



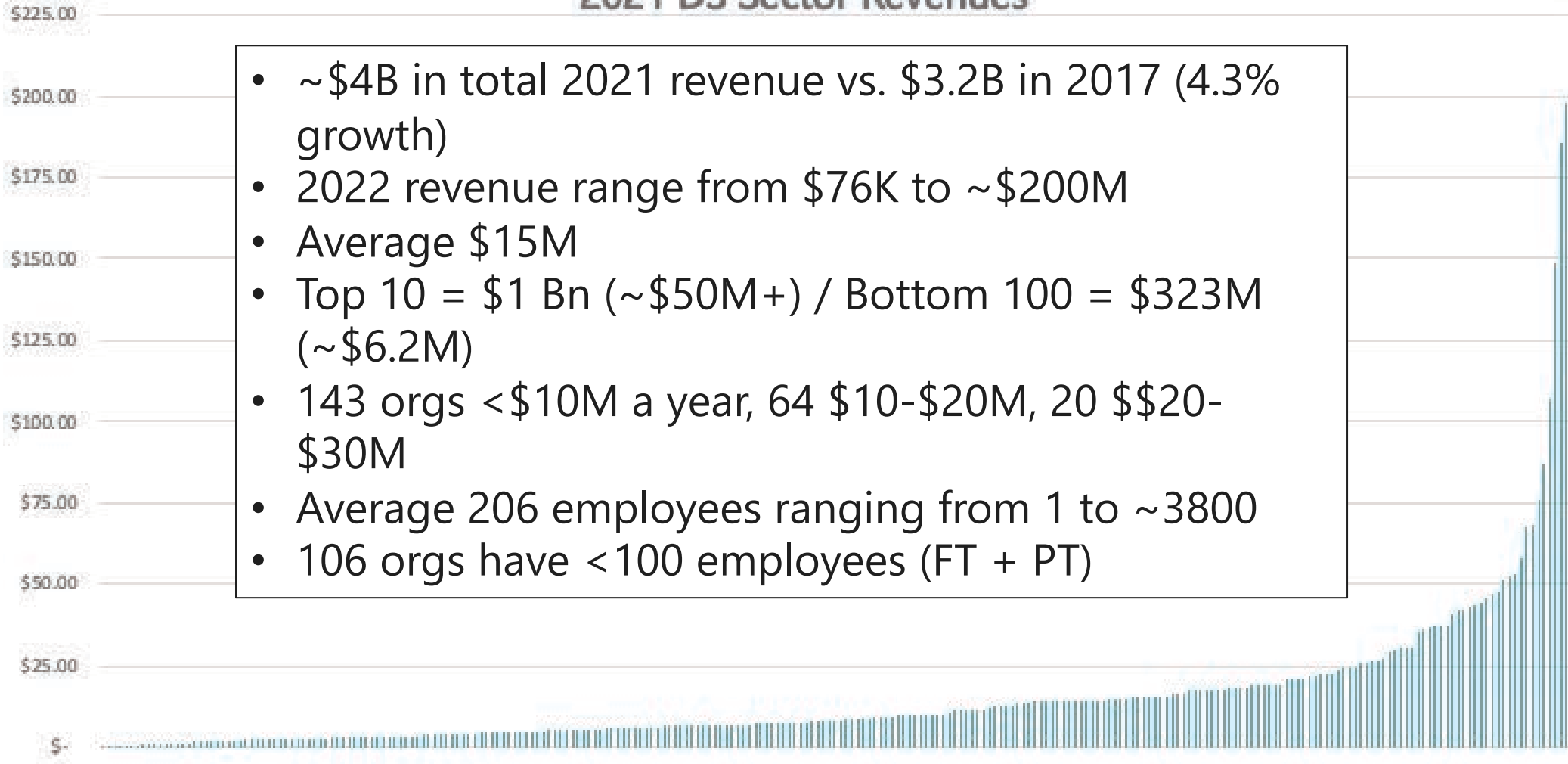
What's
Going
On?



1. Sector Overview.
2. Trends.
3. Journey To Belonging.
4. Your Thoughts (Be ready).

Sector Overview

2021 DS Sector Revenues



257 DS TPAs (CharityData.com 2021 CRA data)

Services Provided



1,596

People Supported



110

Communities



1,035

Community
Residences



243

Supported
Independent
Living (SIL)



578

Community
Participation
Supports (CPS)*



120

Host Family Services



42

Respite*

Employee Data



3,485

Employees in Ontario
and Saskatchewan



9 YEARS

Average employee
tenure

*Due to COVID-19, CPS and Respite programs were closed in 2020-2021.
All data on this page is as of March 31, 2021.


ChristianHorizons

\$197M
Revenue



FAMILY SERVICE TORONTO

For People. For Change.

57,146 PassportOne Clients

~\$370M PassportOne funds.

220 staff.

Net Promoter Score

"On a scale of 1 to 10, how likely are you to recommend..."



Families (15 Orgs)
Average: 35
Range: 0 to 79

All Staff (11 Orgs)
Average: -10
Range: -58 to 36

Frontline (8 Orgs)
Average: -7

Leadership (8 Orgs)
Average: 56



T

R

E

N

D

S

2



2

2

3

Economy

- Inflation - signs of slowing.
- Food/gas still high.
- Borrowing costs high.
- Increasing wage demands.
- Recession on horizon?



Housing



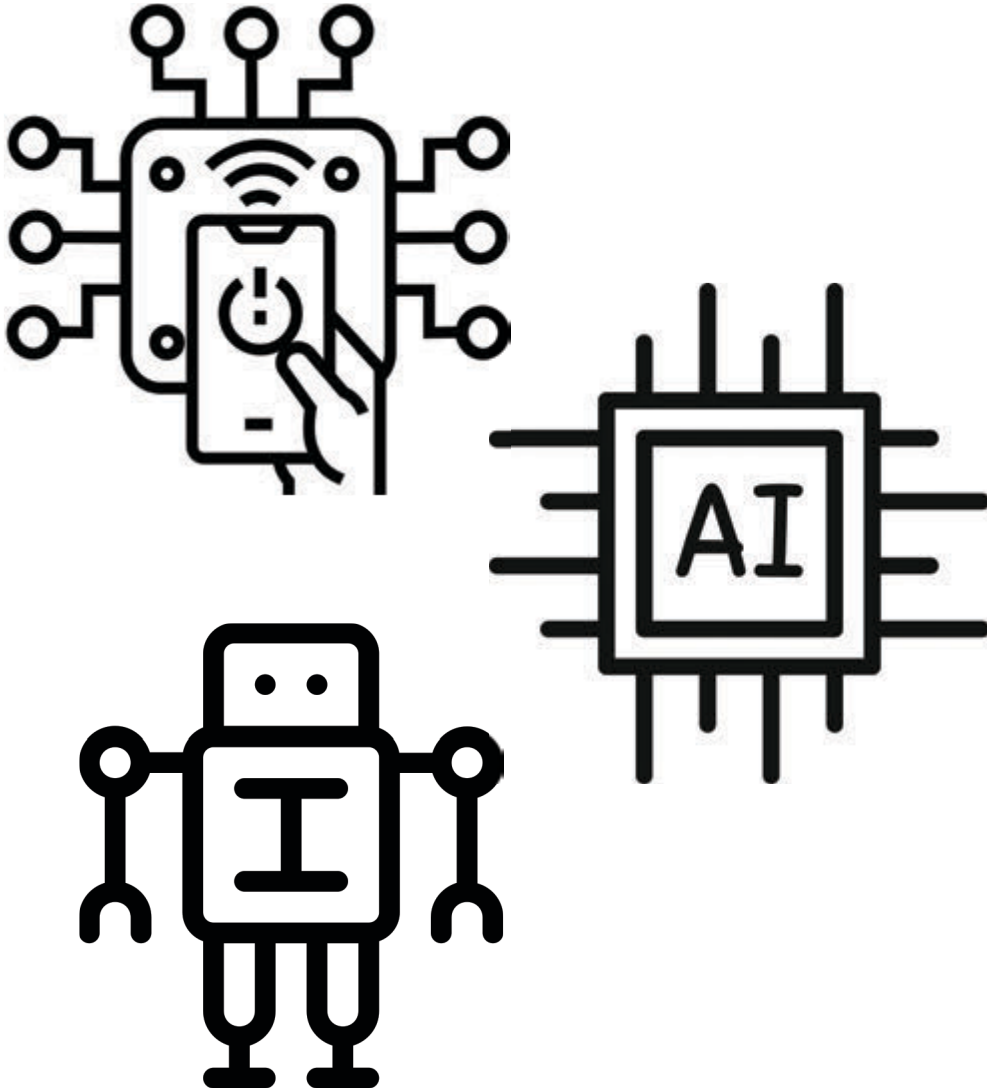
- 20,000+ people on DSO waiting list.
- People being pushed into Long Term Care homes.
- 'Intentional Communities'.
- Innovative solutions e.g. CLTO

Funding, Income & Poverty

- Individualized Funding (J2B)
- ODSP – increase plus increased earnings exemption.
- Canada Disability Benefit (Bill C-22)
- Passport increases.



Technology & Independence.



- Virtual services.
- Technology powered independence.
- ChatBOT AI and robots.

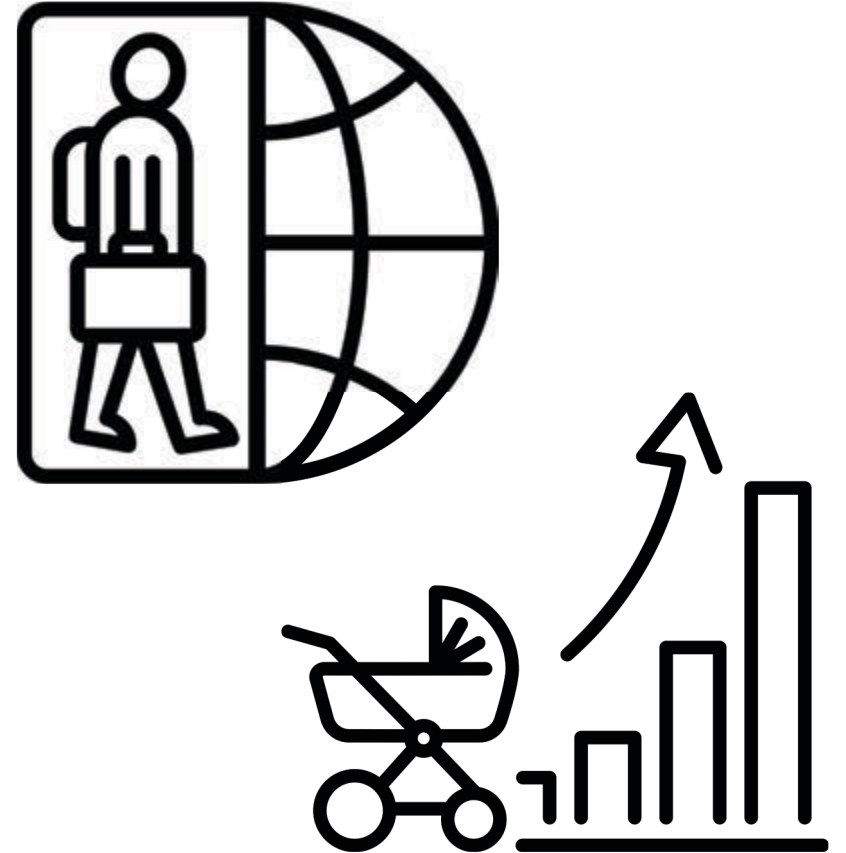
Unique rural and remote challenges.



- Fewer natural supports.
- Fewer community options.
- Poorer connectivity.
- Lack of transportation.
- Cost of living.

Population Growth

- Province grows to ~20M by 2046.
- Net new ~50,000 IDD.
- 86% Newcomer Canadians.
- Movement from GTA.



Retaining and Recruiting.



- Sector relies on the compassion of employees.
- \$3/hr. wage increase.
- Wage compression.
- Post Bill 124
- DEI.
- Lack of interest by Gen Z.
- Some positive signs...

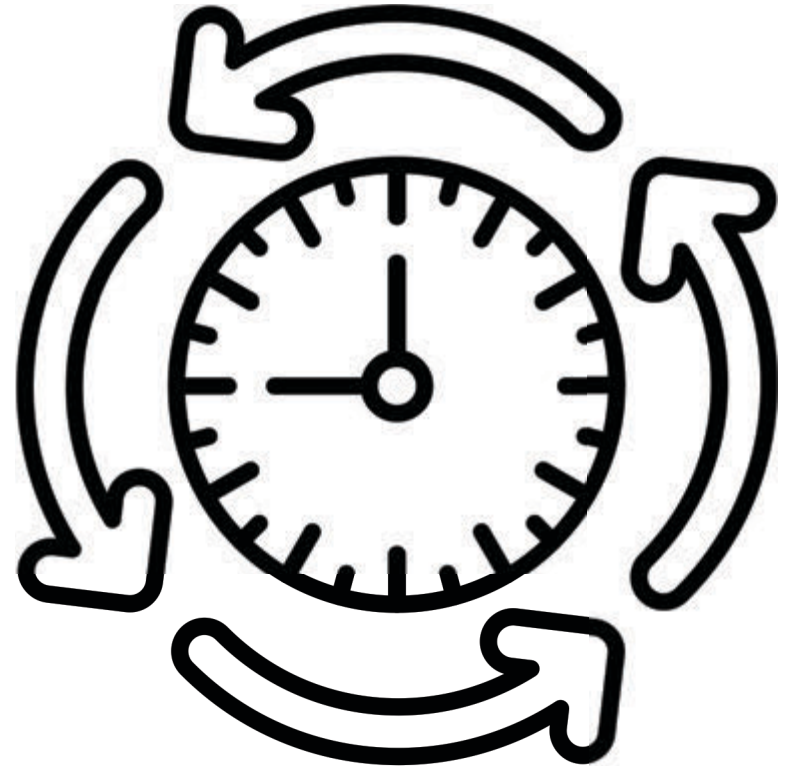
Aging.

- Demographics – last baby boomer is 2029.
- Staffing – Leadership and frontline. Succession planning.
- People supported aging in place.
- Parents & decision making.



Waitlists Continue to Worsen.

- Auditor's General Report
- Demographic transitions:
 - Youth to Adult.
 - Aging.

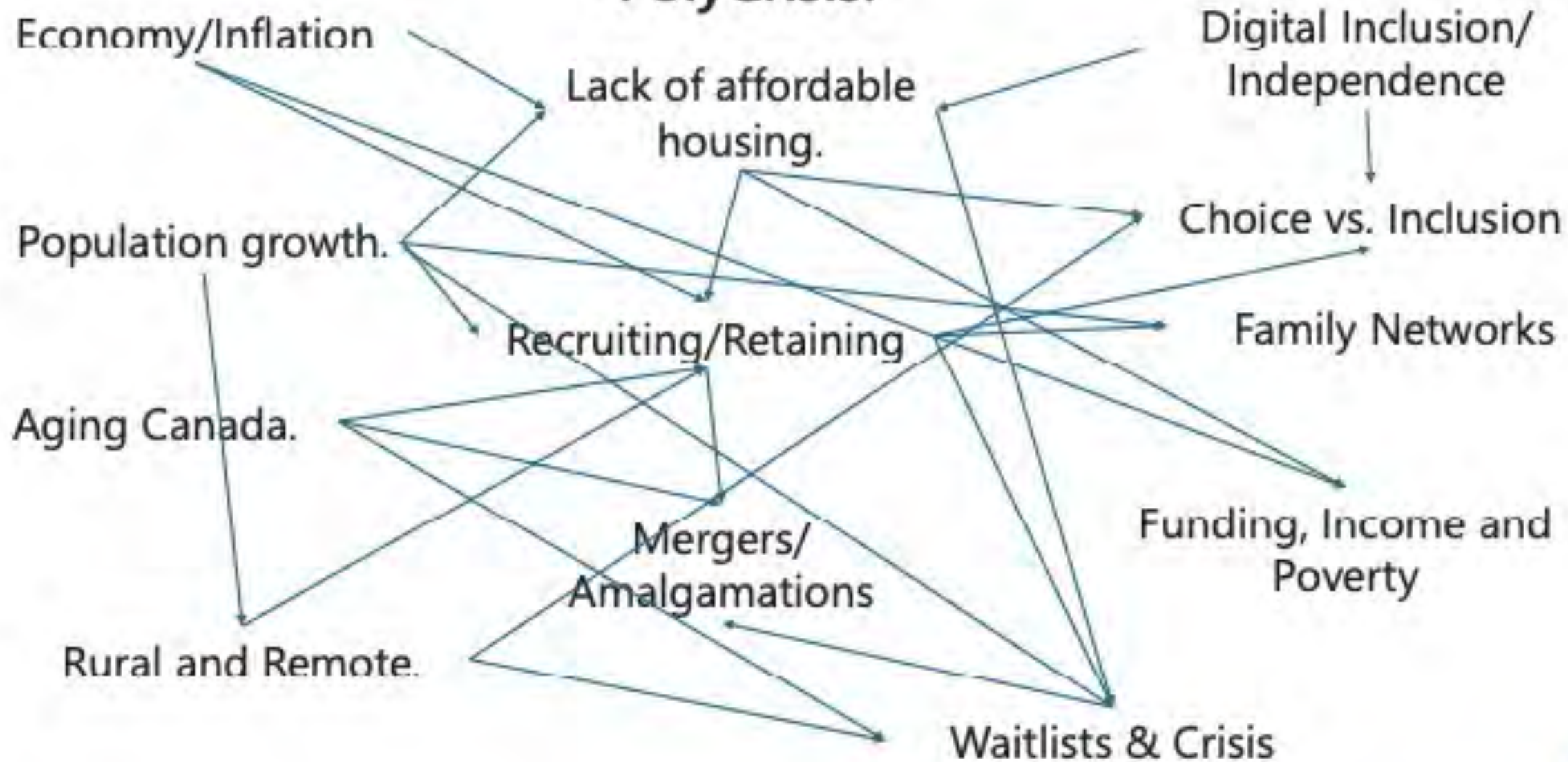


Changing Face of Intellectual Disability.



- 1% holding steady.
 - Down Syndrome declining.
 - FASD, non-genetic, older parents.
- People supported are changing:
 - Dual diagnosis.
 - Mental health/addictions.
 - Experiencing homelessness.
 - Aging (dementia)
- Most staff not trained for new reality.
- More expensive to support.

PolyCrisis.



How It Could Play Out...

- Baby Boomer retirements by 2029 will gut experienced leadership and front-line staff. Not a lot of succession planning.
 - Younger people are not joining sector enough to fill in gaps.
 - Newcomer Canadians and Technology advances may help.
- Growing need (pure population growth).
- The face of 1% IDD is changing fast:
 - Older, more medically complex. Not leaving beds. Housing initiatives can't keep pace with need (competing with general population affordable housing need)
 - Behavioural and medically complicated.
 - Requires MORE staff, resources (\$) and skills to support.
- Orgs will need to care for the most complex and vulnerable.
 - Will push more capable people supported to private companies, friends of family, community, etc.

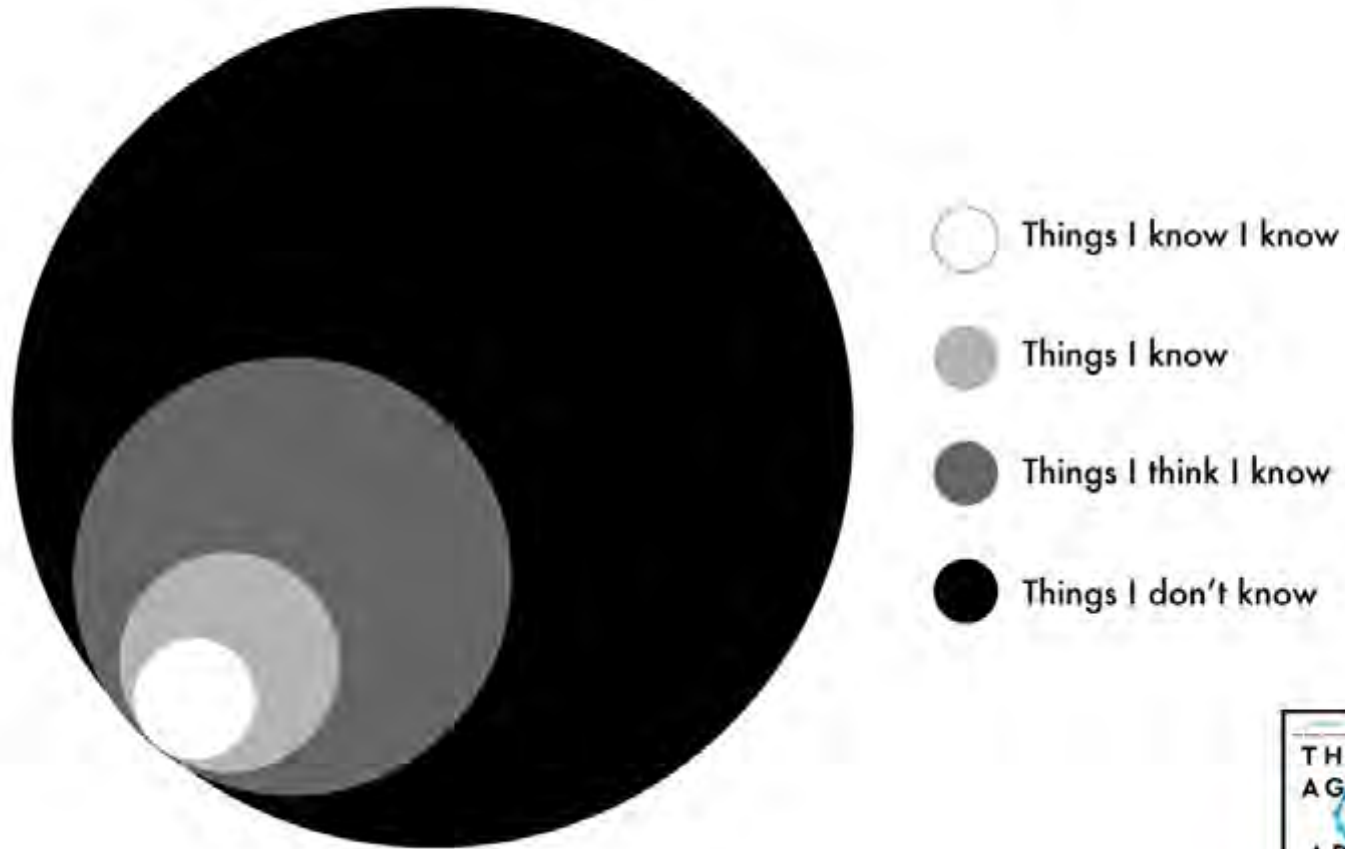
This won't be the DS Sector of
the last few decades....

J2B

Developmental Services Sector Reform.



WHAT I KNOW



J2B is very much a work in progress.

Principles and philosophical direction \neq decisions.

Cabinet and Treasury level decision-making.

Nothing will move quickly; MCCSS is concerned about not doing harm.

This presentation was created by People Minded Business. The accuracy and currency of the information in this presentation has not been verified by the Government of Ontario.

Preparedness.

- How prepared is your organization to meet the vision and objectives of Journey to Belonging?

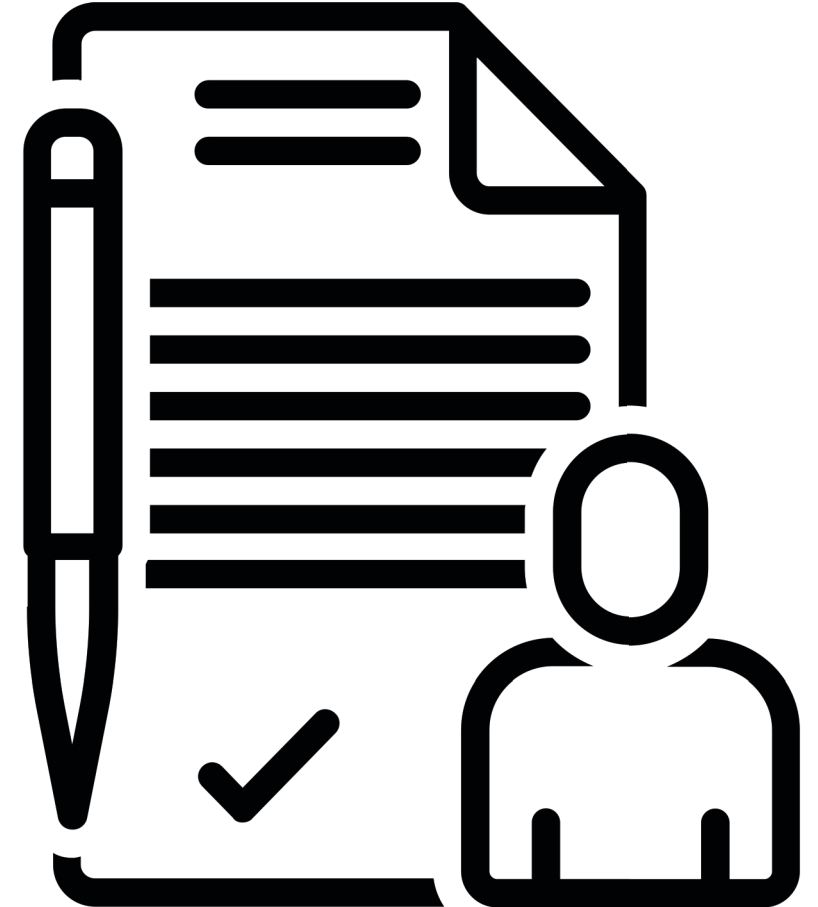
How familiar?	Pooran Feb '22	OASIS May '22	DSHR Oct'22
Very.	18%	12%	25%
Somewhat.	62%	76%	75%
Not really.	20%	12%	0%

Has your board been briefed on Journey to Belonging?

30%
say yes.*

How would you rate the knowledge of your employees on Journey to Belonging?


30% say not well at all.
40% say reasonably well.



Journey to Belonging: Key Principles.

- Support is based on people's needs.
- Build on the strengths of people and provided by families, support networks and communities.
- Person-directed and flexible.
- Proactive and responsive to people's changing needs.
- Evidence based, outcomes and continuous improvement.
- Health, well-being and safety.
- System is sustainable.

It's about Choice.



This means:

- More choices and support to make choices, if you need it
- Supports that are right for your needs
- More control over the supports you get

Why Journey To Belonging?

- Not entirely new. Similar to Opportunities and Action from 2006.
- 2016 Ombudsman's Report "Nowhere to Turn".
- Current system doesn't work for everyone.
 - Funding/Sustainability.
 - Waiting lists.
 - More Choice and Inclusion needed.
- MCCSS consulted with people, families, agencies.
- Maybe it won't be called J2B, but some form of this will go through.



We want to improve services so that they are based on:

- What you need
- How you want to do things
- Who you want to have help you

When will the changes happen?

It will take 8 to 10 years to make the changes we have talked about in our plan.



Ministry of Children, Community and Social Services

19



MCCSS Approach:

- Conduct costing study to understand service delivery costs (true costs, variability influencers, best units – hour, activity, bed, etc.)
- Identify eligible services the government will fund.
- Set prices for those services.
- Develop model to link assessed needs with support amounts.
- Create budgets and funding distribution processes.
- Prototype and implement.
- Related:
 - Needs assessments.
 - Quality framework.

Goals:

- Consistent, fair, and transparent approach to funding.
- Evidence-based and linked to support needs.
- Choice and control for people.

Everything will change.



Individualized Funding (IF)

- “An umbrella term for disability supports funded on an individual basis that aims to facilitate self-direction, empowerment, independence and self-determination.”¹
 - Needs based funding based but not necessarily direct (SSAH, Passport).
- IF has been in Canada and other parts of the world for 40+ years. All western Canadian provinces, 42 US states, the UK, Australia and New Zealand.
 - Optional (Western Canada) or mandatory (Australia)
- The United Nations identified Individualized Funding as one way in which empowerment might be achieved for persons with IDD’s.
- IF is about individual choice supported by family and community – it is not a collective approach to care that caters to interests and structure of the existing system.

¹ Fleming et al., 2019. ²Stainton, T. (2005). Empowerment and the architecture of rights based social policy. Journal of Intellectual Disabilities: JOID, 9(4), 289-298.



Why Individualized Funding (IF)?

- When done right IF promotes *“enhanced self-determination and autonomy, satisfaction, well-being, enhanced quality of life and more positive service outcomes when compared to more traditional funding mechanisms.”*¹ and *“greater flexibility in their lives, improved self-image and self-belief; more value for money; community integration; freedom to choose ‘who supports you’; ‘social opportunities’; and needs-led support”*.²
- In the UK they found IF increased families’ control over services and supports. Able to hire workers with mutual interests, from their own social, culture and family circles, less turnover, more flexibility on care times and locations.
- But funding needs to be adequate, equitable, accessible, flexible, transportable, easy to understand (and self-manage), reliable and decision-making must be supported.³

¹Stainton and Boyce (2004), Powers (2006), Laragy (2009) and Lord and Hutchinson (2003)

² Fleming et al., 2019

³ Now is Time, Individualized Funding Coalition for Ontario, 2022





Being treated as a Customer is a very inclusive way to empower someone.

Learning from Western Canada



- Anyone may access IF, only 6% do.
- > \$6,600 needs to have a representation agreement with an agent with legal authority (family, Microboards or Host Agency).
- A 2013 UBC based inquiry found that “individualized funding methods can cover virtually all services supported by Community Living British Columbia, at a cost relatively equal to or lower than traditional block funded services.”



- Family Managed Services program 2006.
- About 10% access it, although use is growing.
- Funds administered by person, family, or non-family personal network.
- These people act as employers and must develop and maintain an ISP.
- FMS is available to people with ‘complex service needs.’

International Learning



- 12% in 42 States access direct funding.
- **NY State – Self-Directed Services.**
- 15% access it.
- Personal Resource Account.
- Representative Payee System – organizations can disburse funds on behalf of people unable to.
- Care Coordination Organizations, Care Managers, Support Brokers, Fiscal Intermediaries, Paid Neighbours, Live In Caregivers.



- National Disability Insurance Scheme 2016.
- Direct funding on a national scale.
- People covered by NDIS report greater satisfaction BUT inconsistency of planning and access to supports and services.
- Overwhelmed by demand, long wait times, lower quality.
- 20% - 30% of participating organizations have run a deficit since program started.

NDIS providers facing 'increasing amounts of losses', industry body warns as Anglicare Tasmania steps back

By Adam Holmes

Posted Wed 11 Jan 2023 at 1:39pm, updated Wed 11 Jan 2023 at 2:49pm



Anglicare Tasmania is quitting the market, saying it cannot continue to subsidise the scheme. (ABC News: Luke Bowden)

A peak industry body fears that National Disability Insurance Scheme (NDIS) service providers are facing increasingly bleak financial outlooks, with not-for-profit organisations appearing to be at greatest risk.

A survey last year found the proportion of providers making a profit fell from 68 per cent to 46 per cent in 2021/22, with not-for-profits worst affected.

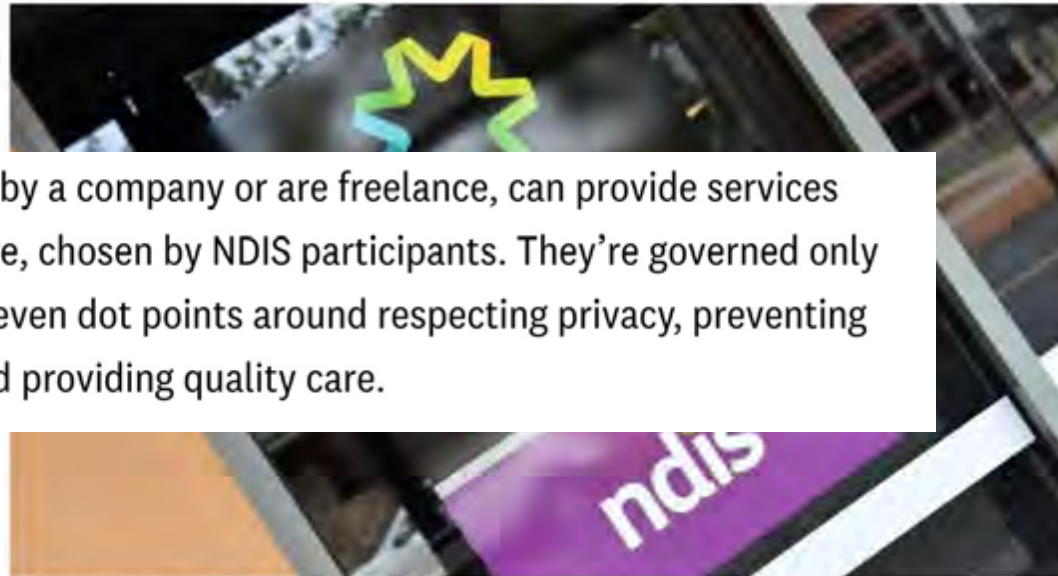
Amalgamations have become increasingly common among NDIS providers to ensure their viability, according to the NDIS.

There's more regulation around buying a beer in a pub than providing disability services

While it's important to allow NDIS participants their say in who works for them, it can be dangerous without the proper checks and balances.

AMBER SCHULTZ FEB 18, 2022 7

Share



(IMAGE: AAP/MICK TSIKAS)

These workers, who are either employed by a company or are freelance, can provide services ranging from landscaping to personal care, chosen by NDIS participants. They're governed only by a "code of conduct" comprising just seven dot points around respecting privacy, preventing and responding to sexual misconduct and providing quality care.

The agency that oversees the National Disability Insurance Scheme (NDIS) has no idea how many of the workers it pays for to provide services are unregistered.

NDIS provider pursued financial growth over client safety, disability inquiry finds

Royal commission also criticises federal disability watchdog for its handling of complaints centred on provider Afford

Get our **morning and afternoon news emails**, **free app** or **daily news podcast**



The disability royal commission has made 29 adverse findings after investigating a day program run by NDIS provider Afford in western Sydney. Photograph: Natnan Srisuwan/Getty Images

A non-profit national disability insurance provider pursued a “single-minded” financial growth strategy at the expense of the safety of its clients,

- From 2014 to 2021 Afford’s revenue tripled to \$145.6M
- Clients grew from 425 to 6,281
- Toxic culture of ‘profit first’.

“The evidence reveals a single-minded appetite for growth and an organisation dominated by a CEO whose personality and outlook were fundamentally unsuited to an organisation providing disability support services using public money,”