- For eligible applicants whose children have changed grant levels, the payment date will determine the amount of the grant level the eligible applicant receives
- The TPR will issue one-time only payments to eligible applicants that meet the criteria required for Top Up Funding.

Annual Grant Levels	Grant	Top-up	Total
Grant Level A: Children ages three to five using diapers or for children aged six to 18 using catheters or garments & liners	$400.00	$133.33	$533.33
Grant Level B: Children aged six to 18 years using diapers or male external catheters	$900.00	$300.00	$1,200.00
Grant Level C: Children or youth using enema supplies in addition to one of the above grants	$200.00	$66.66	$266.66

An eligible applicant receiving an appealed ISG amount shall be paid a Top Up Funding grant equal to the Appealed Amount equal to 25% of the Appealed Amount each year.

Ministry expectations

The Service Provider will deliver the programs and services in accordance with the

requirements as outlined in:

- The legal, financial and service target data portions of the service contract <u>ODSP Income Support Directive 9.6 - Assistive Devices</u>;
- Any service/program specific guidelines provided; and;
- In keeping with best practices for the delivery of services.

Reporting requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Ministry-funded Agency Expenditures: Incontinence Supplies Grant Top-Up Funding	Total ministry-funded expenses for the Transfer Payment Recipient to administer and/or deliver the Incontinence Supplies Grant Top-Up Funding Program (cumulative).
Number of individuals served	Number of unique individuals served
Number of individuals receiving grant level A	The number of clients receiving Top Up funding by grant level A
Number of individuals receiving grant level B	The number of clients receiving Top Up funding by grant level B
Number of individuals receiving grant level C	The number of clients receiving Top Up funding by grant level C
Number of individuals receiving grant level A + C	The number of clients receiving Top Up funding by grant level A + C

Number of individuals receiving grant level B + C	The number of clients receiving Top Up funding by grant level B + C
Number of individuals receiving appealed amounts	The number of clients receiving appealed amounts
Number of inquires	The number of calls/emails received specifically inquiring about "Top Up"
Number of upheld appeals	Number of decisions on Top Up appeals upheld
Number of denied appeals	Number of decisions on Top Up appeals: appeals denied

Component: Ontario Works Addiction Services Initiative

Ontario Works Addiction Services Initiative

Component: Ontario Works Addiction Services Initiative

Legislation: *Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20* (http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90m20_e.htm) , *Ontario Works Act, 1997, S.O. 1997, c. 25*, Schedule A (http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_97o25a_e.htm)

Service Objectives

The objective of the Addiction Services Initiative (ASI) is to assist First Nations Ontario Works participants whose alcohol, illicit drug or prescription drug use is a barrier to employment.

Service Description

Screening and Participation

Screening: Screening is the process which determines whether or not the participant has a substance use problem which is a barrier to employment. Motivational interviewing techniques are used, along with the two Director-approved screening instruments (URICA and GAIN-SS)

Participation: Participation includes intensive case management and persistent outreach activities, as well as such participation expenses as childcare, transportation and shelter expenses. It also includes provision of employment assistance services

Assessment and Treatment

Assessment: Assessment is the process of evaluating the extent of participants' substance use problems, their health needs and treatment options. It is done by

the community addiction agency with whom the delivery agent has contracted for assessment services, using the Ministry of Health and Long-Term Care's Problematic Substance Use Screening and Assessment Tools. Following the assessment, the provider works with clients to develop a treatment plan that may include referrals to appropriate treatment services and links them with other services, such as housing and mental health counselling services

Treatment: Based on the results of the community addiction agency's treatment plan, the participant engages in one or more of the following services on an individual or group basis: community counselling, intensive or modular day/evening treatment, residential treatment or residential supportive treatment

The Social Assistance Service Delivery Branch of the Ministry of Children, Community and Social Services approves ASI service plans and the Ontario Works service contracts as the "Program" Schedule.

Reporting Requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of unique (new) participants in Screening and Participation (In Year)	Number of unique new ASI clients undergoing Screening and Participation in year
Total Number of ASI participants served in Screening and Participation (In a Year)	Total Number of unique ASI participants served in Screening and Participation (In a Year)
Total Number of ASI participants in Assessment and Treatment Services (In a Year)	Total Number of unique ASI participants in Assessment and Treatment Services (In a Year)

Component: Ontario Works Administration and OW Employment Assistance

Program Delivery Funding

Component: Ontario Works Administration and OW Employment Assistance

Includes Expenditure Lines:

- Program Delivery Fund - 100% Provincial;

- LEAP Incentives;

- Program Delivery Fund 50-50;

- Program Delivery Fund 50-50 Time Limited Projects;

- Program Delivery Fund - FN - 100% Provincial;

- FN-LEAP Incentives;

- Program Delivery Fund FN 50-50;

- Program Delivery Fund FN 50-50 Time Limited Projects.

Legislations:

Ministry of Community and Social Services Act, Section #: 12

Ontario Works Act,1997, Sections #: 38, 51 and 52

District Social Services Administration Board Act, Section #:38

Objectives

To provide funding for the delivery of the Ontario Works program, including the provision of employment assistance activities. Eligible costs are defined in more detail in Ontario Works Policy Directive 11.3 on cost-sharing (https://www.ontario.ca/document/ontario-works-policy-directives/113-cost-sharing) .

Program delivery funding provided to delivery partners includes a portion of employment assistance funding for payments to individuals and bulk purchasing of services (i.e. literacy screening, assessment and training).

Ontario Works delivery partners also deliver discretionary benefits to Ontario Disability Support Program (ODSP) recipients, employment supports to non-disabled ODSP members of benefit unit and ODSP applicants who are in immediate financial need at the time of their ODSP application are directed to apply for Ontario Works Financial Assistance. These services are treated as delivery partner responsibilities under the Ontario Works program.

Ontario Works delivery partners set local policies for governance, administration and service delivery, specifically areas of discretion in legislation (e.g. discretionary services, such as vision care, dental benefits, etc.).

Service Delivery

Ontario Works program is delivered by 149 delivery partners:

- 37 Consolidated Municipal Service Managers (CMSMs);
- 10 District Social Services Administration Boards (DSSABs); and;
- 102 First Nation delivery partners.

Reporting Requirements

The following outcome data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

The Ontario Works outcomes-based PDF strategy is designed to maximize responsiveness to local needs, giving delivery partners the flexibility to focus on employment related strategies that best reflect their community.

Ontario Works delivery partners must include a minimum of two weighted outcomes, totaling 1,000 points in their annual service contracts. Proportional weighting represents the priority that delivery partners place on each outcome during a planning cycle.

The minimum required weighting may be as low as zero for all but two measures to allow delivery partners to invest in the strategies that better reflect their caseload and local conditions and offer the best results to their clients

The maximum weighting that can be assigned to any one earnings and/or employment outcome is 600 of the 1,000 annual points

The four outcomes (as indicated in the table below) are tracked in SAMS, which are the only outcomes to be used to negotiation service contracts.

Achievement of actual outcomes are published monthly by the ministry, and available through the SA Operations Performance Reports.

Ontario Works delivery partners must use SA Operations Performance Reports to determine their outcome targets for a given planning cycle, see Ontario Works budget material, for further information.

Outcome	Definition	Description
Average Employment Earnings per Case	Average monthly net earned income per case	Calculated as the total amount of net earned income reported by all cases divided by the total number of cases that reported earnings (Indicator 21*) Includes net earned income reported by all members of the benefit unit whose earning are not considered fully exempt by policy and are not noted by the caseworker as exempt income in SAMS
% Caseload with Employment Earnings	Proportion of caseload that reported employment earnings	Cases with employment earnings (indicator 21*) as a percentage of the preliminary (/month-end) caseload (indicator 18*)
% of Terminations Exiting to Employment	Proportion of all terminations that consisted of cases that were closed with employment noted as the reason for leaving the program	Cases closed for employment reasons (indicator 26*) as a percentage of all cases closed regardless of reason for closure/termination (indicator 24*)

% of Caseload Exiting to Employment	Proportion of the caseload that were closed (by month-end) with employment noted as the reason for leaving the program	Cases closed for employment reasons (indicator 26*) as a percentage of the preliminary (/month-end) caseload (indicator 18*)

*Indicator numbers are referenced from the Social Assistance Operations Performance Reports, posted on the SA Extranet (https://www.sa.mcss.gov.on.ca/program-areas/oversight/sams-transition-performance-reports/) .

Component: Ontario Works Basic Financial Assistance - Transitional Support Fund – First Nations

Services delivered: Ontario Works basic financial assistance — Transitional Support Fund — First Nations

Component: Ontario Works Basic Financial Assistance - Transitional Support Fund – First Nations

Legislation: *Ministry of Community and Social Services Act*, Section #: 12 *Ontario Works Act*, Section #: 52

Service Objectives

The purpose of the Transitional Support Fund (TSF) for First Nations is to provide housing- related supports to low-income individuals and families on-reserve to secure, retain and/or maintain accommodation.

The TSF is used to assist low-income individuals and families on-reserve, either through services or financial assistance, to provide for:
- Rent deposits;
- Fuel and hydro deposits;
- Prevent the discontinuance and/or assist with the reconnection of utilities or heating in an existing residence;
- Establishing a new principal residence;
- Arrears relating to shelter costs;
- Arrears relating to utility costs; and/or;
- Other services, items or costs necessary to maintain the safety or well-being of a person in the household, where such supports cannot be provided for through other means.

In addition, the Administrator may approve services or financial assistance to maintain the health and welfare of a member of the benefit unit in his or her current

residence.

The Ministry of Children, Community and Social Services approves the Ontario Works service contracts as the Service Description Schedule.

Reporting Requirements

The following service data will be reported on at an Interim and Final stage. Please refer to your final agreement for report back due dates and targets.

Service Data Name	Definition
Number of People Served (Social Assistance Clients)	Number of social assistance clients served
Number of People Served (Non-Social Assistance Clients)	Number of non-social assistance clients served