



Video Transcript

Value-for-Money Audit: Supportive Services for Adults with Developmental Disabilities (2020)

As part of our 2020 Annual Report, we performed a value-for-money audit on Supportive Services for Adults with Developmental Disabilities.

A developmental disability is a lifelong condition that affects a person's intellectual, social, and/or behavioural development. Down Syndrome and Fetal Alcohol Syndrome are examples of conditions people are born with that can cause developmental disabilities. They can also be caused by an illness or an accident. Approximately 1% of Ontarians have a developmental disability.

The Ministry of Children, Community and Social Services funds supportive services to help adults with developmental disabilities live at home, work and attend school and other activities in their communities. Supportive services include caregiver respite, employment supports, community participation supports, as well as services like behaviour management, and speech and language therapy.

The Ministry funds 316 service agencies to provide supportive services to adults with developmental disabilities. The Ministry funds 11 of these agencies to administer its Passport program; this program provides funding for people to purchase their own supportive services.

Not all people receive the supports they are eligible for however, because funding is limited. In addition, waitlists have grown significantly over the past several years.

Over the last five years, Ministry transfer payments for adult developmental supportive services have increased by 49%, from \$578.7 million in 2015/16 to \$859.4 million in 2019/20.

We looked at Supportive Services to see whether the Ministry of Children, Community and Social Services, together with service agencies, is providing services that meet the needs of adults with developmental disabilities.

We found that services are not delivered cost-effectively in a timely way. Ontarians that need supportive services faced significant wait times. Costs of the services and levels of support vary across the province. Clients did not always use Passport funding to best address their identified needs. In many cases, funding was used to reimburse either very expensive, or large numbers of tickets to professional sports and entertainment events. Because outcomes are not measured, the effectiveness of these services in meeting client needs is unknown.



Our report contains 12 recommendations, consisting of 32 actions, including that the Ministry:

- Create cost and support-level benchmarks.
- Evaluate both regions and individual service agencies against these benchmarks, ensuring they are met.
- Establish limits on high-cost tickets for sports, concerts, and other activities and events that can be reimbursed under the Passport program and
- Measure and provide public reports on performance on quality of life outcomes for adults with developmental disabilities.