

**Ministry of Children,
Community and Social
Services**

**Ministère des Services à
l'enfance et des Services sociaux
et communautaires**

Social Assistance Program
Policy Branch
Social Assistance Programs
Division

Direction des politiques relatives
aux programmes d'aide sociale
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November 12, 2025

Email: mlofsky@osot.on.ca; sbalram@osot.on.ca

Dear Marnie Lofsky and Shadia Balram:

I am writing to inform you of recent changes related to Ontario Works and the Ontario Disability Support Program (ODSP).

On November 10, 2025, the Ministry of Children, Community and Social Services (MCCSS) implemented improvements to the ODSP Mandatory Special Necessities (MSN) Benefit Application and the Ontario Works Limitations to Participation Form. This is part of efforts to reduce administration for health care professionals (HCPs) and to help social assistance recipients access the supports they need faster.

These improvements include:

- Streamlined forms with clear instructions that are easier for HCPs to complete.
- Adding more HCPs that can complete the forms, including occupational therapists, physiotherapists, registered nurses, nurse practitioners, and physician assistants.
- Reducing circumstances where HCPs are asked to complete the forms.
- Supporting digital integration.

Over the last year, MCCSS has worked with HCPs and program staff on the redesigned forms, and engaged health care professional associations to inform implementation.

The factsheets and questions and answers documents attached provide additional details on these improvements. I would appreciate your help in sharing these materials with your membership to inform them about implementation of these improvements.

If you would like to discuss these changes further, please contact Milad Haddad, Sr. Policy Advisor (milad.haddad@ontario.ca).

The Ministry appreciates your support and collaboration on this important work.

Thank you,

Julie Shouldice
Director, Social Assistance Program Policy Branch
Ministry of Children, Community and Social Services