Ontario ⬤

Ministry of the Solicitor General

Application Guidelines and Instructions

Community Service Order (CSO) 2024-27

Revised: May 7, 2024

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What You Need to Know Before You Apply

You must use the Community Service Order application available on the [Transfer Payment Ontario (TPON system)](#) and submit the application through the TPON portal in order to be considered for the Program.

Before completing your Community Services Order program application, please:
- Create a One-key account to obtain a login ID and password for access to the TPON system.
- Read the entire Funding Guidelines and Application Instructions.
- Email program specific inquiries to the Ministry Staff for the catchment area specific to your application.
- The deadline for applications **August 2, 2024**, **at 5 p.m. Eastern Standard Time (EST**).

Program Overview

The Ministry of the Solicitor General's goal is to build a people-centered, innovative, and inclusive correctional service.

Community Service Order Purpose and Objectives
The Community Service Order (CSO) Grant program funds organizations in Ontario to deliver and provide community-based service opportunities allowing clients to complete court mandated community service work in accordance with a client's court order.

Objectives:

- To reduce a client's likelihood of reoffending by increasing their self-awareness of personal triggers/warning signs that contribute to their offence pathway.
- Deliver programming and measure the effectiveness in meeting the stated goal of reducing a client's likelihood of reoffending. To deliver program content that is at the appropriate level and sensitive to the client's diverse needs.
- To collaborate and communicate with the Ministry regarding a programming plan, compliance, and progress as requested.
- Administer the CSO program in compliance with governance policies and transparent fiduciary standards established by the Ministry of the Solicitor General.
- Develop suitable placement opportunities in the community for CSO clients.
- Programming activities and or services are offered at minimum between the hours of 8:30 a.m. to 5:00 p.m. from Monday to Friday.

Services will be:

- Reflective and responsive to the client's family and community strengths and needs.
- 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 clients.
- Aligned with OPS policies in relation to all groups governed under the Canadian Charter of

Rights and Freedoms.

IMPORTANT: The CSO Program is a discretionary, non-entitlement grant program. Applications are assessed through a competitive process based on their fit with the Program's priorities, eligibility criteria and the overall demand of funds in the program. The ministry therefore cannot guarantee funding to all applicants.

Deadline for Submissions

All Community Service Order applications must be completed, validated, and submitted through the Transfer Payment Ontario (TPON) System no later than **August 2, 2024, at 5:00 p.m. Eastern Standard Time (EST)**.

We strongly recommend you submit **at least five (5) business days in advance** of the deadline above to avoid any technical issues, as application forms and supporting documents submitted after this date may not be considered. The Province reserves the right to not accept late or incomplete applications.

NOTE: Before uploading your application form, click on the **"Validate"** button. A dialogue box will appear confirming if the form has been filled out correctly ("Form validated successfully") or if changes must be made. If required, make the necessary changes, and validate the form again. Once validation is successful, save the form on your computer and upload it to the TPON system.

IMPORTANT: You should receive a confirmation notice by email **within 24 hours** of submitting your application. If you do not receive such a confirmation notice, please contact Transfer Payment Ontario Customer Care to ensure that the ministry receives your application in due form by the deadline.

Funding Status Notification

The ministry is aiming to communicate to successful and unsuccessful applicants by mid August 2024.

How to Apply

The Transfer Payment Ontario (TPON) system is your one-window access to apply for funding, check the status of your application, and submit reports.

New users to the Transfer Payment Ontario system start by creating a My Ontario Account. After the account is created and authenticated, new users complete a Transfer Payment Ontario profile. This is a one-time process. For detailed instructions see Creating a My Ontario Account (for new Transfer Payment Ontario users).

Transfer Payment Ontario users who have an existing account using One-key or GO Secure credentials create a My Ontario Account using the same email address that is registered to their Transfer Payment Ontario profile. After the My Ontario Account is created, the user data is migrated over automatically. This is a one-time process. For detailed instructions see Creating a My Ontario Account (for existing Transfer Payment Ontario users).

We recommend you register your organization and submit your request to access Transfer Payment Ontario well in advance of the program submission deadline.

Getting assistance

If you need assistance, contact Transfer Payment Ontario Client Care Monday to Friday from 8:30 a.m. to 5:00 p.m. Eastern Standard Time.
• Toll-free: 1-855-216-3090
• TTY: 416-325-3408
• Toll-free TTY: 1-800-268-7095
• Email: TPONCC@ontario.ca

There are a variety of Transfer Payment Ontario references guides and videos available online. Visit Get funding from the Ontario government | ontario.ca.

Application Limit

Applicants can submit a maximum of one application but can identify multiple "Catchment Areas".

Projects must occur between October 1, 2024, and end September 30, 2027. Eligible expenses may only be incurred during this period.

Eligibility Requirements

Applications that fail to meet any of the eligibility requirements listed below will be deemed ineligible and will not be considered.

Who is Eligible?

- Be a community-based, non-profit, or for-profit organization, or a First Nations, Inuit, and Metis organization with experience providing services and programs to justice involved individuals or groups.
- For non-for-profit/For corporations: Required to provide proof of incorporation (Articles of Incorporation, Letters of Patent or Special Acts of Incorporation)
- For unincorporated registered applicants: Proof of Business Registration (Business License or Master Business License).
- Be an Ontario-based entity (e.g., main operations occur, and services are provided, in Ontario) for at least two years prior to date of submission.
- Demonstrate financial stability for the duration of the funding period as shown through financial statements, established financial policies and procedures.
- Satisfy the Ministry that it has adequate governance structures and accountability processes to properly administer and manage public funds and to carry out the project consistent with the terms of the Transfer Payment Agreement (TPA).

- Not be in default of the terms and conditions of any grant or loan agreement with any ministry or agency of the Government of Ontario.
- Ability to provide a valid Commercial General Liability Insurance.
- Operate in compliance with the Ontario Human Rights Code.
- Comply with OPS policies in relation to all groups governed under the Canadian Charter of Rights and Freedoms.

Catchment Areas

The CSO program is divided into 13 service delivery areas that delineate the boundaries where the community service placement will take place and is linked to the clients' place of residence. Please use the link for reference to municipal boundaries.

Central Region

Area 1	➢ City of Toronto ➢ Peel Region ➢ Halton Region ➢ York Region

Eastern Region

Area 2	➢ City of Ottawa ➢ United Counties of Prescott and Russell ➢ United Counties of Stormont, Dundas and Glengarry ➢ County of Lanark ➢ Counties of Leeds and Grenville ➢ Renfrew County
Area 3	➢ County of Frontenac ➢ City of Kingston ➢ County of Lennox and Addington ➢ County of Hastings ➢ City of Belleville ➢ City of Quinte West ➢ Prince Edward County ➢ County of Northumberland
Area 4	➢ Regional Municipality of Durham ➢ County of Peterborough ➢ Kawartha Lakes County ➢ Haliburton County

Northern Region

Area 5	➢ City of Barrie

	➢ **County of Simcoe** ➢ **District of Muskoka**
Area 6	➢ **City of North Bay** ➢ **District of Nipissing** ➢ **City of Greater Sudbury** ➢ **District of Sudbury** ➢ **District of Parry Sound** ➢ **District of Timiskaming**
Area 7	➢ **City of Sault Ste. Marie** ➢ **Algoma District**
Area 8	➢ **City of Thunder Bay** ➢ **Thunder Bay District**
Area 9	➢ **District of Cochrane**
Area 10	➢ **District of Kenora** ➢ **District of Rainy River**

Western Region

Area 11	➢ **City of London** ➢ **City of Stratford** ➢ **City of St. Thomas** ➢ **County of Oxford** ➢ **County of Elgin** ➢ **County of Middlesex** ➢ **County of Perth** ➢ **County of Huron**
Area 12	➢ **City of Hamilton** ➢ **Regional Municipality of Niagara** ➢ **County of Brant** ➢ **Haldimand County** ➢ **Norfolk County**
Area 13	➢ **City of Guelph** ➢ **Regional Municipality of Waterloo** ➢ **County of Wellington** ➢ **County of Dufferin** ➢ **County of Grey** ➢ **County of Bruce**

NOTE: Under the *French Language Services Act (FLSA)*, organizations are required to take appropriate measures to ensure Active Offer of French Language Services (FLS) in designated areas in Ontario.

Demand per Catchment Area

Please find the past three-year number of new Community Service Order conditions ordered

between April 1, 2021 to March 31, 2024 allocated per Catchment Area to provide some guidance on potential workload. Organizations may use the number of new Community Service Order conditions ordered for the past three years to estimate resources and budget requirements. The amount of funding requested would be assessed as part of the evaluation process.

Catchment Area	Number of New CSO Orders		
	2021-22	2022-23	2023-24
1	383	551	669
2	219	244	294
3	122	165	142
4	121	158	174
5	25	51	66
6	41	71	115
7	24	27	21
8	38	49	57
9	4	11	8
10	88	41	59
11	180	177	197
12	172	170	216
13	149	177	160

Mandatory Documents
For an application to be considered complete and eligible for assessment, **all** mandatory documents listed below must be attached/uploaded to your file in TPON.

Applications are assessed based on the information provided.
1. **Application Form**
   Completed, electronically signed, dated, validated, and successfully uploaded.

2. **Incorporation documents for your organization / Proof of Incorporation**
   - For non-for-profit/For corporations (Articles of Incorporation, Letters of Patent or Special Acts of Incorporation)
   - For unincorporated registered applicants: Copy of Business Registration (Business License or Master Business License).

3. **Financial statements**
   - Non for Profit - Copy of previous year's financial statements showing year-over-year operating budget for the previous two fiscal years. Accepted statements are any of the following: (1) audited financial statement, (2) Board-endorsed financial statement, or (3) Treasurer-certified financial statement; or
   - Incorporated and or Private - Previous year's financial statements showing year-over-year operating budget for the previous two fiscal years by an independent accounting

firm (reviewed or audited) OR T2125 Form - Statement of Business or Professional Activities OR a copy of the Notice of Assessment issued by Revenue Canada to the Applicant for the last two fiscal years.

4. **Proof of Insurance**
   - A valid Certificate of Insurance or Insurance Quote for the duration of the project and which meets the following criteria, including:
     o at least Two Million Dollars ($2,000,000) commercial general liability insurance coverage.
     o "His Majesty the King in right of Ontario, his ministers, agents, appointees and employees" as an Additional Insured.
     o "His Majesty the King in Right of Ontario as represented by the Solicitor General, 25 Grosvenor Street, 17th Floor, Toronto ON M7A 1Y6" as a Certificate Holder.

NOTE: Applicants may choose to submit additional documents to support their application. For example, a current list of board members, details on operating policies and procedures (e.g., conflict of interest, relevant by-laws, etc.) and/or annual reports that demonstrate strong governance.

Use of Funds (Expense Criteria)

The funds must be used for the implementation of the project and not for operating costs of the applicant or project partners. Eligible expenses must be incurred between **October 1, 2024, and September 30, 2027**.

IMPORTANT:
   o Do not include applicable taxes (HST) in your cost estimates.
   o It is not recommended that you purchase any goods and services related to your project until you have received the Ministry's letter of approval for funding.

Note: that the following list of eligible and ineligible expense categories are non-exhaustive.

Eligible costs include:

- overhead and project administration (should not exceed 10% of the total budget),
- staff salaries and benefits for positions necessary to carry out the project,
- project costs directly related to supplies and equipment for service and or placement delivery and or implementation,
- training costs related to any training/development and or accreditation requirements,
- marketing and outreach (e.g., costs related to promotion, holding meetings/networking or outreach events directly related to the project),
- costs related to accommodating clients to participate in the program based on demonstrated need and subject to approval by the Ministry,
- other costs deemed reasonable (at the discretion of the Ontario government),
- travel, meal, and hospitality expenses, subject to the provincial government's Travel, Meal and Hospitality Expenses Directive.

The following expenses will not be covered, even if they are related to the project:
- activities that could be deemed discriminatory, as defined by the Ontario Human Rights Code,
- annual general meetings, budget deficits, membership fees, fundraising activities, committee and political meetings, or religious activities,
- costs covered by other government funding,
- contingency or unexplained miscellaneous costs,
- activities that take place outside of Ontario,
- feasibility studies; infrastructure or large capital expenses including the construction or transformation of permanent spaces, parks, or grounds; fixtures or other non-portable equipment,
- refundable Harmonized Sales Tax (HST) costs or other refundable expenses,
- any expense incurred that are not specifically related to the project.

Supports for Applicants

Ministry staff will offer additional support to assist CSO applicants. This includes answering program-specific questions, Ministry-identified performance measures, data collection and reporting. Please reach out to the Ministry staff assigned to the applicants "Catchment Area".

- Catchment Area 1
    - Helen Tang – Helen.Tang@ontario.ca
- Catchment Areas 2-4
    - James Pearson – James.Pearson@ontario.ca
- Catchment Areas 5-10
    - Greg Wright – Greg.Wright@ontario.ca
- Catchment Areas 11-13
    - Andrew Jackson – Andrew.Jackson@ontario.ca

NOTE: For any technical questions and or support related to TPON, please call Transfer Payment Ontario Client Care.
Monday - Friday 8:30 a.m. to 5:00 p.m. (EST, excluding statutory and government holidays).
o Telephone: 416-325-6691 or 1-855-216-3090
TTY/Teletypewriter (for the hearing impaired): 416-325-3408 / Toll Free: 1-800-268-7095
Email: TPONCC@ontario.ca

Completing the Application Form - TPON

The Application Form is available directly through the Transfer Payment Ontario system. Applicant organizations must endeavor to answer all questions completely, as relevant to the project and provide adequate supporting rationale.

Once you have been redirected into the TPON Home Page, select **'Submit for Funding'.**
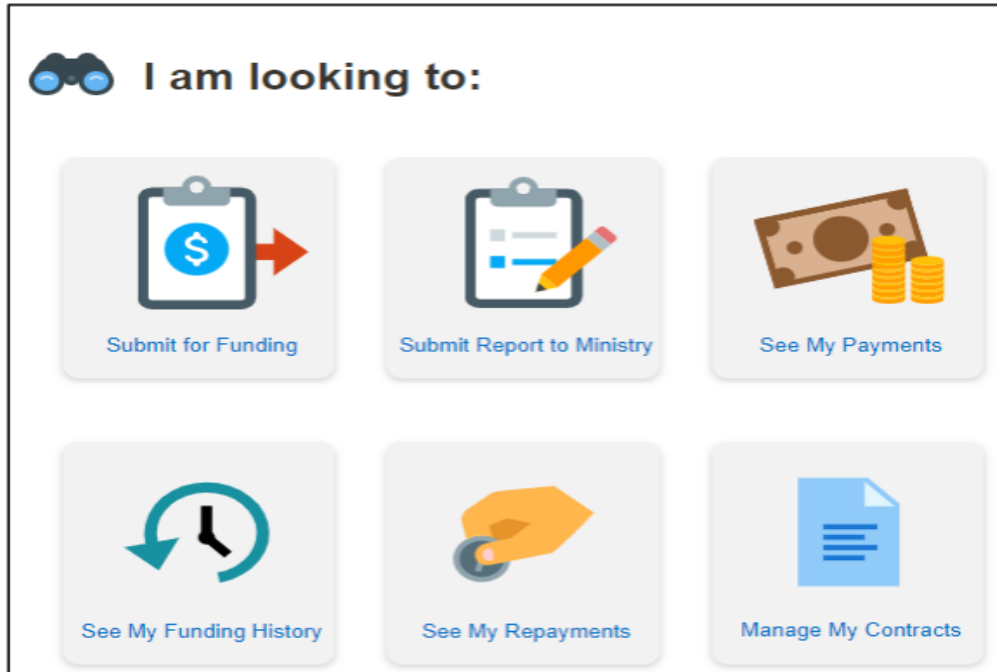
The application has four steps:

1) Review Program Information – this includes any Program Documentation and Required Attachments.
2) Complete Form – this is where you download the form and upload the completed/validated form. Note: After downloading the form, save it to your computer. You can work on it offline.
3) Attach Supporting Documents – this is where you attach any required or supporting documents.
4) Confirm Submission – this is where you submit the entire application.

For additional assistance with your submission, visit tpon_submitting_for_funding.pdf (gov.on.ca).

Instructions on how to fill out the Community Service Order (CSO) 2024-27 Application Form

Once you open the CSO application Form, Click "Expand" to show all sections in the application to complete.

For instructions on filling out the CSO program application, please refer to Application Instructions provided on TPON, and the detailed instructions found below.

Section A- Organization Information

Section B- Organization Address Information

Sections A and B are auto-populated sections containing read-only information that was submitted during the Transfer Payment Ontario registration process. Please ensure that this information is correct. If this information needs to be changed, please update by logging into your TP Ontario account and selecting the 'View/Update Organization' menu card displayed on the Home Page and then re-download a new version of the Application form.

Section C- Organization Contact Information

Provide the primary name and contact information regarding this application, and a different secondary contact who represents the most senior official for your organization. At least one contact must have signing authority.

1. Primary contact: This person will be responsible for program administration and all correspondence with the ministry.

The '**Primary'** box should be checked, and the Role of Applicant selected if the contact is considered the main contact for all information within this application and responsible for program administration.

2. **Most senior official**: Elected (Chair, President) or appointed (Chief Executive Officer, Executive Director, General Manager) with signing authority. The **'Signing Authority'** box should be checked

if the contact has the authority, per your organization's bylaws, to commit your organization to a binding agreement. More than one person can be a Signing Authority.

Please ensure that all individuals listed as 'Signing Authorities' are registered TPON users and linked to your organization. The steps on how to register and join an existing organization access to TPON can be found here: Get funding from the Ontario government | ontario.ca

Section D- Organization Capacity

- Please provide the number of full-time staff, part-time staff, and volunteers. *Note: Volunteers only if applicable.*

    1. Core Business (3 questions)

        a. What is the primary purpose/work of your organization? (i.e., day to day operations of the organization).

        b. What is the mandate of your organization and what are your key activities? (i.e., include the overall mandate of the organization and identify key activities/priorities).

        c. What population groups, communities, and different sectors does the organization serve? Please include any specific and or unique needs (i.e. – remoteness, access to services, etc.) of the population groups and communities you serve?

    2. Governance, Financial Management and Human Resources (2 questions)

        a. Indicate how your leadership/governance structure is organized and how often it meets, reviews, and monitors your organization's plans and processes to manage change and mitigate risk. For example, describe controls in place for identifying, monitoring and measuring change that could impact operations and financial outcomes.

        b. Provide details on your organizations human resource initiatives (hiring, retention, succession planning) and training/skills development (onboarding, orientation, health and safety training and practices).

    3. Program Design and Effectiveness. (2 questions)

        a. Describe your organization's history of delivering similar services to/working with similar client's or delivering similar services to those proposed. Your description could include the following: activities/services delivered, any partnership you formed to contribute to the activities/services, outcomes you used to measure success, etc.

        b. Describe how you assess the effectiveness of your programming, including how you define success.

    4. Capacity and Ability to Deliver (2 questions)

        a. Describe your organization's ability to successfully deliver the proposed program/project including experience working with justice involved individuals.

b. List the key members of the program team, their roles, and outline their experience relative to the delivery of activities and in producing successful programs/services and results.

Section E – Community Service Order Information

Project Name – N/A - this field has been prepopulated – **Community Service Order 2024-27**

Project Start Date – N/A this field has been prepopulated – **October 1, 2024**

Project End Date – N/A this field has been prepopulated – **September 30, 2027**

Requested Amount: N/A will be automatically populated based on your completed budget – Section H

Project Description: (1 question)

o   Briefly describe current or previous programming delivery by your organization that is applicable to the Community Service Order program.

Region/Catchment:

The CSO program is divided in 13 service delivery areas that delineate the boundaries where the community service placement will take place and is linked to the clients' place of residence.

Please find below a complete list of service delivery area coverage required per Catchment Area.

The applicant is required to select the relevant Catchment Area aligned with their application by using the drop-down arrow (which will open a selection menu) as seen below. To add + more than one Region/Catchment Area, please select the + sign.

Central Region

Area 1	➢ **City of Toronto**
	➢ **Peel Region**
	➢ **Halton Region**
	➢ **York Region**

Eastern Region

Area 2	➢ **City of Ottawa**
	➢ **United Counties of Prescott and Russell**
	➢ **United Counties of Stormont, Dundas and Glengarry**
	➢ **County of Lanark**
	➢ **Counties of Leeds and Grenville**
	➢ **Renfrew County**
Area 3	➢ **County of Frontenac**
	➢ **City of Kingston**
	➢ **County of Lennox and Addington**
	➢ **County of Hastings**
	➢ **City of Belleville**
	➢ **City of Quinte West**
	➢ **Prince Edward County**
	➢ **County of Northumberland**
Area 4	➢ **Regional Municipality of Durham**
	➢ **County of Peterborough**
	➢ **Kawartha Lakes County**
	➢ **Haliburton County**

Northern Region

Area 5	➢ **City of Barrie**
	➢ **County of Simcoe**
	➢ **District of Muskoka**
Area 6	➢ **City of North Bay**
	➢ **District of Nipissing**
	➢ **City of Greater Sudbury**
	➢ **District of Sudbury**
	➢ **District of Parry Sound**
	➢ **District of Timiskaming**
Area 7	➢ **City of Sault Ste. Marie**
	➢ **Algoma District**
Area 8	➢ **City of Thunder Bay**
	➢ **Thunder Bay District**
Area 9	➢ **District of Cochrane**
Area 10	➢ **District of Kenora**
	➢ **District of Rainy River**

Western Region

Area 11	➤ **City of London** ➤ **City of Stratford** ➤ **City of St. Thomas** ➤ **County of Oxford** ➤ **County of Elgin** ➤ **County of Middlesex** ➤ **County of Perth** ➤ **County of Huron**
Area 12	➤ **City of Hamilton** ➤ **Regional Municipality of Niagara** ➤ **County of Brant** ➤ **Haldimand County** ➤ **Norfolk County**
Area 13	➤ **City of Guelph** ➤ **Regional Municipality of Waterloo** ➤ **County of Wellington** ➤ **County of Dufferin** ➤ **County of Grey** ➤ **County of Bruce**

Section F – Program/Service Delivery
(Applicants are to use the 3 questions below to ensure **sufficient** information and details are provided on how CSO project deliverables will be achieved.)

Please indicate how your project activities/services will be offered by answering the following questions and include these details relevant to each CSO deliverable listed below.
- o Who will be involved in delivering the activities and services for the CSO program? Identify whether they are existing or new staff and include titles, roles or responsibilities, relevant qualifications, certifications and/or expertise, as appropriate.
- o Provide details of the readiness of the project, including but not limited to operational plan (i.e., method of delivery of service – in person, virtual, and or combination; include details on regional coverage if applicable, potential partners and how service will comply with accessibility and human rights principles. Describe your plan and methods used to track ongoing program results as well evaluate the overall success of your project?
- o Please describe any risks, challenges/obstacles you anticipate implementing the CSO program? What mitigation strategies will be put in place to ensure successful implementation?

CSO Deliverables:
- Coordinate and conduct meetings with clients in a timely manner to develop a

programming plan, in consultation with the Ministry, with consideration to court mandated conditions, criminogenic target and risk mitigation.

- Assist clients in their selection of a placement site based on an assessment of their abilities, skills, interests, location, accessibility, transporation and schedule: family or work responsibilities while creating a partnership in the process.
- Supervise clients during their placement through regular consultation with placement site representatives; support their efforts and if necessary, reassess a client's suitability for another placmenet site.
- Maintain indivdual files and complete written reports on clients including intake, case supervision, caution letters, and statiscal reports.
- Ensure regular communication, consultation and collaboration with Probation & Parole officers to implement effective strategies to ensure clients compliance and ability to succcessfully complete community service hours.

Section G – Partnerships (1 question)
If applicable, please include any partnerships formed/developed to support the delivery of the activities/services directly related to your CSO project/service? If so, please include details on how those partnerships are contributing to your activities.

Section H - Budget

o Applicants are required to provide a detailed budget for their proposed initiative for each year of the project:

Year 1: (October 1, 2024, to March 31, 2025)

Year 2: (April 1, 2025, to March 31, 2026)

Year 3: (April 1, 2026, to March 31, 2027)

Year 4: (April 1, 2027, to September 30, 2027)

o All expenses must be reasonable, well supported and justified and must directly relate to the Project. Include only eligible expenses in the project budget.

How to Complete the Budget
Step 1 – Go to Section H – Budget
Complete a budget for FY 2024-25, FY 2025-26, FY 2026-27, and FY 2027 and ensure costs are aligned and eligible within the above dates.

Step 2 – Review Column 1 - Item
Prepopulated field – The line items are based on eligible expense categories for CSO Program. Please see a brief description of the budget items below.

Item	Description
Staffing	
Salaries and Benefits	Total gross salary, wage and benefit payments to staff for delivery of the Program/Service.

Program Costs	
Supplies and Equipment	Total expenses directly related to supplies and equipment for all programs/services and/or placement delivery.
Training	Total expenses related to any training/development and or accreditation requirements.
Advertising, Promotions and/or Translation	Total expenses for advertising, media space and communication materials and its associated translation costs for the delivery of the Program/Service.
Travel and Accommodation	Total expenses for client travel, incidentals, accommodations incurred conducting activities for all programs/service and/or placement delivery.
Other Expenses	Other miscellaneous expenses for the delivery of the Program/Service not identified in the expenditure lines above.
Operating/Administrative Costs	
Administration Costs (max. 10%)	General operating costs associated with governing and operating an organization. Do not include cost for service/program administrative expenses that directly supports clients.

Step 3 – Review Column 2 – **Description**
Prepopulated field – Provides the applicant a brief description of the expense item.

Step 4 - Column 3 **(Details)**
For each expense item you anticipate incurring, please provide a breakdown of the expenses. Be sure to include:
- o Details on good(s) and service(s) to be purchased, if applicable, the dollar ($) value of each unit, and the quantity (number of units, number of hours, etc.).
- o For Salaries and Benefits – **for example**, state the title of the position, the hourly rate, percentage (%) of benefits, number of hours required, and number of weeks:
  - * CSO Coordinator: $25.00 / hour * 37 hours * 13% (Benefits) * 52 weeks = $ 54,353

Step 5 – Column 4 (Amount)
Enter the total amount of dollars required per expense item.

Section I - Performance Measures
The Ministry has established performance indicators to help measure the impacts of CSO programming to support our clients.

Successful recipients will be required to report back (Quantity) on each individual performance measure for each fiscal year of the project (2024-27) below using the TPON portal.

Goal: please refer to the demand per catchment section to include an estimated goal for each of the performance measures indicated below.

Program Measure	Description	Goal
# of clients accepted/served	The number of clients who are currently receiving or have received service during the reporting timeframe. (i.e., if one client was seen multiple times during the reporting period they would only be counted once).	
# of clients who were denied	The number of clients denied receiving service and or into the program/placement by the Recipient. If applicable – Reasons for denial.	
# of clients served in French	The number of clients who requested to receive and or have received services in French during the reporting timeframe.	
# of clients who successfully completed service and or program/placement	The number of clients who completed the placement as directed during the reporting timeframe. Success defined as: referral made-placement identified – client successfully completed all required CSO hours by due date.	
# of clients who did not complete placement	The number of individual clients who were unable to complete the placement as directed or established by the service and or program/placement during the reporting timeframe. If applicable – Reasons for failure to complete the program.	
# of referrals made to external agencies following program completion	The number of clients who were referred to an external agency after completing the program. Include break down by type of referral (employment, training, mental health, substance abuse etc.) and identify referral pathways that include ability to track client's post-completion of the CSO and include report backs from referral partners.	
# of clients to complete CSO hours in-person	The number of clients who completed their CSO hours in person via placement.	
# of clients to complete CSO hours virtually	The number of clients who completed their CSO hours virtually or by at home project.	

NOTE: The below section is not mandatory, but if applicable, please include any other 'Program Measures" that you as an applicant plan to collect to assess to demonstrate program progress and success.

Client Provided Performance Metrics

Program Measure	Description	Goal

Evaluation Process and Assessment Criteria

Each application deemed complete and eligible will be scored based on a set of technical evaluation criteria (see below). The score is a measure of how well, among other things, the project:
- Ability to deliver the activities/services for the Community Service Order Program; and
- Submission is carefully thought out and well represented and aligned throughout the application.

Criteria	Scoring Weight
Overall Presentation (All Sections)	5%
Organizational Capacity • The organizations' purpose and mandate are aligned with the objectives of the program it seeks to deliver. • Demonstrated organizational capacity, experience, and resources to implement the program.	35%
Governance and Financial Position • There is evidence of sound leadership/governance structures and financial management.	15%
Program Description and Delivery • The application demonstrates capacity and experience in delivering programs of similar scope. • Key description of program delivery/activities are outlined. • The program demonstrates partnerships and collaboration across relevant sectors/catchment areas. • The program demonstrates referral pathways with organizations that provide a variety of services and supports (i.e., employment training and placement, community wrap-around programming, spiritual and cultural care providers).	35%

• The program identifies possible risks and appropriate mitigation strategies.	
Budget	10%
• The budget is reasonable and aligns with program description, activities, deliverables, and expenses.	
TOTAL	100%

The final selection of projects will depend on the volume of funding requests and the quality of the submissions as well as the fit of individual projects with the CSO Program purpose and objectives.

Recipient Obligations

Acknowledgement

Applicants are expected to comply with the Ontario Human Rights Code (the "Code") and all other applicable laws. Failure to comply with the letter and spirit of the Code will render the applicant ineligible for a grant and, in the event a grant is made, liable to repay the grant in its entirety at the request of the ministry.

Applicants should be aware that Government of Ontario institutions are bound by the Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.F.31, as amended from time to time, and that any information provided to them in connection with their 2024-27 Community Service Order Program application may be subject to disclosure in accordance with that Act. Applicants are advised that the names and addresses of organizations receiving grants, the amount of the grant awards and the purpose for which grants are awarded is information made available to the public.

Successful Applications

If an application is successful, the recipient organization will be required to:
- Sign a TPA with the ministry, outlining the terms and conditions for receiving funding.
- Carry at least $2 million commercial general liability insurance coverage for the recipient organization for the duration of the TPA and add "His Majesty the King in right of Ontario, his ministers, agents, appointees and employees" as the additional insured on this coverage before the TPA can be executed.
- Report back to the ministry each fiscal year of the project using an interim and final report regarding the use of funds, the goods, services, or activities delivered, and outcomes achieved.

- Permit the Province to verify/audit information submitted (at the discretion of the Province) to ensure that it is complete and accurate and that funds were used for the purpose(s) intended.
- Agree that if the funds were not used or will not be used for the intended purpose(s), or if specified services were not delivered, or if the intended outcomes were not achieved, the Province has the right at a future date to recover parts or all the funds transferred.
- Obtain prior written consent from the ministry for any change to the project once funding is approved.
- Acknowledge Ontario's support in electronic and print media as part of a visibility campaign, and in a form and manner directed by the Province.

The ministry expects all grant recipients to comply with all federal, provincial, and municipal laws and regulations (e.g., health and safety, environmental approvals, zoning by-laws, human rights, accessibility).

Reporting Requirements (Recipients)

Complete and submit online an Interim and Final report for each fiscal year of the project (2024-27) which includes Financial and Activity Reports and will be submitted directly through the Transfer Payment Ontario (TPON) system using the template to be made available (the Recipient will receive an email confirming when the Report template is available on the TPON system). Please refer to your final Transfer Payment Agreement for report back due dates and targets. (Performance measures will be based on **Section I - Performance Measures).**

Failure to provide a complete report, with all required documents, may result in the retention of the program (grant) payment, and recovery of all or a portion of funding may be requested. Failure to meet any reporting requirements may impact an organization's ability to receive future funding. The Recipient will also be required to provide monthly stats on the progress of each client referred to the CSO program to the supervising Probation and Parole Officer.

Further Information

Conflict of Interest

Successful applicants will be required to carry out the program and use the funds received from the Province pursuant to the program without an actual, potential, or perceived conflict of interest.

A conflict of interest may include a situation where an applicant or any person who has the capacity to influence the applicant's decisions, has outside commitments, relationships or financial interests that could, or could be seen to, interfere with the applicant's objective, unbiased and impartial judgment relating to the program and the use of the funds.

Confidentiality

Please note that the ministry is subject to *the Freedom of Information and Protection of Privacy Act* (Act). The Act provides every person with a right of access to information in the custody or under the control of the Ministry, subject to a limited set of exemptions.

Section 17 of the Act provides a limited exemption for third party information that reveals a trade secret, or scientific, commercial, technical, financial, or labour relations information supplied in confidence where disclosure of the information could reasonably be expected to result in certain harms. Any trade secret or any scientific, technical, commercial, financial, or labour relations information submitted to the Ministry in confidence should be clearly marked. The Ministry will notify you before granting access to a record that might contain information referred to in Section 17 so that you may make representations to the Ministry concerning disclosure.

Applicants are advised that the names and addresses of funding recipients, their partnered organizations, the amount of funding provided, and the purpose for which funds are provided is information that the Ministry may make available to the public.

Privacy and Personal Information

Applicants must be mindful of their obligations under relevant legislation when preparing and implementing their program applications to ensure they are complying with all requirements of law.

Applicants are responsible for ensuring appropriate confidentiality, privacy, and security of information they collect from clients and all other individuals that they serve when carrying out the project.

Appendix A - Definitions

Community Service Order (CSO): CSO is a court ordered condition that directs a client to perform a number of hours of community service work within a specified time period.

Client: means an individual who is released from custody and/or in circumstances including but not limited to conditional sentence, probation, or parole, and who has been referred to the Transfer Payment Recipient by a ministry staff. A client is the adult offender under court order to perform community service.

Collateral Contact: A collateral contact is any person who provides a source of client related information to assist in the preparation of court reports and/or assist the CSO Recipient with case management.

CSO Case Worker: A CSO Case Worker is the CSO Transfer Payment Recipient employee who is responsible for the case management of CSO clients.

CSO Coordinator: The CSO Coordinator is the CSO Transfer Payment Recipient employee responsible for providing overall direction in the Community Service Order Program and ensuring that quality services are provided to all Community Service Order clients and community placements.

CSO Program Volunteer: The CSO Program Volunteer is the person who provides direct volunteer services to the CSO Transfer Payment Recipient.

CSO Transfer Payment Recipient: The CSO Transfer Payment Recipient (TPR) is the organization, association or individual under contractual agreement with the Ministry to provide CSO programming.

Ministry: The Ministry is the Ministry of the Solicitor General (SOLGEN).

PPO: The PPO is the Probation and Parole Officer responsible for the case management of clients who are mandated to complete community service hours and whom have been referred to the Recipient to supervise the completion of these hours.

New Case: A new case is a new Probation or Conditional Sentence client (reporting or nonreporting orders) with a court ordered sanction directing that he/she perform a number of hours of community service work within a specified time frame. The definition includes:

- an additional unrelated CSO order imposed while the client is being actively supervised by the CSO Transfer Payment Recipient;
- a new supervision document (second referral) with condition to complete CSO that was imposed as a result of a conviction for failing to comply with the CSO condition on a pre-existing probation order;

- a client who is referred to the CSO Transfer Payment Recipient following a transfer from a distant probation and parole location where part of the CSO hours ordered by the court have not been completed;
- a client who, without the PPO's permission, fails to attend for CSO intake as directed within 90 days of being referred to the CSO Transfer Payment Recipient e.g., absconds, recalcitrant client);
- a client who is the subject of a stand down request for CSO assessment ordered by the court and who is assessed either as suitable or unsuitable for participation in the CSO program by the CSO Transfer Payment Recipient (for sentencing purposes under section 721 of the Criminal Code of Canada, the court has the power to ask a PPO, and by extension the CSO Transfer Payment Recipient, to prepare a report on the offender's suitability for participation in the CSO program.)

Readmit: A readmit is a current CSO client who:

- is reintroduced to the program following breach activity where the courts have ordered the continuation of CSO order or additional CSO;
- is reactivated from deferred case activity status following a period of CSO inactivity;
- is admitted to the CSO program, transferred out to another probation jurisdiction, returned to the area and readmitted to the CSO program within a period of 90 days or less;
- appeared in court and the court's decision was to continue the existing order whether additional CSO hours are ordered or not;
- has been assessed for sentencing purposes by the CSO Transfer Payment Recipient and subsequently placed on probation and ordered to perform CSO by the court. (A client who undergoes a CSO intake/assessment process whether it is conducted prior to or following sentence can only be counted once.)

The Program: The Program refers to the Community Service Order (CSO) program.

Workday: A workday is a business day and does not include Saturday, Sunday, or Statutory Holidays.

Work Placement: A work placement refers to the location where, or the Agency with whom, the CSO client performs his/her community service.

90-day rule: Under the 90-day rule, a CSO client (new or transferring) is counted as a new case, regardless of whether the CSO intake process has taken place within the 90-day period.

Under the 90-day rule, a CSO client who transfers out to a new jurisdiction but returns to the original Probation and Parole jurisdiction within 90 days, would be considered a readmit. Where the transfer occurs after 90 days, the CSO client would be considered a new case.

Under the 90-day rule, a CSO Transfer Payment Recipient may serve notice of intent to terminate CSO activity on a client who, without the PPO's prior approval, has failed to attend for CSO intake, or, failed to attend the designated CSO placement for 90 days. Where

the CSO Transfer Payment Recipient and the PPO fail to agree on the termination, the matter will be referred to the Area Manager for resolution.

Appendix B: Certificate of Insurance (COI) Guidelines

Approved recipients will be required to submit an insurance certificate that must:
1. Have an inclusive limit of not less than two million dollars ($2,000,000) on a per occurrence basis, which references the grant by project name and file number. The COI must be valid and in effect for the entire duration of the project and any policy renewals and/or replacements that occur during the term must be provided to the Ministry promptly.
2. State that the insured party is the recipient organization with whom the Ministry has contracted. This is important since a policy will only cover the Named Insured on the policy.
3. Identify the date of coverage (e.g., the project duration, and should be updated if the project is extended).
4. Identify the Ministry as an additional insured in language that is consistent with the language used in the Terms and Conditions, at the end of the 2024-27 Application Form: "His Majesty the King in Right of Ontario, his Ministers, agents, appointees and employees". This phrase should appear on the certificate face under a memo heading or special note box.
5. Identify the type (a) and amount (b) of coverage (Commercial General Liability Insurance is listed and is on an occurrence basis for two million dollars).
6. Identify all the endorsements requested in the Terms and Conditions at the end of the application form.
7. Include a statement that the certificate holder (the Ministry) will be notified of any cancellation or material change within 30 days.
8. Include the signature of an authorized insurance representative.