

Manitoba  
Family Services

Annual Report  
2013 – 2014



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MINISTER OF  
FAMILY SERVICES

Room 357  
Legislative Building  
Winnipeg, Manitoba R3C 0V8  
CANADA

September 2014

His Honour the Honourable Philip S. Lee, C.M., O.M.  
Lieutenant Governor of Manitoba  
Room 235, Legislative Building  
Winnipeg, Manitoba  
R3C 0V8

May It Please Your Honour:

I have the pleasure of presenting the Annual Report of Manitoba Family Services for the year 2013/14, which includes the Annual Report for the Manitoba Women's Advisory Council.

Respectfully submitted,

"Original signed by"

Kerri Irvin-Ross







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**MINISTRE DES  
SERVICES À LA FAMILLE**

Palais législative  
Bureau 357  
Winnipeg (Manitoba) R3C 0V8  
CANADA

Septembre 2014

Son Honneur l'honorable Philip S. Lee, C.M., O.M.,  
Lieutenant-gouverneur du Manitoba  
Palais législatif, bureau 235  
Winnipeg (Manitoba) R3C 0V8

Monsieur le Lieutenant-Gouverneur,

J'ai le plaisir de vous présenter le rapport annuel du ministère des Services à la famille du Manitoba pour l'exercice 2013-2014, qui comprend le rapport annuel du Conseil consultatif des femmes du Manitoba.

Le tout respectueusement soumis,

Kerri Irvin-Ross







**Deputy Minister of Family Services**  
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Honourable Kerri Irvin-Ross  
Minister of Family Services

Minister:

I have the honour of presenting to you the Annual Report for Manitoba Family Services for the fiscal year ending March 31, 2014. This report also includes the Annual Report for the Manitoba Women's Advisory Council and the first reports of the Adult Abuse Registry Committee and the Central Provincial Registrar resulting from the January 2013 launch of the Adult Abuse Registry.

The Department of Family Services was created as a result of a government-wide reorganization that took place in the fall of 2013 that also saw responsibility for Labour Programs being transferred to the Department of Labour and Immigration, and the Disabilities Issues Office reporting to the Minister of Finance as Minister responsible for Persons with Disabilities. The reorganization also positioned Manitoba Status of Women, previously under the Department of Labour, to join Family Services. For further information on these areas, please refer to the specific departmental reports.

Over the last year, the Department completed research and analysis, including an interjurisdictional review of adoption and vital statistics legislation designed to support and inform proposed amendments to *The Adoption Act* and *The Vital Statistics Act*, which will modernize and establish an open system with respect to birth and adoption records in Manitoba.

The Department continued to oversee a licensed early learning and child care program that responds to the needs of Manitoba families and supports the early learning and child care community. The Department invested significantly in the early learning and child care system and remained committed to exploring and developing options for supporting and expanding licensed family child care.

Recognizing the ongoing need for high quality services for children in their formative years, and in anticipation of the Department's next multi-year child care plan, parents and caregivers had the opportunity to participate in a series of public consultations that were undertaken across the province in the fall of 2013, to help inform future plans for early learning and child care. An online consultation also provided the opportunity for Manitobans to share their ideas.



Manitoba Status of Women, as part of its ongoing mandate to create awareness about sexual violence prevention, launched a Canadian first by working with the United Nations (UN) Women and the City of Winnipeg, to join the UN Global Safe Cities Initiative. This UN Safe Cities Initiative focuses on sexual violence prevention in public spaces. The City of Winnipeg is the first Canadian city to join this global project.

Manitoba Status of Women worked with the City of Winnipeg, Winnipeg Police Board, Winnipeg Police Services, University of Winnipeg and community-based organizations to make this initiative a reality. A steering committee has been struck and is focusing on the initial task of creating a “scoping study” for the UN Women.

In November 2013, Manitoba Status of Women launched a public awareness campaign as part of Domestic Violence Prevention Month. This year’s theme focused on creating healthy relationships with a focus on youth. The materials can be viewed at <http://www.gov.mb.ca/stoptheviolence/index.html>. Manitoba Status of Women and the Family Violence Prevention Program, under Manitoba’s Multi-year Domestic Violence Prevention Strategy, (launched in 2012) collaborated to provide community-based grants to support healing for Aboriginal women and to help engage men and boys in this important work. A community-based committee and an interdepartmental committee continue to meet to monitor implementation of the domestic violence strategy.

Manitoba Status of Women also continued to raise awareness and promote the benefits of having women on private sector boards at a symposium for Manitoba business leaders which encouraged female representation on corporate boards.

As part of the fall 2013 government-wide reorganization, responsibility for *The Poverty Reduction Strategy Act* was transferred to the Minister of Family Services. The first All Aboard Annual Report was released in 2013/14. It showed that the Manitoba government’s programs, services and benefits are working to reduce poverty and promote social inclusion, but it also made clear that this is a long-term project. The efforts of private business, the non-profit sector and – most important of all – low-income Manitobans themselves are key to All Aboard success. Working with our federal, municipal and Aboriginal partners, we are creating the kind of province where all are socially included, connected to their communities, participating in the economy and contributing to a prosperous Manitoba.

In 2013/14 Manitoba Family Services undertook a number of service improvement and modernization activities designed to strengthen and protect the social services and supports it provides to Manitobans across the province. Over the 2013/14 fiscal year, the Department completed several projects to ensure that high quality front-line services remain sustainable for future generations.

As you know, in December 2013, Ted Hughes, O.C., Q.C., LL.D., released his final report into the death of Phoenix Sinclair, who, at the age of five, was murdered by her mother and partner in 2006, after being in the care of Manitoba’s child welfare system.

The Hughes Report highlighted significant problems in Manitoba’s child welfare system. Hughes noted that more than 80 per cent of children in care in Manitoba are Aboriginal, that the situation is similar across the country, and that consistently, Aboriginal children



are removed from their homes in significantly larger numbers than non-Aboriginal children because they are living in notably worse circumstances than non-Aboriginal children. The Report contained 62 recommendations – half of which are already being addressed within the child welfare system. The remaining recommendations – many of which require action across departments and systems – have been assigned to an external consulting group, for review and development of options on how to implement the recommendations.

Commissioner Hughes' final report, *The Legacy of Phoenix Sinclair, Achieving the Best for All of our Children*, is available online at <http://phoenixsinclairinquiry.ca/>.

We have, and will continue, to work with the Child and Family Services Authorities and agencies to improve the child and family services system for the benefit of all Manitoba children. In 2013/14, the Department initiated work on an Emergency Placement Resource (EPR) redevelopment project to increase the number of emergency foster homes available. Currently in the early stages of implementation, new draft protocols are being developed that set out how EPR resources should be created, monitored, accessed, and utilized. Moving forward, these new protocols will help improve the EPR system by providing agencies and Authorities with information and streamlined processes they can use.

In addition, the Department has been working with the Child and Family Services Authorities on an electronic billing system for child maintenance. A joint committee comprised of representatives of the Department and the four Child and Family Service Authorities developed the initial designs and template for the billing system documentation. Going forward, the Department, agencies and Authorities will continue to work together to improve and stabilize the new child maintenance billing system which will reduce billing errors, improve payment times and financial reporting.

The Department has also initiated the scoping phase of a new information system for child welfare. The Department and the four Child and Family Service Authorities participated in a joint project in 2008 to identify the best solution for Manitoba. In 2013, the Department engaged the Authorities to participate jointly in the next phase of this project, which will describe the overall size and complexity of the effort to replace the existing system. A joint team of departmental and Authority staff, with contributions from front-line agency managers, supervisors and workers will undertake this phase.

Another important service improvement activity undertaken in 2013/14 was the introduction of a standardized assessment tool for the Community Living disABILITY Services (CLDS) program, to help ensure the right level of support is provided to participants based on the participants' needs. The Supports Intensity Scale (SIS) is a well tested and affirmed assessment tool specially made to measure the type, frequency and intensity of support an individual needs to participate in community life. Following a successful pilot in the Westman Region, the SIS was approved for provincial implementation. Six full-time assessors were assigned during the last quarter of 2013/14 to begin the training and certification process.

The CLDS program also continued to review residential and day services funding as part of an overall strategy to create a more equitable and transparent funding model for agencies that provide services to CLDS participants. Representatives from community agencies were also engaged to provide input and guide this important work.

In addition, 2013/14 saw significant work done in support of developing a centralized Disability and Health Supports Unit that will serve as a streamlined, one-stop shop to provide eligible health-related supplies, equipment, diet and nutritional supplements to participants of Employment and Income Assistance, Children's disABILITY Services (CDS) and CLDS, in a consistent, efficient and cost effective manner.

The unit will be operational in 2014/15 and will improve service to participants and find cost savings for the Department through volume purchasing of medical supplies and equipment, and the establishment of a recycled equipment pool.

To improve client services and best serve participants in CLDS and CDS programs, the Eastman region led a service improvement project directed at developing a redesigned service delivery model for CLDS and CDS that will enable front-line caseworkers to focus their work on assessed needs and use existing resources more effectively and efficiently to increase client self-sufficiency. A tool was developed to measure and estimate the amount of case management work each case requires of a Community Service Worker and to identify distinct service levels. The aim of the project is to ensure that each client receives the right level of service to meet assessed needs. The information gathered will inform the development of a new case management approach that will direct existing resources to ensure responsive service, improved workload management, and greater efficiency and sustainability of services.

In 2013/14, Children's disABILITY Services completed the development of a Comprehensive Family Assessment tool. The strengthened assessment framework provides Social Workers with a consistent means of assessing ongoing needs, strengths, and the appropriate level of service required by families in order to meet the disability related needs of their children.

The Department continued to expand Autism Outreach services to rural Manitoba in 2013/14, as outlined in *Thrive!*, a five-year plan for helping Manitobans with autism spectrum disorders and their families. Children's disABILITY Services staff continued to work with service providers to develop a greater range of services for preschool children with autism that can be delivered in a timely way.

An online RentAid benefits calculator was also developed and has been well received by the public. The tool is used by low-income seniors, families with children and persons with disabilities, to determine their eligibility for RentAid benefits. The calculator has resulted in reduced workloads as fewer RentAid applications are submitted by those who do not qualify for the benefit. The calculator may be viewed at <http://www.gov.mb.ca/jec/eia/rentassist/estimator.html>.

The Department also commenced the development of an electronic form that will allow for the online application of child abuse registry checks. It is anticipated that the online application form will be available in the fiscal 2014-15.

Going forward, the Department will continue to identify incremental service improvement opportunities that will help modernize and strengthen the programs and services it provides to Manitobans, while ensuring that the safety and well-being of vulnerable Manitobans continue to be maintained. Under the umbrella of the Manitoba Status of Women, the Department will also continue to identify the needs and concerns of Manitoba women, and to raise awareness of issues affecting women.

I would also like to acknowledge and thank our employees and service delivery partners for the important role they play in shaping and ensuring that the services and supports provided by the Department meet the many and varied needs of Manitobans.

Respectfully submitted,

“Original signed by”

Joy Cramer  
Deputy Minister  
Family Services





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Madame Kerri Irvin-Ross  
Ministre des Services à la famille

Madame la ministre,

J'ai l'honneur de vous présenter le rapport annuel de Services à la famille Manitoba pour l'exercice terminé le 31 mars 2014. Ce rapport englobe aussi le rapport annuel du Conseil consultatif des femmes du Manitoba et les tout premiers rapports du comité de protection contre les mauvais traitements infligés aux adultes et de la registraire chargée du registre central de la province, à la suite de la création, en janvier 2013, du registre des mauvais traitements infligés aux adultes.

Le ministère des Services à la famille a été créé à la suite d'une réorganisation gouvernementale ayant eu lieu à l'automne 2013, qui a eu comme résultat de transférer la responsabilité des programmes relatifs au travail au ministère du Travail et de l'Immigration, et de faire en sorte que le Bureau des personnes handicapées relève dorénavant du ministère des Finances, à titre de ministère responsable des personnes handicapées. La réorganisation a eu également pour effet d'amener Situation de la femme Manitoba, qui relevait du ministère du Travail, à se joindre aux Services à la famille. Pour en savoir plus au sujet de ces secteurs d'activité, veuillez consulter les rapports ministériels pertinents.

Au cours de la dernière année, le ministère a mené à bien des recherches et des analyses, dont un examen interministériel de la législation sur l'adoption et les statistiques de l'état civil visant à soutenir et à éclairer les amendements proposés à la *Loi sur l'adoption* et à la *Loi sur les statistiques de l'état civil*, qui permettront de moderniser et d'établir un système ouvert en ce qui concerne les dossiers de naissance et d'adoption au Manitoba.

Le ministère continue d'assurer la surveillance d'un programme d'apprentissage et de garde des jeunes enfants dans des établissements autorisés qui répond aux besoins des familles manitobaines et qui soutient le milieu de l'apprentissage et de la garde des jeunes enfants. Le ministère a investi énormément dans le système d'apprentissage et de garde des jeunes enfants et demeure engagé à élaborer des possibilités et à les concrétiser pour soutenir et étendre les services de garde en milieu familial autorisés.

Pleinement conscients du besoin constant des enfants de bénéficier de services de qualité supérieure pendant leurs années de formation, et en prévision de l'adoption du prochain plan pluriannuel du ministère



en matière de services de garde pour enfants, les parents et les intervenants ont eu l'occasion de participer à une série de consultations publiques tenues à la grandeur de la province à l'automne 2013, pour aider à orienter les plans à venir en matière d'apprentissage et de garde des jeunes enfants. Une consultation en ligne a aussi permis aux Manitobains de partager leurs idées.

Dans le cadre de son mandat permanent de sensibilisation à la prévention de la violence sexuelle, Situation de la femme Manitoba a lancé une première canadienne en collaborant avec ONU femmes et la Ville de Winnipeg en vue de prendre part à l'initiative mondiale « Des villes sûres ». Cette initiative d'ONU femmes met l'accent sur la prévention de la violence sexuelle dans les espaces publics. La Ville de Winnipeg est la première ville canadienne à se joindre à cette initiative mondiale. Situation de la femme Manitoba a travaillé de concert avec la Ville de Winnipeg, la Commission de police de Winnipeg, le Service de police de Winnipeg, l'Université de Winnipeg et des organismes communautaires pour faire de cette initiative une réalité. Un comité directeur a été formé et se penche sur la tâche initiale de créer une « étude exploratoire » pour ONU femmes.

En novembre 2013, Situation de la femme Manitoba a lancé une campagne de sensibilisation publique pendant le mois de la prévention de la violence familiale. Le thème de cette année était axé sur la création de relations saines et visait particulièrement les jeunes. On peut consulter la documentation s'y rapportant au <http://www.gov.mb.ca/stoptheviolence/index.fr.html>. Situation de la femme Manitoba et les responsables du Programme de prévention de la violence familiale, qui relève de la Stratégie pluriannuelle du Manitoba contre la violence conjugale (lancée en 2012), ont collaboré en vue d'accorder des subventions en milieu communautaire en appui à la guérison des femmes autochtones et à l'engagement des hommes et des garçons dans ce travail important. Un comité basé en milieu communautaire et un comité interministériel continuent de se réunir pour surveiller la mise en œuvre de la stratégie contre la violence conjugale.

Situation de la femme a aussi poursuivi son travail de sensibilisation et a fait valoir les avantages d'inclure des femmes dans les conseils de direction du secteur privé lors d'un symposium réunissant des dirigeants d'entreprise du Manitoba qui encourageait la représentation des femmes dans les conseils de direction.

Dans le cadre de la réorganisation gouvernementale de l'automne 2013, la responsabilité de la *Loi sur la stratégie de réduction de la pauvreté* a été transférée au ministère des Services à la famille. Le premier rapport annuel de Tout le monde à bord a été publié en 2013-2014. Il démontrait que les programmes, les services et les prestations du gouvernement du Manitoba arrivent à réduire la pauvreté et à promouvoir l'inclusion sociale, tout en précisant qu'il s'agit d'un projet à long terme. Les efforts des entreprises privées, du secteur à but non lucratif et – plus important encore – des Manitobains à faible revenu eux-mêmes sont la principale mesure du succès de Tout le monde à bord. De concert avec nos partenaires fédéraux, municipaux et autochtones, nous sommes en train de créer le genre de province où tous sont socialement inclus, se sentent liés à leur communauté, participent à l'économie et contribuent à un Manitoba prospère.

En 2013-2014, Services à la famille Manitoba s'est engagé dans un certain nombre d'activités d'amélioration et de modernisation en vue de renforcer et de protéger les services sociaux et les services de soutien que le ministère fournit aux Manitobains partout dans la province. Pendant l'exercice 2013-2014, le ministère a mené à bien plusieurs projets pour assurer la viabilité de services de première ligne de qualité supérieure pour les générations futures.

Comme vous le savez, en décembre 2013, Ted Hughes, O.C., C.R., LL.D., a rendu public son rapport définitif concernant la mort de Phoenix Sinclair qui, à l'âge de cinq ans, a été tuée par sa mère et son conjoint en 2006, après avoir été prise en charge par le système de protection de l'enfance du Manitoba.

Le rapport Hughes a fait ressortir des problèmes importants dans le système de protection de l'enfance du Manitoba. M. Hughes a constaté que plus de 80 % des enfants pris en charge au Manitoba sont autochtones, que la situation est similaire à la grandeur du pays et que comparativement aux enfants non-autochtones, des enfants autochtones sont systématiquement retirés de leur foyer en grand nombre, parce que leurs conditions de vie sont beaucoup plus misérables que celles des autres enfants. Le rapport contenait 62 recommandations, dont la moitié ont déjà été prises en compte par le système de protection de l'enfance. Le reste des recommandations, dont bon nombre requièrent la participation de divers ministères et réseaux, a été confié à un groupe de consultation externe, qui les examinera et élaborera des options d'intervention pour y donner suite.

Le rapport définitif du commissaire Hughes, intitulé *The Legacy of Phoenix Sinclair, Achieving the Best for All of our Children*, peut être consulté à l'adresse suivante : <http://phoenixsinclairinquiry.ca/>. On y trouve aussi un résumé et sommaire des recommandations en français.

Nous allons poursuivre notre travail avec les régies et les offices des services à l'enfant et à la famille, afin d'améliorer le système des services à l'enfant et à la famille pour tous les enfants manitobains. En 2013-2014, le ministère s'est lancé dans un projet de redéploiement d'un service de placement d'urgence (SPU) en vue d'accroître le nombre de foyers nourriciers d'urgence. On en est encore aux premières étapes de la mise en œuvre et de nouvelles ébauches de protocole sont élaborées, qui établissent comment on devrait déployer, superviser et utiliser les ressources du SPU, et comment on y devrait y accéder. Ces nouveaux protocoles contribueront à perfectionner le système du SPU en fournissant des renseignements aux offices et aux régies et en simplifiant les processus qu'ils pourront adopter.

Le ministère collabore aussi avec les régies des services à l'enfant et à la famille à la mise au point d'un système de facturation électronique pour les frais d'entretien des enfants. Un comité mixte formé de représentants du ministère et des quatre régies des services à l'enfant et à la famille a élaboré les concepts initiaux et le modèle de documentation relative au système de facturation. Le ministère, les offices et les régies vont poursuivre leur collaboration afin d'améliorer et de stabiliser le nouveau système

de facturation pour les frais d'entretien des enfants, qui réduira les erreurs de facturation et les délais de paiement en plus d'améliorer la présentation des états financiers.

Le ministère a en outre commencé à délimiter la portée d'un nouveau système informatique pour la protection de l'enfance. En 2008, le ministère et les quatre régies des services à l'enfant et à la famille avaient participé à un projet conjoint en vue de trouver la solution la meilleure pour le Manitoba. En 2013, le ministère a amené les régies à participer conjointement à l'étape suivante de ce projet, qui consiste à décrire l'ampleur et la complexité du travail visant à remplacer le système en place. Cette étape a été confiée à une équipe mixte formée de membres du personnel du ministère et des régies, de concert avec des gestionnaires, des surveillants et des employés des offices qui se trouvent en première ligne.

Une autre activité importante visant l'amélioration du service lancée en 2013-2014 a été la présentation d'un outil d'évaluation normalisé pour les Services d'intégration communautaire des personnes handicapées, afin de mieux s'assurer que les participants reçoivent le niveau de soutien approprié en fonction de leurs besoins. L'Échelle d'intensité de soutien est un outil d'évaluation reconnu qui a fait ses preuves, spécialement conçu pour mesurer le type, la fréquence et l'intensité du soutien dont une personne a besoin pour participer à la vie en société. À la suite du succès de sa mise à l'essai dans la région de l'ouest du Manitoba, l'Échelle d'intensité de soutien a reçu l'autorisation nécessaire pour être adoptée à l'échelle provinciale. Au dernier trimestre de 2013-2014, six évaluateurs ont été assignés à plein temps au processus de formation et d'habilitation.

Le personnel des Services d'intégration communautaire des personnes handicapées a également poursuivi son examen du financement des services en résidence et de jour dans le cadre d'une stratégie globale en vue d'adopter un modèle de financement plus équitable et transparent pour les offices qui desservent les participants au programme. Des représentants d'organismes communautaires ont aussi été mis à contribution pour formuler des commentaires et orienter ce travail important.

L'exercice 2013-2014 a été marqué aussi par le travail important effectué en appui à la mise en place de services centralisés de soutien aux personnes malades ou handicapées, qui offriront un guichet unique et simplifié pour donner accès aux fournitures et équipements médicaux et aux suppléments diététiques et nutritifs admissibles aux personnes qui participent aux programmes de l'Aide à l'emploi et au revenu, des Services aux enfants handicapés et des Services d'intégration communautaire des personnes handicapées d'une manière cohérente, juste et efficiente.

Les services seront opérationnels en 2014-2015, ce qui permettra d'améliorer le service aux participants et d'amener le ministère à faire des économies par l'achat en quantité de fournitures et d'équipements médicaux et par la création d'une réserve d'équipements recyclés.



Afin de mieux desservir la clientèle des Services d'intégration communautaire des personnes handicapées et des Services aux enfants handicapés, la région de l'est du Manitoba a dirigé un projet d'amélioration du service visant l'établissement d'un modèle de prestation de services renouvelé pour cette clientèle. Cela permettra aux agents chargés des dossiers, qui sont en première ligne, d'axer leur travail selon l'évaluation des besoins et d'utiliser les ressources existantes plus efficacement pour accroître l'autosuffisance des clients. On s'est doté d'un outil pour mesurer et estimer la somme de travail de gestion requise pour chaque dossier avant qu'un travailleur des services communautaires ne puisse établir des niveaux de service distincts. Le but du projet est de s'assurer que chaque client reçoit le niveau de service approprié selon l'évaluation de ses besoins. Les renseignements recueillis serviront à éclairer l'élaboration d'une nouvelle approche en matière de gestion des dossiers, qui orientera les ressources existantes pour garantir des services adaptés aux besoins, une meilleure gestion de la charge de travail et plus d'efficacité et de pérennité dans les services.

En 2013-2014, le personnel des Services aux enfants handicapés a mené à bien l'élaboration d'un outil d'évaluation globale de la famille. Ce cadre d'évaluation renforcé donne aux travailleurs sociaux un moyen cohérent d'évaluer les besoins persistants, les points forts et le niveau de service requis des familles pour mieux répondre aux besoins de leurs enfants liés à leur handicap.

En 2013-2014, le ministère a continué d'étendre ses services externes pour enfants autistes dans les régions rurales du Manitoba, comme le proposait *S'épanouir!*, un plan quinquennal pour aider les Manitobains atteints de troubles du spectre autistique et leurs familles. Le personnel des Services aux enfants handicapés a poursuivi son travail avec les fournisseurs de services afin d'élargir la gamme de services offerts aux enfants autistes à point nommé.

On a aussi mis au point un calculateur des prestations d'Aide au loyer, bien accueilli du public. Cet outil est utilisé par les personnes âgées, les familles avec des enfants et les personnes handicapées à faible revenu pour déterminer leur admissibilité aux prestations d'Aide au loyer. Le calculateur a permis une réduction des volumes de travail en raison de la baisse du nombre de demandes d'Aide au loyer par des personnes non admissibles aux prestations. Le calculateur se trouve à l'adresse suivante :

<http://www.gov.mb.ca/jec/eia/rentassist/estimator.fr.html>.

Le ministère a aussi commencé à mettre au point une formule électronique de demande de vérification du registre concernant les mauvais traitements. La formule électronique devrait être prête pendant l'année fiscale 2014-15.

Le ministère va continuer à cerner les occasions d'améliorer progressivement le service, ce qui contribuera à moderniser et à consolider les programmes et services qu'il fournit aux Manitobains, tout en veillant au maintien de la sécurité et du bien-être des Manitobains vulnérables. Par l'entremise de Situation de la femme Manitoba, le ministère va aussi continuer à cerner les besoins et les préoccupations des Manitobaines, et à sensibiliser davantage les gens aux enjeux qui touchent les femmes.

Je tiens aussi à remercier nos employés et nos partenaires dans la prestation des services, qui jouent un rôle important dans l'élaboration des services et des

mécanismes de soutien offerts par le ministère d'une manière qui répond aux besoins nombreux et variés des Manitobains.

Le tout respectueusement soumis,

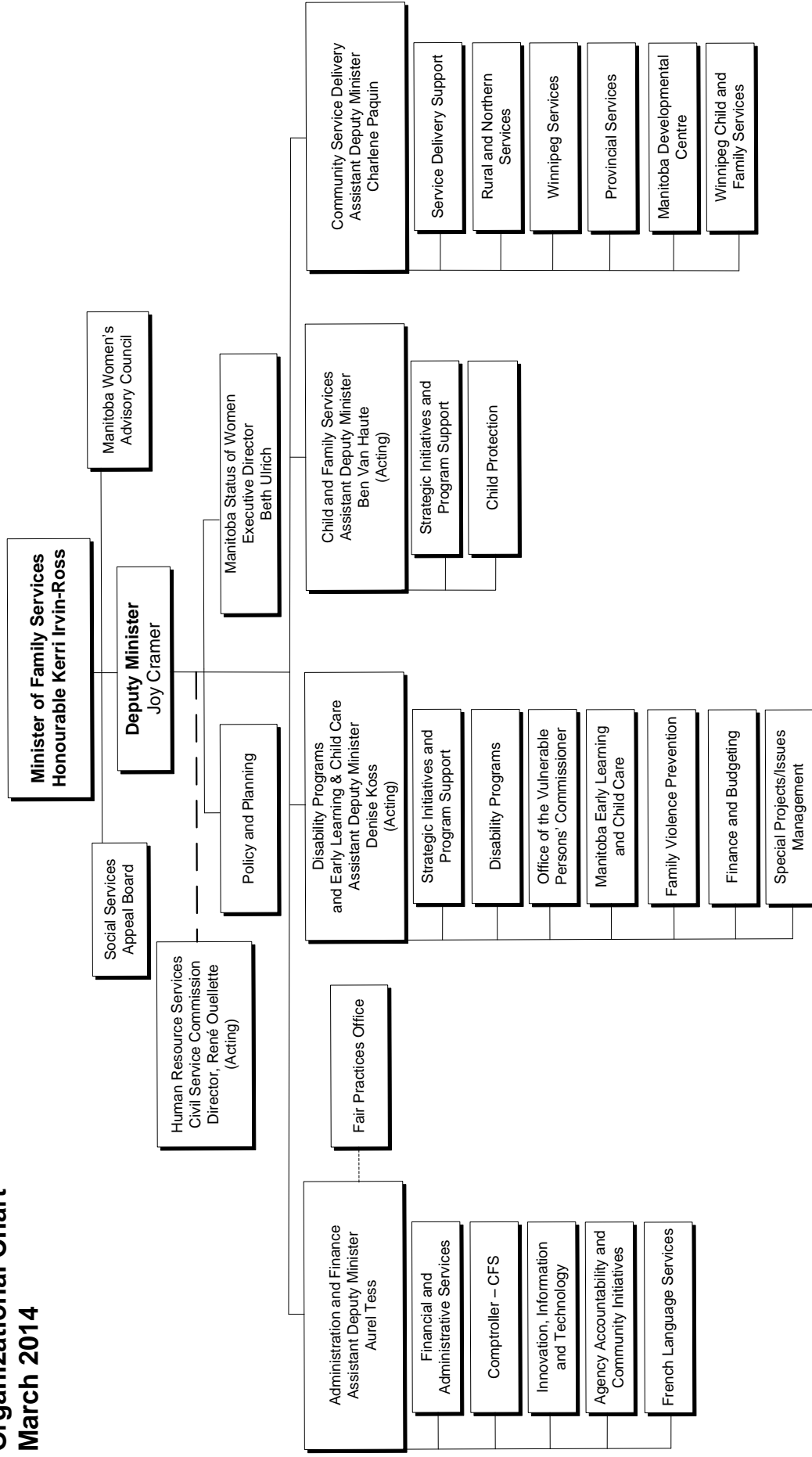
Joy Cramer  
Sous-ministre  
Services à la famille

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# Department of Family Services Organizational Chart March 2014



# **Preface**

## **Report Structure**

This annual report is organized in accordance with the Department of Family Services appropriation structure that reflects the Department's authorized votes approved by the Legislative Assembly. The report includes information at the main and sub-appropriation levels relating to the Department's responsibilities and results for the fiscal year ending March 31, 2014. Financial performance information is provided with expenditure and revenue variance explanations and a five-year adjusted historical table of departmental expenditures and staffing.

## **Vision and Mission**

### **Vision**

The Department of Family Services is committed to improving the quality of life for Manitobans through furthering the social, economic, and labour market inclusion of Manitobans. The Department envisions a fully accessible province where diversity is respected, where people with a range of abilities feel valued as full citizens and where persons who are vulnerable or at risk live with dignity and security. The Department strives for a province where all Manitoba women are equal and enjoy full participation in all aspects of social, economic and political life, free from exploitation and violence.

### **Mission**

Family Services supports Manitobans to achieve their full potential. The Department works to help keep children, families and communities safe and secure, while supporting citizen development and well-being. Family Services promotes and enforces appropriate standards and quality services with respect to child and family services and early learning and child care. Family Services encourages a more inclusive and accessible society for persons with disabilities by promoting full citizenship and removing barriers to participation. The Department works towards achieving gender equality by advancing the social, economic, legal and health status of all women in Manitoba.

### **Overview**

The Department's programs and services are organized into four divisions:

- Administration and Finance
- Community Service Delivery
- Disability Programs and Early Learning and Child Care
- Child and Family Services

Family Services is responsible for a comprehensive range of social services. Some of these programs and services are delivered directly by the Department, while others are provided in partnership with a variety of organizations and community-based groups.

### Administration and Finance Division

The Administration and Finance Division provides centralized financial, administrative and information systems support to the Department, and includes the Innovation, Information and Technology Branch.

Also included in the Administration and Finance division's appropriation are Manitoba Status of Women, the Policy and Planning Branch, and the Agency Accountability and Community Initiatives Branch.

### Community Service Delivery Division

The Community Service Delivery Division delivers most of the Department's social services, including child welfare services that are provided by the Winnipeg Services, and Rural and Northern Services Branches, and the Province's income assistance programs to eligible citizens. Although statutory responsibility and funding for income supports for Employment and Income Assistance have transferred to the Department of Jobs and the Economy (formerly Entrepreneurship, Training and Trade), the Division continues to deliver these benefits at the community level. The two Departments work together closely to maximize training and employment opportunities for all Manitobans as well as ensure appropriate financial and social supports for those who need them.

### Disability Programs and Early Learning and Child Care Division

The Disability Programs Branch provides program coordination, direction and funding for services to children with disabilities, and for supported living services for adults with intellectual disabilities. Disability Programs also oversees the operation of licensed adult residential care facilities, ensuring compliance with *The Social Services Administration Act* and the Residential Care Facilities Licensing Regulation. Manitoba Early Learning and Child Care oversees the operation of licensed child care facilities in the province, administering and enforcing *The Community Child Care Standards Act*. The Family Violence Prevention Program funds agencies that provide services to people affected by family violence and family disruption.

### Child and Family Services Division

The Child and Family Services Division provides leadership and strategic direction to Child and Family Services Authorities, child welfare agencies, community-based agencies, regional offices, community access area teams, and others, to keep children safe and protected, and assist at risk families. The Division focuses on program coordination and direction, policy and program development, budgeting, funding, setting standards, licensing, monitoring, training, quality assurance, evaluation, managing program data bases, and supporting and delivering specialized services.

### Manitoba Status of Women

Manitoba Status of Women works to identify the needs and concerns of Manitoba women, and to raise awareness of issues affecting women. The Branch also partners with community organizations and other government departments to promote gender equality, and brings the concerns and aspirations of women to the provincial government to ensure that they are integrated into government programs, policies and legislation. The Branch leads the implementation of Manitoba's Multi-year Domestic

Violence Strategy; the provincial four-point plan to address sexual assault; and, contributes to the development of strategies and initiatives (federal, provincial, and municipal) that seek to advance women's equality.

#### Policy and Planning Branch

The Policy and Planning Branch provides leadership, coordination and support on policy issues that affect the Department and its delivery of services to Manitobans. The Branch leads and coordinates all web-related communications that support or enhance the Department's program and service delivery systems. The Branch also leads intergovernmental and interdepartmental activities related to social services and provides leadership and coordination on access to information and protection of privacy policy matters.

#### Agency Accountability and Community Initiatives Branch

The Branch (through the Agency Accountability and Support Unit) provides support to the Department and to external funded agencies. The Community Initiatives Unit leads All Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy. The Branch oversees the provincial Non-Profit Organization Strategy, provides staff support for the Minister's Roundtable on Community Action Against Child Hunger, and coordinates Family Services' participation in the Block by Block (21 Block) Crime Reduction and Community Mobilization Initiative.

In addition, the Social Services Appeal Board, a quasi-independent body, reports to the Minister of Family Services.



## **Statutory Responsibilities**

The Adoption Act

The Adult Abuse Registry Act

The Child and Family Services Act

The Child and Family Services Authorities Act

The Community Child Care Standards Act

The Intercountry Adoption (Hague Convention) Act

The Parents' Maintenance Act [Section 10]

The Poverty Reduction Strategy Act

The Social Services Administration Act

[Under this Act, responsibility for The Residential Care Facilities Licensing Regulation, M.R. 484/88 R and the whole Act except as it relates to employment and income supports]

The Social Services Appeal Board Act

The Social Work Profession Act (not yet proclaimed)

The Vulnerable Persons Living with a Mental Disability Act

The Minister of Family Services is also responsible for:

The Manitoba Women's Advisory Council Act

*The Social Services Administration Act, The Adult Abuse Registry Act and The Manitoba Women's Advisory Council Act, require the Minister to report annually to the Legislature. These reporting requirements for 2013/14 are met by this Annual Report.*

(Separate annual reports are issued by the Social Services Appeal Board and All Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy.)

**Rural/Northern Regional  
Social Service Delivery Structure  
(as at March 31, 2014)**



**Winnipeg Regional  
Social Service Delivery Structure  
(as at March 31, 2014)**



**Community Area Pairings**

- Downtown
- Point Douglas
- Seven Oaks / Inkster
- River East / Transcona
- St. Boniface / St. Vital
- River Heights / Fort Garry
- St. James-Assiniboia /  
Assiniboine South

## **Sustainable Development**

Under Section 12(1)(c) of *The Sustainable Development Act*, provincial departments are required to integrate into their annual report, information on their progress to incorporate sustainable development into their activities.

In 2013/14, the Department made progress in developing and participating in more sustainable, environmentally-friendly work processes and activities.

Once again, departmental staff participated in the annual Commuter Challenge, a Canada-wide event that encourages daily commuters to leave their cars at home and use active and/or green travel choices. In 2013, 117 departmental staff registered to take part in the event, logging 8,232.7 kilometres, saving 552.24 litres of fuel and avoiding 1,127.63 greenhouse gas emissions.

The Department continued to make progress in reducing fuel consumption and usage. As of March 31, 2014, the Department had two fuel-efficient hybrid vehicles in its fleet, reducing fuel costs and greenhouse gas emissions. Departmental staff who are assigned fleet vehicles continue to use ethanol-blended gasoline where available. The Manitoba Developmental Centre continues to follow fuel efficiency guidelines and promote an “Idle Free” approach.

In 2013/14, the Manitoba Developmental Centre’s award-winning recycling program collected and processed more than 25 metric tonnes of recyclable materials.

The Community Service Delivery Division used web-conferencing as a regular business practice to share information with staff in rural and northern regions. Regular use of web-conferencing produces savings on travel time, fuel consumption and other costs associated with staff meetings. This process is also being used by other divisions for virtual meetings.

The Manitoba Early Learning and Child Care Program (MELCC) ensured that early learning and child care construction projects adhered to the Manitoba Green Building Policy in order to be eligible for capital funds. Consistent with the policy, large projects must meet or exceed the internationally-recognized LEED (Leadership in Energy and Efficiency Design) Green Building Rating System Silver standard. Other projects under the required square footage must outline cost effective green building principles in their design. Further, MELCC encouraged child care groups to form as many community and/or school partnerships as possible to enhance community strength and take advantage of economies of scale.

Family Services also continued to work with Manitoba Infrastructure and Transportation on other accommodation projects within the Department to ensure that the Green Building Policy is followed.

The Department continued to use the Waste Stream Services recycling program in most of its buildings across the province, which included using mini-bins for desk side refuse, desk side blue bins for non-confidential paper, and central bins for aluminum, plastic, and non-confidential paper. This program endorses the continued use of Government Records Boxes for the destruction of confidential paper. This program will be maintained in the future.

Through internal procurement practices, the Department continued to promote environmental sustainability and awareness within the Department and among vendors. The Department continued to expand the knowledge and skills of procurement practitioners and end-users. "Green" products and recycled materials continued to be purchased where available including the purchase of recycled photocopy paper.

As a strong proponent of sustainable development principles, the Department remains committed to developing strategies and policies that promote a culture of sustainability, and to facilitating the integration of sustainable development principles and guidelines into its ongoing activities.

## **Manitoba Policy on Access to Government (MPAG): Publications, Events and Customer Service**

Promoting the participation of persons with disabilities as full citizens is an important objective of the Government of Manitoba. The MPAG is the provincial government's commitment to offer Manitobans with disabilities equal access to public information, events, and customer service. The aim of the policy is to eliminate barriers faced by persons with disabilities in their interactions with the Government of Manitoba and to reasonably accommodate any disability-related needs that a person may have.

As part of its commitment to meeting the service needs of persons with disabilities, the Department of Family Services has a designated Disability Access Coordinator to help coordinate the implementation of the MPAG. In addition, a working group meets on a regular basis to discuss strategic directions and activities, and to build on the progress made to date.

### **Progress in 2013/14:**

#### ***Accessibility in Family Services buildings***

The Department of Family Services is committed to ensuring that no barriers are created in new construction and major building renovation projects. In the fall of 2013, several areas of the Department relocated offices. Staff liaised with Manitoba Infrastructure and Transportation (MIT) to ensure that newly renovated or leased office buildings were accessible to the public.

Departmental staff can approach the Disability Access Coordinator with concerns about building accessibility. In 2013/14, the Disability Access Coordinator did not receive any concerns regarding building accessibility.

#### ***Services, publications, websites***

##### **"Active offer" reception area signs**

This was the first reporting period during which the "active offer" sign was posted in Family Services (FS) reception areas. The sign encourages members of the public to let staff know if they need assistance because of a disability. FS staff worked to respond to accommodation requests in an effective and timely manner.

##### **"Active offer" statement on written information**

Progress continues on including an "active offer" statement on public facing written information. The "active offer" states that information is available in alternate formats, upon request. Alternate formats include (but are not limited to) large print, electronic text, Braille and captioning.

### Website accessibility

The compliance level/benchmark for Manitoba government websites is the World Wide Web Consortium (W3C), level AA. Departmental staff continue to monitor websites and portals to ensure that they are compliant with these accessibility standards.

### ***Supports to staff***

#### Internal website

FS maintained and updated an internal website that is dedicated to the MPAG. This website includes information about the policy, how it can be implemented, and a list of suppliers and resources that can assist staff in responding to accommodation-related requests.

#### Staff orientation and training

Training workshops about the MPAG were delivered throughout the year to newly-hired staff, as part of their orientation to the Department. In addition, the Disability Access Coordinator supported staff to respond effectively and efficiently to public requests for information and services in alternate formats.

# Minister and Executive Support

## Minister's Salary

This appropriation provides for the Minister's salary entitlement as a member of Executive Council.

### 09-1A Minister's Salary

| Expenditures by Sub-Appropriation    | Actual 2013/14 \$000 | FTE  | Estimate 2013/14 \$000 | Variance Over/(Under) | Expl. No. |
|--------------------------------------|----------------------|------|------------------------|-----------------------|-----------|
| Total Salaries and Employee Benefits | 36                   | 1.00 | 37                     | (1)                   |           |

## Executive Support

Executive Support includes the offices of the Minister and the Deputy Minister. The Executive Offices provide the Department with policy direction and planning, and co-ordinate departmental activities.

### 09-1B Executive Support

| Expenditures by Sub-Appropriation    | Actual 2013/14 \$000 | FTE   | Estimate 2013/14 \$000 | Variance Over/(Under) | Expl. No. |
|--------------------------------------|----------------------|-------|------------------------|-----------------------|-----------|
| Total Salaries and Employee Benefits | 807                  | 10.00 | 742                    | 65                    |           |
| Total Other Expenditures             | 82                   |       | 65                     | 17                    | 1         |
| Total Expenditures                   | 889                  |       | 807                    | 82                    |           |

1. The over-expenditure is due to transportation and communication costs; partially offset by supplies and services savings.



## **Social Services Appeal Board**

The Social Services Appeal Board (SSAB) ensures that Manitobans have access to a fair, impartial and informal appeal process for decisions relating to the various social services and programs administered by the Department.

The SSAB hears appeals for a range of programs and services, including various financial assistance programs, licensing of child care facilities, programs for persons with disabilities, private adoption agencies and residential care facilities under the provisions of *The Social Services Appeal Board Act*. Hearings are convened throughout Manitoba within the time frame specified in the legislation, and written decisions are provided within 15 working days of each hearing.

The SSAB acts in an advisory capacity to the Minister on matters of policy, changes in legislation, issues arising out of hearings and other matters referred to the Appeal Board by the Minister.

### **Reporting Requirements**

Since the proclamation of *The Social Services Appeal Board Act* in February 2002, the Social Services Appeal Board has produced its annual report separate from the Department of Family Services Annual Report. The Appeal Board's independent report includes:

- a brief history of the Appeal Board;
- an overview of the legislation which grants the right to appeal;
- financial information;
- statistics related to the appeal hearings filed during the fiscal year;
- a description of the Board's advisory responsibilities; and
- samples of hearings that were conducted during the year.

The Social Services Appeal Board Annual Report for the year 2013/14 can be obtained at the Appeal Board's office at 7th floor-175 Hargrave Street, Winnipeg MB R3C 3R8, by telephone at 204-945-3003 or online at [http://www.gov.mb.ca/fs/ssab/annual\\_reports.html](http://www.gov.mb.ca/fs/ssab/annual_reports.html).

## **Human Resource Management**

Effective March 1, 2010, the Government of Manitoba realigned responsibility for the delivery of human resource services and the associated staff to the Civil Service Commission with the goal of improving service delivery to all departments and employees. For additional information on Human Resource Management, please see the Civil Service Commission's 2013/14 Annual Report at <http://www.gov.mb.ca/csc/publications/annrpt/index.html>.

## Policy and Planning

Under direction of the Deputy Minister, the Policy and Planning Branch is primarily an internal service provider, providing decision-making support and policy management services to the Deputy Minister and to each of the divisions of Family Services on a wide range of issues that affect the Department and the delivery of social services to Manitobans. The Branch provides policy and legislative development, internal communications and web support for the Department. The Branch assists with interdepartmental activities and coordinates the development of responses to access to information and protection of privacy requests. The Branch also supports the Deputy Minister and the Minister in Federal/Provincial/Territorial relations pertaining to social services.

### Key Results Achieved:

- Coordinated strategic planning and performance management activities demonstrated through 2013/14 departmental planning and reporting processes. Examples include the development of the Department Plan and the preparation of Ministerial briefing materials and Estimates documents.
- Undertook research and analysis and offered strategic advice to executive and divisional management regarding departmental trends, policies, programs and legislative initiatives.
- Provided key information to the Minister, Deputy Minister and senior management including the preparation of briefing and planning materials, authority seeking documents, correspondence and public reporting documents.
- Coordinated responses to interdepartmental and intergovernmental requests and issues that were cross-sectoral or multi-sectoral in nature.
- Represented the Department in interdepartmental, intergovernmental, and intersectoral discussions related to a broad range of social issues.
- Participated in Federal/Provincial/Territorial (F/P/T) social policy work, representing Manitoba's interests, sharing information across jurisdictions and ensuring the Department's policy and program development processes are informed by the Canadian context. The Branch participated in the intergovernmental policy research work of three F/P/T advisory committees on issues related to Disability, Poverty and Children and Youth At Risk.
- Managed, coordinated and supported the Family Services and [www.ManitobaParentZone.ca](http://www.ManitobaParentZone.ca) websites, in keeping with the Office of Information Technology Standards.
- Responded to public requests for information according to *The Freedom of Information and Protection of Privacy Act* (FIPPA) and *The Personal Health Information Act* (PHIA). Coordinated responses regarding other issues related to access and privacy.

## Freedom of Information (FIPPA) Requests

| FS Divisions                                          | 2012/13    |             | 2013/14    |             |
|-------------------------------------------------------|------------|-------------|------------|-------------|
|                                                       | Total      | Percentage  | Total      | Percentage  |
| Administration and Finance                            | 54         | 23%         | 66         | 17%         |
| Child and Family Services                             | 54         | 23%         | 176        | 45%         |
| Community Service Delivery                            | 10         | 4%          | 6          | 1%          |
| Disability Programs and Early Learning and Child Care | 7          | 3%          | 62         | 16%         |
| Policy and Planning                                   | 23         | 9%          | 16         | 4%          |
| Labour Programs*                                      | 75         | 31%         | 44         | 11%         |
| <i>Transfers to other departments</i>                 | 17         | 7%          | 23         | 6%          |
| <b>TOTAL Applications</b>                             | <b>240</b> | <b>100%</b> | <b>393</b> | <b>100%</b> |

| Type of Applicant         | Total      | Percentage  | Total      | Percentage  |
|---------------------------|------------|-------------|------------|-------------|
| Private Citizen           | 134        | 56%         | 167        | 42%         |
| Political Party           | 49         | 21%         | 178        | 45%         |
| Organization              | 37         | 15%         | 30         | 8%          |
| Media                     | 20         | 8%          | 18         | 5%          |
| <b>TOTAL Applications</b> | <b>240</b> | <b>100%</b> | <b>393</b> | <b>100%</b> |

\* Labour applications are included in these statistics until October 18, 2013.

## 09-1E Policy and Planning

| Expenditures by Sub-Appropriation    | Actual 2013/14 \$000 | FTE   | Estimate 2013/14 \$000 | Variance Over/(Under) | Expl. No. |
|--------------------------------------|----------------------|-------|------------------------|-----------------------|-----------|
| Total Salaries and Employee Benefits | 908                  | 14.00 | 938                    | (30)                  |           |
| Total Other Expenditures             | 138                  |       | 148                    | (10)                  |           |
| Total Expenditures                   | 1,046                |       | 1,086                  | (40)                  |           |

## **Administration and Finance Division**

The Administration and Finance Division oversees comptrollership and administrative functions and ensures financial and administrative policies, services and reporting systems are developed and administered effectively in support of the Department's accountability framework. The Division provides leadership and expertise for Information and Communication Technology (ICT)-related planning, policies, financial, project management and business support to the Department and external stakeholders.

The Division includes the following branches:

- Agency Accountability and Community Initiatives
- Financial and Administrative Services
- Innovation, Information and Technology

## **Agency Accountability and Community Initiatives**

### **Integrated Community Initiatives Unit**

The Integrated Community Initiatives Unit of Family Services was established in August 2013 to provide leadership, coordination and support for various community-based interdepartmental and departmental initiatives, including responsibility for implementing *The Poverty Reduction Strategy Act*, administering the Non Profit Organization (Reducing Red Tape) Initiative, and supporting the Minister's Roundtable on Community Action Against Child Hunger.

### **Key Results Achieved**

#### All Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy

- Completed public consultations on planned poverty reduction and social inclusion Action Plans; issued *What We Heard*, which describes consultation key findings.
- Published Action Plans on *Food Security* and *Targeted Supports for Those Most in Need*.
- Provided secretariat support to the All Aboard Committee whose work contributed to new provincial initiatives in poverty reduction.
- Issued the inaugural All Aboard Annual Report, which describes performance on 21 regulated indicators of poverty and social exclusion. For more information please refer to the 2012/13 All Aboard Annual Report. An online version is available at [www.manitoba.ca/allaboard](http://www.manitoba.ca/allaboard), or by contacting [allaboard@gov.mb.ca](mailto:allaboard@gov.mb.ca).

#### Minister's Roundtable on Community Action Against Child Hunger

- Provided staff support and policy research to the Roundtable whose work contributed to new provincial initiatives in food security and poverty reduction.

### Block by Block (21 Block) Initiative

- Led Family Services' participation in the start-up of the Block by Block Initiative to increase community safety and improve family well-being, beginning in parts of the Point Douglas and Dufferin neighbourhoods. Block by Block is a collaborative project operated in partnership with community groups, the Winnipeg Police, other Provincial Government departments and the City of Winnipeg.

### Non Profit Organization Reducing Red Tape Initiative

- Provided technical and administrative support to over 100 participating Non Profit Organizations (NPO) and funding departments.
- Updated the Events Calendar/Message Centre on the NPO informational Web Portal.
- Worked with the Manitoba Materials Distribution Agency (MDA) to enable participating NPOs to purchase goods through MDA, thus further reducing their administrative costs.

### **09-1D Integrated Community Initiatives**

| <b>Expenditures by Sub-Appropriation</b> | <b>Actual 2013/14 \$000</b> | <b>FTE</b> | <b>Estimate 2013/14 \$000</b> | <b>Variance Over/(Under)</b> | <b>Expl. No.</b> |
|------------------------------------------|-----------------------------|------------|-------------------------------|------------------------------|------------------|
| Total Salaries and Employee Benefits     | 306                         | 4.00       | 268                           | 38                           |                  |
| Total Other Expenditures                 | 131                         |            | 80                            | 51                           | 1                |
| <b>Total Expenditures</b>                | <b>437</b>                  |            | <b>348</b>                    | <b>89</b>                    |                  |

1. The variance is primarily due to unbudgeted operating expenditures, due to the establishment of the branch.

### **Agency Accountability and Support Unit**

The Agency Accountability and Support Unit (AASU) strengthens the capacity of the Department to effectively monitor departmentally funded agencies' financial performance, and ensures that agencies are operating under a clear and effective accountability framework.

The AASU provides leadership and management in the development and coordination of departmental contracts with other organizations, including Service Purchase Agreements.

The AASU supports agency and board development by providing advice and assistance on agencies' operations and financial management, and brings a systematic approach to the planning, implementation and response to internal and external audits of departmental programs and funded agencies.

### **Key Results Achieved**

- Led the negotiations of 62 Service Purchase Agreements and 16 Transportation contracts.

- Conducted financial reviews on six agencies, either in response to an allegation or non-compliance with Financial Reporting Requirements. The Unit continued to monitor and follow-up with agencies for compliance with the Department's Financial Reporting Requirements, analyzed the financial performance of agencies, investigated areas of concern and performed operational reviews.
- Facilitated a new open and transparent process (Request for Quotation system) for procurement of Emergency Alternative Staffing Resources in all Family Services Programs.
- Facilitated 15 general training sessions on board governance throughout the province for agencies in all program areas. The sessions covered the general roles and responsibilities of non-profit boards, legal duties and liabilities and a discussion of governance versus management responsibilities. The AASU also conducted orientations on Service Purchase Agreements and Financial Reporting Requirements.
- Coordinated the development of an annual audit plan through the Audit Advisory Committee and monitored the implementation of audit recommendations.
- Continued to monitor the implementation of recommendations made by the Office of the Auditor General and Internal Audit and Consulting Services in order to improve accountability for the use of public funds.

#### **09-1H Agency Accountability and Support Unit**

| <b>Expenditures by Sub-Appropriation</b> | <b>Actual 2013/14 \$000</b> | <b>FTE</b> | <b>Estimate 2013/14 \$000</b> | <b>Variance Over/(Under)</b> | <b>Expl. No.</b> |
|------------------------------------------|-----------------------------|------------|-------------------------------|------------------------------|------------------|
| Total Salaries and Employee Benefits     | 1,279                       | 18.00      | 1,340                         | (61)                         |                  |
| Total Other Expenditures                 | 159                         |            | 367                           | (208)                        | 1                |
| <b>Total Expenditures</b>                | <b>1,438</b>                |            | <b>1,707</b>                  | <b>(269)</b>                 |                  |

1. The variance is primarily due to the delay in audits for the 2013/14 fiscal year.

## **Financial and Administrative Services**

Financial and Administrative Services' main focus is to maintain an active comptrollership function by ensuring that financial and administrative policies, services and reporting systems are developed, maintained and effectively administered to meet financial control, accountability, and reporting standards and to safeguard and protect the financial and physical asset needs of the Department. This is accomplished through effective departmental financial administration and management activities; coordination of comprehensive budget estimates planning and support services; responsible financial forecasting and reporting: disbursements and revenue accounting; appropriation control; and by providing direction on financial and administrative policies and operational procedures and practices to divisional staff.

The Branch also provides a broad range of operational and administrative support services, and administers the French Language Services policy throughout the Department.

### **Key Results Achieved**

- Continued to review and improve departmental financial and administrative control procedures as part of ongoing comptrollership activities. The objectives serve to mitigate risks and guide the stewardship and overall management of the human, financial, knowledge, technology, and capital resources entrusted to the Department.
- Began to address a number of improvements to the Department's Comptrollership Plan as suggested by the Provincial Comptroller's Office. The objective of the plan is to ensure that processes and procedures are in place and operating as intended.
- Continued efforts to enhance fiscal management, accountability and control through various Comptrollership Initiatives. This included the continuation of projects in Community Living disABILITY Services and in Child Protection programs to improve internal controls and systems and management reporting.
- Provided ongoing and enhanced management reporting regarding the Department's fiscal status, to executive management and central government.
- Provided ongoing identification and monitoring of emerging financial and program management issues, ensuring that control and accountability systems were in place.
- Participated in central government's development of a new budgeting and financial reporting tool, to be integrated with the corporate SAP system.
- Supported and facilitated the transfer of the Labour Division to the newly created Labour and Immigration Department, and the creation of the Integrated Community Initiatives Branch.
- Continued participation in a number of cross-government audits and comptrollership reviews performed by Internal Audit and Consulting Services and by Manitoba Finance. Benefits achieved include improved controls, accountability and reporting in a number of areas.
- Continued to refine departmental financial and human resource role assignments within the corporate SAP environment and to strengthen risk mitigation activities and systems using central government's Governance, Risk and Compliance tool. The results serve to ensure that risks are minimized through the proper assignment of SAP roles across the Department.
- Provided ongoing identification and monitoring of emerging French Language Services issues and ensured compliance with the French Language Services Policy for Active Offer, translation of documents and best practices for French Language Services.

## 09-1F Financial and Administrative Services

| <b>Expenditures by Sub-Appropriation</b> | <b>Actual 2013/14 \$000</b> | <b>FTE</b> | <b>Estimate 2013/14 \$000</b> | <b>Variance Over/(Under)</b> | <b>Expl. No.</b> |
|------------------------------------------|-----------------------------|------------|-------------------------------|------------------------------|------------------|
| Total Salaries and Employee Benefits     | 1,493                       | 21.00      | 1,394                         | 99                           |                  |
| Total Other Expenditures                 | 352                         |            | 359                           | (7)                          |                  |
| <b>Total Expenditures</b>                | <b>1,845</b>                |            | <b>1,753</b>                  | <b>92</b>                    |                  |

## Innovation, Information and Technology

The Innovation, Information and Technology Branch provides project management and business analysis leadership and expertise in support of the Department's information strategy and goals. The Branch provides strategic Information Technology (IT) planning services for existing systems and develops detailed project plans for new, strategic initiatives.

The Branch is the Department's liaison point and steward of Information and Communication Technology services delivered by the Business Transformation and Technology Division of the Department of Jobs and the Economy. The Branch manages all desktop services, computer assets and a centralized IT budget on behalf of the Department and its business partners. The Branch also reviews and sets departmental policy in support of the strategic IT direction of government and manages all corporate IT initiatives.

### Key Results Achieved

- Provided professional business analysis and project management services for information system enhancement projects for Child and Family Services, Community Service Delivery, Disability Programs and Early Learning and Child Care, and Administration and Finance divisions.
- Continued to lead the scoping phase of the project to replace the existing Child Welfare Case Management system with a new information system.
- Expanded the range of Project Management and Organizational Change Management work performed by the Branch to include non-IT projects as prioritized by the Department.
- Continued to develop and evolve the Department's Strategic Information Technology Plan (Roadmap). The benefits of a roadmap are: the alignment of technology choices to business objectives and it is a framework for project prioritization.



## 09-1G Innovation, Information and Technology

| Expenditures by Sub-Appropriation    | Actual 2013/14 \$000 | FTE   | Estimate 2013/14 \$000 | Variance Over/(Under) | Expl. No. |
|--------------------------------------|----------------------|-------|------------------------|-----------------------|-----------|
| Total Salaries and Employee Benefits | 766                  | 10.00 | 867                    | (101)                 |           |
| Total Other Expenditures             | 1,558                |       | 1,808                  | (250)                 |           |
| Total Expenditures                   | 2,324                |       | 2,675                  | (351)                 |           |

## Manitoba Status of Women

In support of the mandate of the Minister responsible for the Status of Women, the Manitoba Status of Women Division promotes gender equality and the equal participation of all women in society; improves the economic, social, legal and health status of women, and contributes to ending exploitation and violence against women.

These objectives are achieved by identifying the needs and concerns of Manitoba women; raising awareness of issues affecting women; partnering with community organizations and other government departments to promote gender equality; and bringing the concerns and aspirations of women to the provincial government to ensure they are integrated into government programs, policies and legislation.

### Key Results Achieved

- Worked in partnership with Federal/Provincial/Territorial (FPT) Status of Women Ministries across Canada on issues of common or national interest such as violence against women, economic security and women's leadership. Participated in the annual FPT meeting of Ministers responsible for the Status of Women.
- Collaborated with FPT partners to release the brochure The Business Case for Women on Boards, which describes the ways companies benefit from having women on private sector boards and presents strategies for increasing the number of female directors. Hosted a symposium in Winnipeg for Manitoba business leaders on the topic of increasing women's representation on corporate boards. Reached out to executive search firms to create awareness about recruiting women on boards.
- Produced a youth focused public awareness campaign on healthy relationship as part of Manitoba's Multi-Year Domestic Violence Prevention Strategy. The campaign included a poster, two videos produced by Broadway Neighbourhood Centre Just TV program and a twitter blitz on November 4<sup>th</sup>.
- Produced a public awareness campaign on LGBTTTQ\* healthy relationships as part of Manitoba's Multi-Year Domestic Violence Prevention Strategy, including a poster and five fact sheets.  
**LGBTTTQ\***: lesbian, gay, bisexual, transgender, Two-Spirit and queer. The asterisk represents other minority gender identities and sexual orientations (ex: questioning, intersex, pansexual, androgynous.)

- Focused on implementing recommendations of Manitoba's Multi-Year Domestic Violence Prevention Strategy; held community and interdepartmental meetings and collaborated with the Family Violence Prevention Program to select proponents for two community grants (Healing for Aboriginal Women and Engaging Men and Boys).
- As part of Sexual Assault Awareness Month, launched a four-point plan to help prevent sexual assault and improve services for its victims and held awareness raising events throughout April in commemoration of Sexual Assault Awareness Month.
- Launched a partnership with United Nations (UN) Women and the City of Winnipeg to be the first Canadian site for the UN Safe Cities Global Initiative, developing interventions to reduce sexual violence in public spaces.
- Applied Gender and Diversity Analysis (GDA) to government and community initiatives on issues related to violence against women and criminal justice.
- Offered funding to community organizations throughout the province to deliver the *Power Up* computer training program.
- As part of the Women's Health Strategy, delivered educational opportunities on issues of concern to women's health, and administered community networking grants to support gatherings of women in rural and northern communities.
- Provided research and support for government policy and program development related to such issues as economic security, women's health, violence against women and issues affecting Aboriginal women.

## **Manitoba Women's Advisory Council**

The Manitoba Women's Advisory Council works within the Manitoba Status of Women Branch to represent the issues and concerns of Manitoba women. The Council focuses on issues that have a social, legal or economic effect on the lives of women and their families.

The Manitoba Women's Advisory Council was established through an Order-in-Council in 1980. Since 1987, the function and operation of the Council has been governed by *The Manitoba Women's Advisory Council Act*.

The Council has a chair and several community members appointed by the provincial government. Members reflect the cultural diversity of Manitoba women and come from rural, urban and northern communities.

The Advisory Council reports to the Minister responsible for the Status of Women.

### **Key Results Achieved**

- Participated in the annual meeting for the Coalition of Provincial and Territorial Advisory Councils on the Status of Women. Collaborated with Coalition members to respond to violence against women and reproductive health issues.
- Hosted five Council meetings as mandated by *The Manitoba Women's Advisory Council Act*.

- Raised awareness of women’s issues by hosting community information sessions, workshops and roundtables on a variety of issues of concern to women, as well as four large-scale community events – International Day of the Girl, December 6<sup>th</sup> Sunrise Memorial, International Women’s Day and Women’s History Month.
- Delivered 12 Lunch and Learn sessions to approximately 400 individuals on a variety of issues of concern to women, including: consent and sexual assault, honour-based violence, domestic violence, human rights law and pregnancy, the effects of residential schools, heart disease, healthy masculinity, sexual and reproductive rights, and women in science and engineering.
- Produced the *PROMOTE POSITIVE IMAGES OF WOMEN: Responsible marketing and media* document. The document provides guidelines that assist individuals and organizations to create positive, empowering messages that help create equality and diversity in the larger society.
- Produced a poster and created public awareness to commemorate the 16 Days of Activism, November 25 – December 10, 2013. Each year thousands of organizations around the world take part in the 16 Days of Activism Against Gender Violence Campaign to raise awareness about gender-based violence.
- Acknowledged women’s contributions by administering the Babs Friesen Lifetime Achievement Award with the YM/YWCA of Winnipeg.
- Addressed identified priorities including economic security, violence against women, representations of women in the media and women’s leadership.
- Achieved stronger connections with the women’s community by supporting community activities, marches, networks of women, conferences and other events, and delivered community information via the Council’s current email distribution list to over 1,000 organizations and individuals.

#### 09-11 Manitoba Status of Women

| <b>Expenditures by Sub-Appropriation</b> | <b>Actual 2013/14 \$000</b> | <b>FTE</b> | <b>Estimate 2013/14 \$000</b> | <b>Variance Over/(Under)</b> | <b>Expl. No.</b> |
|------------------------------------------|-----------------------------|------------|-------------------------------|------------------------------|------------------|
| Total Salaries                           | 659                         | 9.00       | 660                           | (1)                          |                  |
| Total Other Expenditures                 | 243                         |            | 263                           | (20)                         |                  |
| Total Grants                             | 68                          |            | 130                           | (62)                         | 1                |
| <b>Total Expenditures</b>                | <b>970</b>                  |            | <b>1,053</b>                  | <b>(83)</b>                  |                  |

1. The under-expenditure is primarily due to the Training of Tomorrow scholarship program being under review in 2013/14.

## **Community Service Delivery Division**

The Community Service Delivery Division coordinates and delivers programming offered by the Department to the public. The Division manages and enhances the existing Integrated Service Delivery (ISD) system and improves the quality, efficiency and accessibility of income support, social services and benefits provided by the Department.

The Division delivers the province's income assistance programs and related employment-focused supports on behalf of Manitoba Jobs and the Economy.

The Division operates through six branches:

- Service Delivery Support
- Rural and Northern Services
- Winnipeg Services
- Provincial Services
- Manitoba Developmental Centre
- Winnipeg Child and Family Services

### **Service Delivery Support**

The Service Delivery Support Branch provides expertise and support to service delivery management and staff in Rural and Northern Services and Winnipeg Services. The Branch investigates and analyzes case-related and service delivery issues, prepares briefing material and required responses on service-related issues, and ensures that the field perspective and needs of Manitobans using departmental services are communicated to program divisions.

The Branch manages processes for allocating and monitoring program funding to the regions. The Branch assists service delivery staff in establishing and maintaining working relationships with community agencies. The Branch coordinates and delivers corporate orientations and cross-program and program-specific training for divisional staff.

The Branch provides leadership, coordination and support to municipalities in the event of an emergency or disaster, maintains department-wide services to citizens in the event of a business disruption, and leads the Department's Workplace Safety and Health program.

### **Key Results Achieved**

- Enhanced and delivered training to Community Living disABILITY Services (CLDS) staff on adult protection investigations and the Adult Abuse Registry processes.
- Implemented the complex case review process for CLDS.
- Participated in creating a comprehensive family assessment tool that identifies the strengths and needs of families caring for children with disabilities in order to plan appropriate supports and services for families, in collaboration with the Disability Programs and Early Learning and Child Care Division.

- Developed and launched the EIA investigations practice manual.
- Developed and distributed the direct support provider manual.
- Enhanced the delivery of the MANDT system®, which is an annual accredited staff development and training program.
- Trained staff on the employment assessment tool that identifies the strengths and needs of EIA participants to move toward training and employment opportunities, in collaboration with Manitoba Jobs and the Economy.
- Trained rural and northern staff in motivational interviewing to support EIA participants through to sustainable employment, in collaboration with Manitoba Jobs and the Economy.
- Developed a training strategy and created a user manual on the Integrated Financial and Case Tracking system, in collaboration with the Disability Programs and Early Learning and Child Care Division.
- Delivered a new initiative to train all staff on working with refugees, in collaboration with Manitoba Labour and Immigration.
- Assisted Winnipeg Child and Family Services in developing a working alone protocol to monitor the safety of its family support worker staff.
- Provided training for municipalities on emergency social services, coordinated emergency social services during the forest fires in Gillam, and coordinated support for municipalities when the natural gas pipeline exploded near Otterburne.

#### **09-2A Service Delivery Support**

| <b>Expenditures by Sub-Appropriation</b> | <b>Actual 2013/14 \$000</b> | <b>FTE</b> | <b>Estimate 2013/14 \$000</b> | <b>Variance Over/(Under)</b> | <b>Exp. No.</b> |
|------------------------------------------|-----------------------------|------------|-------------------------------|------------------------------|-----------------|
| Total Salaries and Employee Benefits     | 2,176                       | 29.00      | 2,192                         | (16)                         |                 |
| Total Other Expenditures                 | 5,165                       |            | 4,893                         | 272                          |                 |
| <b>Total Expenditures</b>                | <b>7,341</b>                |            | <b>7,085</b>                  | <b>256</b>                   |                 |

### **Rural and Northern Services**

The Rural and Northern Services Branch delivers Children’s disABILITY Services, Community Living disABILITY Services, Residential Care Licensing, Early Learning and Child Care, Family Conciliation Services, Child and Family Services, Employment and Income Assistance (EIA) and market *Abilities* to eligible Manitobans in rural and northern regions of the province (Central, Eastman, Interlake, Northern, Parkland, and Westman Regions).

The Branch provides supports for Emergency Social Services and assistance to municipalities in the event of an emergency or disaster. The Branch engages with rural and northern communities to share information, consult, and/or collaborate on needs, priorities, or issues related to service delivery.

## Key Results Achieved

- Introduced a new operational model to support EIA participants to move toward training and employment opportunities, in collaboration with Manitoba Jobs and the Economy.
- Implemented motivational interviewing to support EIA participants through to sustainable employment, in collaboration with Manitoba Jobs and the Economy.
- Completed a pilot project in Westman region of the Supports Intensity Scale that identifies the needs and supports of individuals with an intellectual disability to participate in community life, in collaboration with the Disability Programs and Early Learning and Child Care Division.
- Piloted a project in Eastman and Westman regions to use a Comprehensive Family Assessment tool that identifies the strengths and needs of families caring for children with disabilities in order to plan appropriate supports and services for families, in collaboration with the Disability Programs and Early Learning and Child Care Division.
- Continued the multi-year implementation and staff training of the General Authority (GA) Practice Model, which supports the engagement of children and families when staff are assessing child protection concerns, and determining early intervention services and case plans. The active engagement improves the effectiveness of case plans, increases safety, and enhances family satisfaction with services.
- Developed the curriculum to train direct support providers on the GA Practice Model.
- Trained all staff on the structured decision making safety assessment tool that helps social workers determine and document if a child may safely remain at home.
- Hired an autism early intervention specialist in Westman region. The autism early intervention team provides an enhanced level of service to families with children challenged by autism spectrum disorder. The enhanced level of service leads to autism specific intervention and greater awareness.

### 09-2B Rural and Northern Services

| Expenditures by Sub-Appropriation    | Actual 2013/14 \$000 | FTE    | Estimate 2013/14 \$000 | Variance Over/(Under) | Exp. No. |
|--------------------------------------|----------------------|--------|------------------------|-----------------------|----------|
| Total Salaries and Employee Benefits | 26,246               | 389.74 | 27,286                 | (1,040)               |          |
| Total Other Expenditures             | 4,166                |        | 4,524                  | (358)                 |          |
| Total Expenditures                   | 30,412               |        | 31,810                 | (1,398)               |          |

## Winnipeg Services

The Winnipeg Services Branch delivers Children's disABILITY Services, Community Living disABILITY Services, Early Learning and Child Care, Employment and Income Assistance (EIA) and market *Abilities* to eligible Manitobans in Winnipeg in partnership

with the Winnipeg Regional Health Authority. Services are delivered in seven community areas. The Branch is also responsible for Residential Care Licensing, the Provincial Special Needs Program, and Family Conciliation Services.

The Branch provides supports for Emergency Social Services and assistance to the City of Winnipeg in the event of an emergency or disaster. The Branch engages communities across Winnipeg to share information, consult, and/or collaborate on needs, priorities, or issues related to service delivery.

### Key Results Achieved

- Concluded planning of Access Winnipeg West and prepared to move the St. James-Assiniboia and Assiniboine South community area offices into the new site. Began planning for new access centres in St. Boniface and Winnipeg South.
- Participated in space and operational planning with Specialized Services for Children and Youth (SSCY) partners for the opening of the new integrated service centre.
- Introduced a new operational model to support EIA participants to move toward training and employment opportunities, in collaboration with Manitoba Jobs and the Economy.
- Participated in the design of a research project to test the effectiveness of motivational interviewing as a tool to support EIA participants through to sustainable employment, in collaboration with Manitoba Jobs and the Economy.
- Strengthened the service model to support families caring for children with disabilities by developing new service models to support group programming for families.
- Piloted a project to strengthen inclusion support programming in child care centres.
- Piloted a new comprehensive assessment for services.
- Created a framework to assess and standardize workload, in collaboration with Disability Programs and Early Learning and Child Care Division.

### 09-2C Winnipeg Services

| <b>Expenditures by Sub-Appropriation</b> | <b>Actual 2013/14 \$000</b> | <b>FTE</b> | <b>Estimate 2013/14 \$000</b> | <b>Variance Over/(Under)</b> | <b>Exp. No.</b> |
|------------------------------------------|-----------------------------|------------|-------------------------------|------------------------------|-----------------|
| Total Salaries and Employee Benefits     | 35,199                      | 520.50     | 34,911                        | 288                          |                 |
| Total Other Expenditures                 | 4,906                       |            | 5,532                         | (626)                        | 1               |
| <b>Total Expenditures</b>                | <b>40,105</b>               |            | <b>40,443</b>                 | <b>(338)</b>                 |                 |

1. The variance is primarily due to one-time cost savings resulting from relocating staff to Access NorWest and Access Winnipeg West, and other operational cost savings due to the delay in filling vacancies.

## Provincial Services

The Provincial Services Branch administers income supplement benefits and housing subsidies throughout the province, including the Manitoba Child Benefit, 55 PLUS, RentAid, Tenant Specific Rent Supplement Program, School Tax Assistance for Tenants 55 Plus, RentAid Transition Bonus, Portable Housing Benefit and Child Care subsidy. The Branch administers the delivery of Health Services benefits for Employment and Income Assistance (EIA) participants, children in care, and participants leaving EIA for employment.

The Branch responds to citizen inquiries for general and program information about EIA. The Branch provides assessment and authorization for the Primary Caregiver Tax Credit Program to participants of the Community Living disABILITY Services Program and Children's disABILITY Services.

### Key Results Achieved

- Provided direct services to over 51,400 citizens across the province on matters related to child care subsidies, housing and income supplements.
- Provided funding for health services for 58,200 EIA participants and children in care.
- Processed approximately 56,953 claims for dental, optical, orthotic or chiropractic services for EIA participants and Rewarding Work Health Plan participants, and children in care.

### 09-2D Provincial Services

| Expenditures by Sub-Appropriation    | Actual 2013/14 \$000 | FTE   | Estimate 2013/14 \$000 | Variance Over/(Under) | Exp. No. |
|--------------------------------------|----------------------|-------|------------------------|-----------------------|----------|
| Total Salaries and Employee Benefits | 2,498                | 52.50 | 2,685                  | (187)                 |          |
| Total Other Expenditures             | 537                  |       | 616                    | (79)                  |          |
| Total Expenditures                   | 3,035                |       | 3,301                  | (266)                 |          |

## Manitoba Developmental Centre

The Manitoba Developmental Centre provides high quality long-term resident-centred care, supervision and developmental programs for adults with an intellectual disability. The Centre enhances the quality of life for Manitobans who reside at the Centre by focusing on resident-centred services and continuous quality improvement. The Centre provides respite care and outreach services to assist community care providers in transitioning and maintaining residents who are discharged to the community, and explores opportunities for partnerships with community agencies to benefit the residents. The Centre manages authorized fiscal resources.



## **Key Results Achieved**

- Provided high quality, long-term resident-centred care, supervision and developmental programs to an average daily population of 216 residents from all regions of Manitoba.
- Received full accreditation status for a four-year period by the Council on Accreditation that evaluated the services provided at MDC and compared them to national standards.
- Received a 2013 Manitoba Service Excellence Award in the Innovation category for the design and production of emergency evacuation blankets to safely evacuate non-ambulant residents down stairways.
- Facilitated the effective transition of seven residents from the Centre to community placements. There were no admissions to the Centre.
- Increased the amount and type of training for MDC staff related to resident risk and safety.
- Provided recreation and leisure services through Therapeutic Recreation Outreach Network (TRON) to approximately 200 adults with intellectual disabilities living in the Central Region. The focus was to expand the number of social activities to help individuals maintain friendships and develop new ones. Events were planned for MDC residents and TRON participants to engage in on-site musical activities, entertainment and parties.
- Worked with post-secondary institutions to provide student practicum placements in the healthcare and healthcare administration fields.
- Hosted 120 delegates at the Recreation Connections Manitoba provincial workshop that provided the opportunity for therapeutic recreation professionals from Manitoba agencies, personal care homes and community groups to network and share innovative ideas. MDC staff shared their knowledge and expertise in sensory development and self-expression.

**Manitoba Developmental Centre Admissions and Separations  
1996/97 to 2013/14**

| Fiscal Year | Opening Population | Admissions |              |         | Discharges |           |               | Deaths | Closing Population |
|-------------|--------------------|------------|--------------|---------|------------|-----------|---------------|--------|--------------------|
|             |                    | New        | Re-Admission | Respite | Community  | St. Amant | Respite Ended |        |                    |
| 1996/97     | 532                | 4          | 2            | 0       | 6          | 4         | 0             | 10     | 518                |
| 1997/98     | 518                | 2          | 2            | 0       | 11         | 0         | 0             | 15     | 496                |
| 1998/99     | 496                | 0          | 0            | 0       | 6          | 0         | 0             | 8      | 482                |
| 1999/00     | 482                | 0          | 2            | 0       | 3          | 0         | 0             | 14     | 467                |
| 2000/01     | 467                | 3          | 1            | 0       | 5          | 1         | 0             | 11     | 454                |
| 2001/02     | 454                | 1          | 1            | 0       | 2          | 0         | 0             | 9      | 445                |
| 2002/03     | 445                | 3          | 1            | 0       | 12         | 0         | 0             | 15     | 422                |
| 2003/04     | 422                | 3          | 1            | 0       | 6          | 0         | 0             | 11     | 409                |
| 2004/05     | 409                | 2          | 2            | 0       | 5          | 2         | 0             | 11     | 395                |
| 2005/06     | 395                | 2          | 1            | 0       | 8          | 1         | 0             | 15     | 374                |
| 2006/07     | 374                | 2          | 1            | 1       | 10         | 0         | 1             | 11     | 356                |
| 2007/08     | 356                | 1          | 2            | 0       | 12         | 4         | 0             | 10     | 333                |
| 2008/09     | 333                | 0          | 1            | 0       | 9          | 1         | 0             | 10     | 314                |
| 2009/10     | 314                | 1          | 0            | 0       | 15         | 0         | 0             | 13     | 287                |
| 2010/11     | 287                | 0          | 0            | 2       | 5          | 1         | 2             | 15     | 266                |
| 2011/12     | 266                | 2          | 0            | 0       | 3          | 0         | 0             | 7      | 258                |
| 2012/13     | 258                | 1          | 0            | 0       | 16         | 0         | 0             | 17     | 226                |
| 2013/14     | 226                | 0          | 0            | 0       | 7          | 0         | 0             | 13     | 206                |

**09-2E Manitoba Developmental Centre**

| Expenditures by Sub-Appropriation           | Actual 2013/14 \$000 | FTE    | Estimate 2013/14 \$000 | Variance Over/(Under) | Exp. No. |
|---------------------------------------------|----------------------|--------|------------------------|-----------------------|----------|
| Total Salaries and Employee Benefits        | 29,452               | 511.40 | 29,851                 | (399)                 |          |
| Total Other Expenditures                    | 2,510                |        | 2,832                  | (322)                 |          |
| Less: Recoverable from other appropriations | (277)                |        | (312)                  | 35                    |          |
| <b>Total Expenditures</b>                   | <b>31,685</b>        |        | <b>32,371</b>          | <b>(686)</b>          |          |

**Winnipeg Child and Family Services**

The Winnipeg Child and Family Services (WCFS) Branch provides a comprehensive continuum of child protection, early intervention and family support services in Winnipeg in accordance with *The Child and Family Services Act* and *The Adoption Act*. The Branch provides protection services to children at risk of abuse or neglect as well as services to children in care including foster care, kinship care and specialized placement services. The Branch provides preservation and reunification services to families in conjunction with the community to support children remaining safely with their families. The Branch provides adoption and post-adoption services to children and families when reunification is no longer an option.

## **Key Results Achieved**

- Provided early intervention and protection services to 2,991 families and 5,829 children throughout the year. Ninety per cent (5,262) of the children received services while remaining safely at home.
- Provided services to 986 new family cases (820 new intake family cases, 82 new intake abuse cases, 70 intake family enhancement cases, and 14 transfers).
- Provided services to families, with an average length of service of approximately 24 months. Brief services were provided to 241 families and 534 families had their protection concerns resolved through the provision of services.
- Continued the multi-year implementation and staff training of the General Authority (GA) Practice Model, which supports the engagement of children and families when staff are assessing child protection concerns and determining early intervention services and case plans. The active engagement improves the effectiveness of case plans, increases safety, and enhances family satisfaction with services.
- Introduced and trained all staff on the structured decision making safety assessment tool that helps social workers determine and document if a child may safely remain at home.
- Received 3,414 requests for services through the Family Support program.
- Provided support services to strengthen parental capacity and enhance family functioning to 1,273 families.
- Provided protection and placement services to 567 children temporarily in care of the Branch and 568 children who are permanent wards. Children from 111 families were made permanent wards.
- Provided services to 602 adoptive applicants as of March 31, 2014. Twenty four children were placed for adoption and 41 were placed on supervised adoption probation.
- Focused on effectively supporting youth-in-care to transition to adulthood. Extended care provided to youth who are permanent wards past the age of 18 in order to stabilize the transition and improve outcomes for these young adults. Provided services to 148 young adults on extensions of care as of March 31, 2014.
- Hosted quarterly “Age of Majority” celebrations for youth transitioning to adulthood to celebrate this significant milestone with their support network.
- Developed a continuum of placement resources, which included 128 foster homes, 72 specialized treatment foster homes and 225 kinship care homes. Licensed 252 foster homes for external agencies for use by all child and family service agencies.
- Provided emergency placement resources for all child and family services through the operation of 57 emergency shelters with approximately 179 beds and 63 emergency foster homes with approximately 213 beds.

- Provided emergency placements for approximately 1,485 children and youth; 62 per cent of children were placed for less than 30 days, 14 per cent of children were placed for 31-60 days, 7 per cent of children were placed for 61-90 days, 9 per cent of children were placed for 91-180 days, and 6 per cent of children required placement for over 181 days.

**09-2F Winnipeg Child and Family Services**

| <b>Expenditures by<br/>Sub-Appropriation</b> | <b>Actual<br/>2013/14<br/>\$000</b> | <b>FTE</b> | <b>Estimate<br/>2013/14<br/>\$000</b> | <b>Variance<br/>Over/(Under)</b> | <b>Exp.<br/>No.</b> |
|----------------------------------------------|-------------------------------------|------------|---------------------------------------|----------------------------------|---------------------|
| Total Salaries and Employee Benefits         | 20,752                              | 284.45     | 19,367                                | 1,385                            |                     |
| Total Other Expenditures                     | 1,807                               |            | 2,400                                 | (593)                            | 1                   |
| <b>Total Expenditures</b>                    | <b>22,559</b>                       |            | <b>21,767</b>                         | <b>792</b>                       |                     |

1. The variance is primarily due to delayed renovations and other operating expenditure savings.

# **Disability Programs and Early Learning and Child Care Division**

The Disability Programs and Early Learning and Child Care Division provides policy coordination, program direction, funding and statistical information for the Department's programs that support persons with disabilities, early learning and child care, and family violence prevention. It also administers the substitute decision-making provisions of *The Vulnerable Persons Living with a Mental Disability Act*. The Division provides centralized services in the areas of program and financial management, development of policy and strategic initiatives, legislation, and information systems and business support services.

The Division includes the following areas:

- Strategic Initiatives and Program Support
- Disability Programs
- Office of the Vulnerable Persons' Commissioner
- Manitoba Early Learning and Child Care
- Family Violence Prevention Program
- Finance and Administration

## **Strategic Initiatives and Program Support**

Strategic Initiatives and Program Support provides leadership, coordination, direction and support for the Division's programs. The Branch provides central program and policy direction, program analysis and policy development. It is responsible for the coordination and preparation of divisional responses to requests made under *The Freedom of Information and Protection of Privacy Act*. The Branch develops pilot projects and strategic initiatives to improve services for program participants. The Branch also helps to ensure fiscal and program accountability by providing financial management services and business support services for the adults and children's information management systems.

### **Key Results Achieved**

- Provided research, program analysis, policy development and evaluation support to programs in the Disability Programs and Early Learning and Child Care Division.
- Represented the Division on a variety of intergovernmental, interdepartmental and intersectoral working groups and committees.
- Administered a training fund on behalf of Community Living disABILITY Services that helps to build skills and professional qualifications of service providers.
- Participated in strategic planning and performance management activities for the Division.
- Provided business support services for the Integrated Financial and Case Tracking (inFACT) computer system, an information management system for participant and

financial tracking for Community Living disABILITY Services, Children’s disABILITY Services and the Provincial Special Needs Program.

- Participated in program and policy development for the Manitoba Developmental Centre.

### 09-3A Strategic Initiatives and Program Support

| Expenditures by Sub-Appropriation | Actual 2013/14 \$000 | FTE   | Estimate 2013/14 \$000 | Variance Over/(Under) | Expl. No. |
|-----------------------------------|----------------------|-------|------------------------|-----------------------|-----------|
| Salaries and Employee Benefits    | 1,420                | 20.00 | 1,596                  | (176)                 |           |
| Other Expenditures                | 440                  |       | 384                    | 56                    |           |
| Total Expenditures                | 1,860                |       | 1,980                  | (120)                 |           |

## Disability Programs

Disability Programs is responsible for program and policy development, financial management and oversight of programs for adults with intellectual disabilities and children with developmental and/or physical disabilities. The Branch provides leadership and support to Community Service Delivery Division staff, external agencies and other service partners. The Branch’s work promotes effective and efficient program administrative practices in the delivery of support services for adults and children and ensures that appropriate services are delivered through a quality assurance framework.

Disability Programs interprets policy and legislation for government and non-government service providers, and develops and revises policies and programs in a manner that is consistent with, and responsive to, ongoing changes in other programs, the socio-economic environment and the community as a whole. The Branch monitors and evaluates programs and services, including the adequacy of service rates and the needs of participants. The Branch also maintains the Adult Abuse Registry, in accordance with the provisions of *The Adult Abuse Registry Act*.

The Branch is divided into the following areas:

- Community Living disABILITY Services
- Children's disABILITY Services

### Community Living disABILITY Services

Community Living disABILITY Services (CLDS) offers a range of services aimed at supporting adults with intellectual disabilities live and participate in a community setting. CLDS is responsible for reviewing and developing policies associated with Day Services, Residential Services, Support Services and Residential Care Licensing.

Residential Services includes funding for a range of residential supports to assist adults with intellectual disabilities live in the community. Funding for Day Services supports the delivery of a number of day time service options including supported employment and follow-up services; services with a vocational focus; and, individualized development services.

Additional supports available to individuals may also include transportation between residential and day programs, respite, crisis intervention, and clinical services.

CLDS also provides licensing standards to ensure the safety, health and well-being of adults with intellectual disabilities, mental health disorders, or who require care due to cognitive impairment or frailty related to aging and who reside in community residential care facilities.

### **Key Results Achieved**

- Provided supports and services that are responsive to the needs of adults with intellectual disabilities and their families. These supports enabled 5,672 adults with intellectual disabilities to safely live and participate as full and active members of their communities.
- Inspected 216 licensed adult residential care facilities, with a total of 1,341 bed spaces to ensure continued compliance with standards. Staff also provided consultation, support and policy interpretation to designated licensing authorities. Designated authorities issued 1,080 letters of approval for homes with three beds or fewer, representing a total of 2,054 bed spaces.
- Supported the service providers who deliver residential services to approximately 3,763 adults with an intellectual disability.
- Supported the service providers who deliver day services to approximately 3,370 adults with an intellectual disability.
- Administered respite services to the primary caregivers (family) of approximately 1,244 adults with an intellectual disability.
- Worked on strategic redevelopment initiatives to improve accountability and build a foundation for the long-term sustainability of the program. This includes a review of the CLDS funding model for residential services and a review of agency delivered day services.
- Adopted the Supports Intensity Scale (SIS) as a standardized method of assessing the support needs of individuals with an intellectual disability. The SIS will help ensure that the CLDS service delivery system is quality-focused, equitable, consistent and sustainable.
- Sponsored approximately 3,640 staff in service provider organizations to attend training and other educational events in critical areas such as Non-Violent Crisis Intervention, First Aid, principles of *The Vulnerable Persons Living with a Mental Disability Act*, protection from abuse and neglect and accredited certificate and diploma level education programs. CLDS continues to collaborate with the Community Service Delivery Division in the design and delivery of training.
- Managed the Provincial Special Needs Program, in partnership with Manitoba Health, Healthy Living and Seniors, and Manitoba Justice, for individuals who present a serious risk to themselves or the community, but who would not otherwise be eligible for CLDS or Community Mental Health Services. The Program provided

services to 162 participants, 132 of whom received program funding and 30 who received case management support.

- Continued to implement the Life Safety Initiative, a strategy to increase the life safety of individuals and staff, by providing funding for sprinkler installation and other health and safety related equipment in residential and day program settings.

#### Community Living disABILITY Services

##### Total Active Caseload by Region

as at March 31

| Region       | 2011/12<br>Active Files | 2012/13<br>Active Files | 2013/14<br>Active Files |
|--------------|-------------------------|-------------------------|-------------------------|
| Winnipeg     | 2,902                   | 3,076                   | 3,232                   |
| Eastman      | 522                     | 529                     | 497                     |
| Interlake    | 346                     | 368                     | 420                     |
| Central      | 548                     | 547                     | 577                     |
| Westman      | 571                     | 593                     | 594                     |
| Parkland     | 220                     | 216                     | 220                     |
| Northern     | 118                     | 121                     | 132                     |
| <b>Total</b> | <b>5,227</b>            | <b>5,450</b>            | <b>5,672</b>            |

#### Community Living disABILITY Services

##### Total Active Caseload by Age Group

as at March 31

| Age Group | 18-21 | 22-25 | 26-35 | 36-45 | 46-55 | 56-65 | 66+ | Total        |
|-----------|-------|-------|-------|-------|-------|-------|-----|--------------|
| Caseload  | 1,046 | 799   | 1,202 | 832   | 841   | 633   | 319 | <b>5,672</b> |

#### Community Living disABILITY Services

##### Number of Individuals on Caseload Receiving Funded Services by Type of Service\*

| Funded Service Type       | 2011/12 | 2012/13 | 2013/14 |
|---------------------------|---------|---------|---------|
| Residential Services      | 3,402   | 3,633   | 3,763   |
| Respite                   | 1,077   | 1,163   | 1,244   |
| Day Services              | 3,258   | 3,312   | 3,370   |
| Transportation Services   | 2,796   | 2,901   | 2,959   |
| Crisis Intervention       | 156     | 130     | 153     |
| In the Company of Friends | 65      | 64      | 65      |

\* Individuals may receive more than one type of service.

#### Age of Majority and Transitional Youth Accessing Services

as at March 31

|                                                                   | 2011/12 | 2012/13 | 2013/14 |
|-------------------------------------------------------------------|---------|---------|---------|
| Age of Majority Youth Accessing Residential Services <sup>1</sup> | 51      | 46      | 49      |
| Transitional Youth Accessing Day Services <sup>2</sup>            | 135     | 156     | 135     |

<sup>1</sup> Age of Majority Youth at least 18 years of age, accessing residential services before March 31.

<sup>2</sup> Transitional youth are eligible for day services on or after July 2<sup>nd</sup> in the calendar year in which they turn 21 years of age.



## Residential Services

### Number of Individuals on Caseload Receiving Funded Services by Residential Subservice Type\* as at March 31

| Residential Subservice Type                                        | 2011/12 | 2012/13 | 2013/14 |
|--------------------------------------------------------------------|---------|---------|---------|
| Agency Care Facility                                               | 1,975   | 2,035   | 2,119   |
| Agency Managed Host Family Home                                    | 60      | 56      | 62      |
| Private Host Family Home                                           | 465     | 490     | 504     |
| Independent Living with Supports                                   | 855     | 956     | 998     |
| Agency Supports in Family Home                                     | 437     | 463     | 479     |
| Other Residential Supports<br>(Specialized Supplies and Equipment) | 248     | 278     | 238     |

\* Individuals may be funded for more than one type of residential subservice during the year.

### Number of Licensed and Approved Residential Care Facilities and Beds

as at March 31

|              | 2011/12<br>Facilities/Beds |              | 2012/13<br>Facilities/Beds |              | 2013/14<br>Facilities/Beds |              |
|--------------|----------------------------|--------------|----------------------------|--------------|----------------------------|--------------|
|              | Licensed                   | 210          | 1,310                      | 211          | 1,322                      | 216          |
| Approved     | 1,020                      | 1,898        | 1,019                      | 1,936        | 1,080                      | 2,054        |
| <b>Total</b> | <b>1,230</b>               | <b>3,208</b> | <b>1,230</b>               | <b>3,258</b> | <b>1,296</b>               | <b>3,395</b> |

### Reported Allegations of Abuse/Neglect by Region

as at March 31

| Region       | Types of Alleged Abuse/Neglect |           |           |           |           |           | Total      |
|--------------|--------------------------------|-----------|-----------|-----------|-----------|-----------|------------|
|              | Verbal                         | Physical  | Sexual    | Emotional | Financial | Neglect*  |            |
| Winnipeg     | 0                              | 62        | 24        | 12        | 9         | 14        | 121        |
| Eastman      | 0                              | 8         | 2         | 0         | 15        | 2         | 27         |
| Interlake    | 0                              | 6         | 2         | 3         | 2         | 7         | 20         |
| Central      | 0                              | 3         | 1         | 7         | 5         | 2         | 18         |
| Westman      | 0                              | 13        | 2         | 15        | 7         | 3         | 40         |
| Parkland     | 0                              | 0         | 0         | 1         | 4         | 1         | 6          |
| Northern     | 0                              | 1         | 0         | 0         | 1         | 1         | 3          |
| MDC          | 0                              | 0         | 0         | 2         | 0         | 0         | 2          |
| <b>Total</b> | <b>0</b>                       | <b>93</b> | <b>31</b> | <b>40</b> | <b>43</b> | <b>30</b> | <b>237</b> |

\* Neglect means an act or omission whether intentional or unintentional likely to cause death or that causes, or is reasonably likely to cause, serious physical or psychological harm to a vulnerable person, or significant loss to his or her property.

## Annual Reports of Alleged Abuse/Neglect

as at March 31

|                                                                                                | 2011/12 | 2012/13 | 2013/14 |
|------------------------------------------------------------------------------------------------|---------|---------|---------|
| Reports of Alleged Abuse/Neglect                                                               | 256     | 243     | 237     |
| Referred to Police or RCMP                                                                     | 59      | 26      | 31      |
| Person Charged under the Criminal Code                                                         | 4       | 0       | 1       |
| Person charged under <i>The Vulnerable Persons Living with a Mental Disability Act (VPA)</i> * | --      | 1       | 1       |

\*Amendments to the VPA proclaimed August 15, 2011, created new offences for which individuals could be charged under the Act.

## Children's disABILITY Services

Children's disABILITY Services (CDS) is responsible for policy and program development to support children with disabilities, their families and caregivers. It is a non-statutory, voluntary program that provides assistance to birth, adoptive and extended families caring for children who have developmental and/or lifelong physical disabilities. Services and supports are intended to strengthen families and reduce stress so that costly out-of-home placement is prevented or delayed.

CDS provides families with a variety of supports that reflect the unique circumstances of each family and the needs of their child. Staff use a family-centred approach to assist families with identifying and accessing the formal and informal resources they require. These supports include individualized services such as respite care, child development, supplies, equipment, transportation and home/vehicle modifications.

In collaboration with the departments of Health, Education and Advanced Learning, and the Healthy Child Manitoba Office, CDS provides policy direction and financial support for the Children's Therapy Initiative (CTI), which includes children's occupational therapy, physiotherapy, speech and language therapy and audiology services. The approach delivers children's therapies more effectively and efficiently through increased collaboration between stakeholders, and is more responsive to children's individual needs. Therapy services are delivered through the Regional Health Authorities, school divisions and service agencies.

The Outreach Therapy for Children program is part of the Department's contribution to the broader CTI, and is delivered as a joint venture by the Society for Manitobans with Disabilities, the Rehabilitation Centre for Children, and St. Amant. Therapists work with the child's parents or caregivers so that they become the primary provider of therapy services and are able to integrate the therapy into the child's and the family's daily routines.

CDS also funds early intervention autism services. St. Amant Autism Programs deliver Applied Behavioural Analysis (ABA) services, an early intensive behavioural intervention for young children diagnosed with Autism Spectrum Disorder (ASD). ABA is delivered by St. Amant in partnership with Manitoba Families for Effective Autism Treatment. Autism Outreach is a consultative service delivered in both Winnipeg and rural Manitoba by Early Intervention Autism Specialists, in collaboration with Child

Development staff. Autism Outreach provides families with a play-based, child-led and flexible model of supports for their preschool children with ASD.

### Key Results Achieved

- Played a lead role in promoting the development and delivery of appropriate services for children with disabilities through collaboration and consultation with programs involved in serving children and families, including the Healthy Child Manitoba Office; the Child Protection Branch; Manitoba Early Learning and Child Care; Manitoba Education and Advanced Learning; Manitoba Health; and Manitoba Healthy Living and Seniors.
- Provided funding for external agencies that deliver specialized services, such as augmentative and adaptive communication devices, auditory-verbal therapy, clinical outreach and assistive technology clinics in rural settings. Funded non-government agencies include: the Society for Manitobans with Disabilities; Rehabilitation Centre for Children; St. Amant; Community Respite Services; Central Speech and Hearing Clinic; Open Access Resource Centre; and Canadian National Institute for the Blind.
- Provided funding and support for the delivery of individualized services to 5,040 children and their families in 2013/14.
- Provided ongoing funding support to regional CTIs, with an estimated 46,000 children served across the province in 2013/14.
- Provided funding for ABA programs. In 2013/14, St. Amant Autism Programs served 227 children: 118 in the Early Learning Program; and 109 in the School-Age Learning Program through a combination of home, school and child care centre-based therapy.

### Family Support Services and Unified Referral and Intake System Number of Children Served by Region

| Region        | 2011/12      | 2012/13      | 2013/14      |
|---------------|--------------|--------------|--------------|
| Winnipeg      | 2,545        | 2,723        | 2,841        |
| Eastman       | 478          | 530          | 519          |
| Interlake     | 286          | 303          | 299          |
| Central       | 536          | 557          | 516          |
| Westman       | 495          | 483          | 491          |
| Parkland      | 178          | 156          | 166          |
| Northern      | 208          | 189          | 208          |
| URIS Group A* | 42           | --           | --           |
| <b>Total</b>  | <b>4,768</b> | <b>4,941</b> | <b>5,040</b> |

\* As of 2012/13, children with complex medical needs (URIS Group A) are included in the regional reporting figures and not as a separate group.

**ABA Programs  
Number of Children Served**

|                             | 2011/12 | 2012/13 | 2013/14 |
|-----------------------------|---------|---------|---------|
| Early Learning Program      | 122     | 110     | 118     |
| School-Age Learning Program | 92      | 99      | 109     |

**09-3B Disability Programs**

| <b>Expenditures by<br/>Sub-Appropriation</b> | <b>Actual<br/>2013/14<br/>\$000</b> | <b>FTE</b> | <b>Estimate<br/>2013/14*<br/>\$000</b> | <b>Variance<br/>Over/(Under)</b> | <b>Expl.<br/>No.</b> |
|----------------------------------------------|-------------------------------------|------------|----------------------------------------|----------------------------------|----------------------|
| Salaries and Employee Benefits               | 1,300                               | 15.50      | 1,247                                  | 53                               |                      |
| Other Expenditures                           | 149                                 |            | 217                                    | (68)                             | 1                    |
| Community Living disABILITY Services         | 313,370                             |            | 302,674                                | 10,696                           | 2                    |
| Children's disABILITY Services               | 27,870                              |            | 28,076                                 | (206)                            |                      |
| <b>Total Expenditures</b>                    | <b>342,689</b>                      |            | <b>332,214</b>                         | <b>10,475</b>                    |                      |

\* The 2013/14 Estimate reflects amounts as displayed in the Printed Main Estimates as well as allocations from an Enabling Appropriation.

1. The variance is primarily attributed to lower than expected operating costs.
2. The variance is primarily attributable to additional participants in residential care and day services.

**Office of the Vulnerable Persons' Commissioner**

The Office of the Vulnerable Persons' Commissioner (VPCO) ensures that the rights of individuals with intellectual disabilities to make decisions affecting their lives are respected and protected through the implementation of the substitute decision making provisions of *The Vulnerable Persons Living with a Mental Disability Act* (VPA). The VPCO develops and implements policies related to the substitute decision making provisions of the VPA; conducts preliminary investigations for the appointment of substitute decision makers (SDMs); makes decisions on applications and where warranted, appoints SDMs; maintains a register of SDMs; provides advice, consultation and training on the SDM provisions of the VPA; and provides information to vulnerable persons, their families and the general public. The VPCO carries out its statutory duties independently and at arms-length from the Department.

**Key Results Achieved**

- Made decisions on:
  - 123 applications for the appointment of an SDM for a vulnerable person
  - 42 applications for the appointment of an emergency SDM for a vulnerable person
  - 45 applications requesting changes during the term of SDM appointments
- Issued nine reasons for decision.

- Maintained a register of SDM appointments for 1,804 vulnerable persons.
- Reviewed and monitored financial reports of 562 family members and friends who are SDMs for property for vulnerable persons.
- Conducted reviews of 437 vulnerable persons whose appointment of an SDM was expiring, to determine if the appointment should be renewed.
- Continued to review, update and implement informational resources related to the substitute decision making processes.
- Provided orientation, training, or informational presentations to approximately 75 family, agency and community service workers, panel members, and other interested parties.

### **09-3C Office of the Vulnerable Persons' Commissioner**

| <b>Expenditures by Sub-Appropriation</b> | <b>Actual 2013/14 \$000</b> | <b>FTE</b> | <b>Estimate 2013/14 \$000</b> | <b>Variance Over/(Under)</b> | <b>Expl. No.</b> |
|------------------------------------------|-----------------------------|------------|-------------------------------|------------------------------|------------------|
| Salaries and Employee Benefits           | 411                         | 5.00       | 500                           | (89)                         | 1                |
| Other Expenditures                       | 82                          |            | 107                           | (25)                         | 2                |
| <b>Total Expenditures</b>                | <b>493</b>                  |            | <b>607</b>                    | <b>(114)</b>                 |                  |

1. The variance is primarily attributed to vacancy management.
2. The variance is primarily attributable to lower than anticipated operating costs.

## **Manitoba Early Learning and Child Care**

Manitoba Early Learning and Child Care oversees the operation of child care in the province to ensure safe, accessible, affordable, high-quality early learning and child care (ELCC) that supports the positive development of children and their families. The Branch develops legislation, regulations, best practices, policies, procedures and new initiatives, and makes recommendations regarding multi-year planning. It has legislative responsibility for *The Community Child Care Standards Act*, monitors compliance and provides funding, program and administrative support to almost 1,100 community-based ELCC facilities.

The Branch oversees the Subsidy Program, which provides financial assistance to eligible families, and administers operating, capital and training grants for eligible facilities. It classifies all Child Care Assistants (CCAs) and Early Childhood Educators (ECEs) working in licensed centres and provides competency-based assessment and recognition programs to enable Child Care Assistants and internationally educated individuals to obtain an ECE II classification. The Branch maintains a province-wide Online Child Care Registry that helps parents locate ELCC facilities and register their children on multiple waitlists at one time. It provides support for facilities caring for children with additional support needs. It administers capital funding for the construction or expansion of child care centres. The Branch also maintains the Child Care Online system, used by parents, licensed child care facilities and departmental staff, to support the operations of the child care system.

## **Key Results Achieved**

- Concluded *Family Choices: Manitoba's Five-Year Agenda for Early Learning and Child Care*, which was announced on April 28, 2008.
- Undertook a provincial consultation on ELCC in the fall of 2013, and gathered input from families, the workforce, students and key stakeholders through in-person forums and online feedback to support the development of options and recommendations for the next multi-year plan for ELCC.
- Stabilized and developed the ELCC system through the following initiatives related to affordability, accessibility and universality, quality – workforce and learning environments.

### **Affordability**

- Provided funding for the Subsidy Program to support an estimated 8,614 children in subsidized child care in every four-week period.
- Increased parent fees by no more than \$1.00 per day in July 2013 while continuing to maintain the second lowest regulated parent fees in Canada.
- Provided increases to operating grants for non-profit child care centres, and family and group child care home providers.

### **Accessibility and Universality**

- Funded an additional 359 centre spaces with an emphasis on infant and preschool spaces.
- Provided enhanced funding for designated nursery school spaces, which reduces parent fees to \$5 per session with full subsidies for qualifying families, and provides additional resources for higher program quality.
- Provided funding for nursery school subsidies to support access for more low- and middle-income families, including families not working or going to school, and those with a stay-at-home parent.
- Provided supports to ensure the inclusion of children with additional support needs in licensed ELCC settings.
- Provided parents with convenient online access to register for licensed child care on the Online Child Care Registry (OCCR). At March 31, 2014, more than 7,500 placements have been made using the OCCR since its launch.

### **Quality – Workforce**

- Assisted facilities in raising the wages of ECEs through the Wage Adjustment Fund.
- Supported a stronger child care workforce through increased operating grant funding and parent fees to increase wages.

- Provided funding for pension plans and retirement supports for child care workers and completed a two-year plan to reimburse half of employees' eligible contributions to their centre's pension plan.
- Provided funding for the public education and student recruitment campaign.
- Worked with Manitoba Education and Advanced Learning to support the enrolment of students in approved ECE training programs. Provided funding for two additional workplace training cohorts at Assiniboine Community College and Université de Saint-Boniface.
- Provided funding for training supports including tuition grants (Forgivable Loan Program) and staff replacement grants (Substitute Grant Program) in support of students in full-time day and workplace ECE diploma programs.
- Provided a \$350 training grant for family child care providers and CCAs who successfully completed an approved 40-hour course in a recognized ECE training program, and for ECE IIs seeking to upgrade their classification to the ECE III level.
- Provided funding for the Recruitment Incentive Grant to encourage trained ECEs to return to the field.
- Offered the Early Childhood Educator: Internationally Educated Qualifications program and competency-based training programs to enable child care assistants with previous education to upgrade their classification to an ECE II.
- Provided funding for the Family Choices Scholarship Fund as an incentive for high school graduates in areas with the greatest labour shortage.

### **Quality – Learning Environments**

- Worked with centres to improve program quality including the use of quality assessment tools for infant and preschool programs.
- Worked with preschool centres and nursery schools to develop their curriculum statements using the regulatory requirement for *Manitoba's ELCC Curriculum Framework for Infant Programs*, which came into force July 1, 2013.
- Offered workshops and networking sessions throughout the province to support staff as they worked towards a curriculum statement for infant programs.
- Provided grants to 441 non-profit licensed child care centres and homes to support the inclusion of 1,478 children with additional support needs.
- Began a review of funding policies and procedures for the Inclusion Support Program for children with additional support needs.
- Supported the development of child care centres in schools and on school property as a first choice location for ELCC. Capital fund priority is given to the development of these spaces to encourage strong partnerships between schools and ELCC centres, and to promote early childhood development.

- Worked in partnership with Public Schools Finance Board on the planning and development of child care centres included as part of the construction of new schools.
- Provided capital investments for previously approved child care centres not located in schools, including construction and renovation costs up to a maximum of \$400,000 for each project.
- Provided ongoing support to ensure compliance with the legislated Child Care Safety Charter, and to help new facilities develop safety plans and codes of conduct.
- Offered board governance training sessions to strengthen parental stewardship through a partnership with the Department's Agency Accountability and Support Unit.
- Funded one board governance initiative to develop an alternative governance model that is effective and responsive to communities and families.
- Provided reliable funding for small ELCC centres located in rural and northern Manitoba to support their sustainability and wages for ECEs.
- Provided funding to partner with Family Dynamics on initiatives and activities to support the further development of quality ELCC services.
- Launched the Director Mentorship Pilot Project to enhance the leadership abilities of individual child care centre administrators.

**Centres and Homes  
Total Facilities and Spaces**

| <b>Centres</b>      | <b>2012/13</b>        |                      | <b>2013/14</b>        |                      |
|---------------------|-----------------------|----------------------|-----------------------|----------------------|
|                     | <b>No. of Centres</b> | <b>No. of Spaces</b> | <b>No. of Centres</b> | <b>No. of Spaces</b> |
| Fully Funded        | 610                   | 25,954               | 614                   | 26,313               |
| Unfunded Non-Profit | 13                    | 1,161                | 18                    | 1,585                |
| Commercial          | 30                    | 1,465                | 34                    | 1,604                |
| <b>Total</b>        | <b>653</b>            | <b>28,580</b>        | <b>666</b>            | <b>29,502</b>        |

| <b>Homes</b> | <b>2012/13</b>      |                      | <b>2013/14</b>      |                      |
|--------------|---------------------|----------------------|---------------------|----------------------|
|              | <b>No. of Homes</b> | <b>No. of Spaces</b> | <b>No. of Homes</b> | <b>No. of Spaces</b> |
| Fully Funded | 323                 | 2,283                | 312                 | 2,200                |
| Unfunded     | 100                 | 771                  | 114                 | 853                  |
| <b>Total</b> | <b>423</b>          | <b>3,054</b>         | <b>426</b>          | <b>3,053</b>         |



**Fully Funded Centres and Homes**  
as of March 31, 2014

| Region       | Centres        |               | Homes        |               | Total             |               |
|--------------|----------------|---------------|--------------|---------------|-------------------|---------------|
|              | No. of Centres | No. of Spaces | No. of Homes | No. of Spaces | No. of Facilities | No. of Spaces |
| Winnipeg     | 357            | 17,791        | 159          | 1,092         | 516               | 18,883        |
| Westman      | 81             | 2,325         | 57           | 426           | 138               | 2,751         |
| Eastman      | 48             | 1,957         | 24           | 158           | 72                | 2,115         |
| Central      | 49             | 1,670         | 8            | 55            | 57                | 1,725         |
| Interlake    | 29             | 920           | 42           | 305           | 71                | 1,225         |
| Parkland     | 27             | 746           | 15           | 106           | 42                | 852           |
| Northern     | 23             | 904           | 7            | 58            | 30                | 962           |
| <b>Total</b> | <b>614</b>     | <b>26,313</b> | <b>312</b>   | <b>2,200</b>  | <b>926</b>        | <b>28,513</b> |

**Commercial Centres**  
as of March 31, 2014

| Region        | Total No. of Facilities | Total No. of Spaces |
|---------------|-------------------------|---------------------|
| Winnipeg      | 28                      | 1,453               |
| Other Regions | 6                       | 151                 |
| <b>Total</b>  | <b>34</b>               | <b>1,604</b>        |

**Licensing Orders, Suspensions, Refusals**  
2013/14

| Facilities         | Number of Licensing Orders* | Licence Suspensions/Refusals |
|--------------------|-----------------------------|------------------------------|
| Non-profit centres | 6                           | 0                            |
| Commercial centres | 0                           | 0                            |
| Homes              | 1                           | 0                            |
| <b>Total</b>       | <b>7</b>                    | <b>0</b>                     |

\* A licensing order is issued under Section 18 of The Community Child Care Standards Act when serious violations of licensing regulations occur and corrective action must be ordered

**09-3D Early Learning and Child Care**

| <b>Expenditures by<br/>Sub-Appropriation</b> | <b>Actual<br/>2013/14<br/>\$000</b> | <b>FTE</b> | <b>Estimate<br/>2013/14<br/>\$000</b> | <b>Variance<br/>Over/(Under)</b> | <b>Expl.<br/>No.</b> |
|----------------------------------------------|-------------------------------------|------------|---------------------------------------|----------------------------------|----------------------|
| Salaries and Employee Benefits               | 2,336                               | 33.50      | 2,378                                 | (42)                             |                      |
| Other Expenditures                           | 977                                 |            | 1,409                                 | (432)                            | 1                    |
| Financial Assistance and Grants              | 139,436                             |            | 143,388                               | (3,952)                          | 2                    |
| <b>Total Expenditures</b>                    | <b>142,749</b>                      |            | <b>147,175</b>                        | <b>(4,426)</b>                   |                      |

1. The variance is primarily due to lower than anticipated principal and interest costs for In-Schools capital projects and lower than projected costs for postage, printing, legal services and Information Technology.
2. The variance is primarily due to timing and progress of various capital projects.

**PROGRAM INDICATORS FOR EARLY LEARNING AND CHILD CARE**

|                                                                                                                   | 2012/13  | 2013/14  |
|-------------------------------------------------------------------------------------------------------------------|----------|----------|
| <b>ACCESSIBILITY &amp; UNIVERSALITY</b>                                                                           |          |          |
| <b>Total number of program sites:</b>                                                                             | 1,076    | 1,092    |
| • number of child care centres                                                                                    | 653      | 666      |
| • number of child care homes                                                                                      | 423      | 426      |
| <b>Program capacity (spaces)</b>                                                                                  | 31,634   | 32,555   |
| • spaces for preschool children                                                                                   | 21,108   | 21,778   |
| • spaces for school age children                                                                                  | 10,526   | 10,777   |
| • change in program capacity (spaces)                                                                             | +1,020   | +921     |
| • change in program capacity (%)                                                                                  | +3.3%    | + 2.9%   |
| <b>Number of children in Manitoba 0 to 12 years<sup>1</sup></b>                                                   | 188,800  | 188,700  |
| • preschool children (0 to 5 years)                                                                               | 90,700   | 89,400   |
| • school age children (6 to 12 years)                                                                             | 98,100   | 99,300   |
| <b>Percentage of Manitoba children for whom there was a regulated space</b>                                       | 16.8%    | 17.3%    |
| • preschool children (0 to 5 years)                                                                               | 23.3%    | 24.4%    |
| • school age children (6 to 12 years)                                                                             | 10.7%    | 10.9%    |
| <b>AFFORDABILITY</b>                                                                                              |          |          |
| <b>Total number of newly funded child care spaces in centres<sup>2</sup></b>                                      | 970      | 359      |
| • spaces for preschool children                                                                                   | 875      | 338      |
| • spaces for school age children                                                                                  | 95       | 21       |
| <b>Maximum daily child care fees (centre based)<sup>3</sup></b>                                                   |          |          |
| • infant                                                                                                          | \$29.00  | \$30.00  |
| • preschool                                                                                                       | \$19.80  | \$20.80  |
| • school age (before school/lunch/after school)                                                                   | \$ 9.95  | \$10.30  |
| <b>Maximum daily child care fees (home based)<sup>3</sup></b>                                                     |          |          |
| • infant                                                                                                          | \$21.30  | \$22.20  |
| • preschool                                                                                                       | \$17.30  | \$18.20  |
| • school age (before school/lunch/after school)                                                                   | \$ 9.95  | \$10.30  |
| <b>Daily non-subsidized fee per child</b>                                                                         | \$ 2.00  | \$ 2.00  |
| <b>Average number of children receiving subsidized child care per 4-week period</b>                               | 8,741    | 8,614    |
| <b>Subsidization levels based on family net income: family examples (centre based)</b>                            |          |          |
| • one parent, one preschool child                                                                                 |          |          |
| - full subsidy up to                                                                                              | \$16,420 | \$16,420 |
| - partial subsidy up to                                                                                           | \$28,354 | \$28,874 |
| • two parents, two preschool children                                                                             |          |          |
| - full subsidy up to                                                                                              | \$22,504 | \$22,504 |
| - partial subsidy up to                                                                                           | \$46,372 | \$47,412 |
| <b>Annual operating grant per space (for centres)</b>                                                             |          |          |
| • infant space                                                                                                    | \$10,140 | \$10,595 |
| • preschool space                                                                                                 | \$3,692  | \$3,791  |
| • school age space                                                                                                | \$1,407  | \$1,479  |
| • nursery school space (6 to 10 sessions/week)                                                                    | \$ 466   | \$ 480   |
| <b>Unit Funding Rate (daily revenue generated through parent fees and operating grants per space)<sup>4</sup></b> | \$ 272   | \$ 283   |

<sup>1</sup> Source: Statistics Canada, Labour Force Survey. Does not include persons living on Indian Reserves, full-time members of the Canadian Armed Forces and inmates in institutions. Labour Force estimates are based on population data from the 2006 Census.

<sup>2</sup> Maximum fees apply to all funded spaces.

<sup>3</sup> Maximum daily parent fees were increased effective July 1, 2012 and July 7, 2013.

<sup>4</sup> Unit funding rate increase to \$283 was effective July 7, 2013.

|                                                                                                    | 2012/13                 | 2013/14                 |
|----------------------------------------------------------------------------------------------------|-------------------------|-------------------------|
| <b>Parent fees as percentage of annual centre revenue<sup>5</sup></b>                              |                         |                         |
| • infant space                                                                                     | 43%                     | 42%                     |
| • preschool space                                                                                  | 58%                     | 59%                     |
| • school age space                                                                                 | 70%                     | 70%                     |
| <b>Annual operating grant funding levels for homes</b>                                             |                         |                         |
| • infant space                                                                                     | \$1,721                 | \$1,766                 |
| • preschool space                                                                                  | \$1,111                 | \$1,161                 |
| • school age space                                                                                 | \$ 668                  | \$702                   |
| <b>QUALITY</b>                                                                                     |                         |                         |
| <b>Regulated ratios (centre based)</b>                                                             |                         |                         |
| • infant                                                                                           | 1:4                     | 1:4                     |
| • preschool                                                                                        | 1:8                     | 1:8                     |
| • nursery school                                                                                   | 1:10                    | 1:10                    |
| • school age                                                                                       | 1:15                    | 1:15                    |
| <b>Proportion of staff required to be ECE IIs or IIIs</b>                                          |                         |                         |
| • infant and preschool centres                                                                     | two-thirds              | two-thirds              |
| • school age centre and nursery school                                                             | one-half                | one-half                |
| <b>Minimum training requirement for CCAs within first year of employment</b>                       | Approved 40-hour course | Approved 40-hour course |
| <b>Minimum training requirement for family child care licensees within first year of operation</b> | Approved 40-hour course | Approved 40-hour course |
| <b>Centre staff by classification</b>                                                              |                         |                         |
| • Number of ECE IIs (diploma required for classification)                                          | 1,726                   | 1,829                   |
| • Number of ECE IIIs (post-diploma education required for classification)                          | 985                     | 990                     |
| <b>Enhanced Family Child Care Homes (FCC): licensee classified as ECE II or ECE III</b>            |                         |                         |
| • number of enhanced homes                                                                         | 76                      | 73                      |
| • number of enhanced home spaces                                                                   | 559                     | 540                     |
| <b>Change in wages for trained ECE IIs<sup>6</sup></b>                                             | +4.5%                   | +4.0%                   |
| <b>Change in income for FCC licensees</b>                                                          | +4.39%                  | +4.29%                  |
| <b>Percentage of centres that are non-profit<sup>7</sup></b>                                       | 95%                     | 95%                     |
| <b>Percentage of centre spaces that are non-profit</b>                                             | 95%                     | 95%                     |
| <b>Number of children served under the Inclusion Support Program</b>                               | 1,510                   | 1,478                   |
| <b>Percentage of facilities participating in the Inclusion Support Program</b>                     |                         |                         |
| • Centres                                                                                          | 63%                     | 60%                     |
| • Homes                                                                                            | 12%                     | 10%                     |

<sup>5</sup> Centre revenue is made up of income from an operating grant and income from parent fees or fee subsidies on behalf of eligible families.

<sup>6</sup> Based on salary analysis of ECE IIs in funded full-time centres.

<sup>7</sup> Research from the Childcare Resource and Research Unit at the University of Toronto's Centre for Urban and Community Studies, August 2002, suggests that child care services operated not-for-profit are more likely to deliver higher quality care environments.

## **Family Violence Prevention Program**

The objectives of the Family Violence Prevention Program (FVPP) are to promote the elimination of family violence by providing program and administrative support to community-based agencies that offer a wide continuum of services across the province, and to change societal attitudes about issues related to family violence through public education and training.

In 2013/14, the Program provided over \$13 million to 37 community-based programs (implemented by 33 agencies) that offer services to women, men and children affected by family violence. Funded agencies and programs include:

### **Women's Resource Centres**

Nine Women's Resource Centres provide individual counselling, information and referral, outreach and support groups to women affected by family violence as well as educational programs, volunteer training and community development activities. Children's programming for those affected by family violence is also available. They are:

- Fort Garry Women's Resource Centre Inc.
- Interlake Women's Resource Centre Inc.
- Lakeshore Women's Resource Centre Inc.
- North End Women's Centre Inc.
- Pluri-elles Manitoba Inc.
- Snow Lake Centre on Family Violence Inc.
- Swan Valley Crisis Centre Inc.
- The Western Manitoba Women's Regional Resource Centre Inc.
- Women's Safe Haven/Resource Service Inc.

### **Women's Shelters**

Ten Women's Shelters provide safe, emergency accommodations and supportive counselling to women and their children who have experienced family violence. They are:

- Eastman Crisis Centre Inc.
- Ikwe-Widdjiitiwin Inc.
- Nova House Inc.
- Osborne House Inc.
- Parkland Crisis Centre Inc.
- Portage Family Abuse Prevention Centre Inc.
- South Central Committee on Family Violence Inc.
- The Pas Committee for Women in Crisis Inc.
- Thompson Crisis Centre Inc.
- Westman Women's Shelter - YWCA Brandon

## **Information/Crisis Lines**

A provincial toll-free information/crisis line (1-877-977-0007) offers information and support 24-hours per day, 7 days per week, to individuals seeking assistance due to violence in their families or in the families of someone they are concerned about.

## **Residential Second-Stage Programs**

Four Residential Second-Stage Programs offer safe, protective, affordable long-term housing and services for women leaving abusive relationships. These programs also provide individual and group counselling, parenting support and information. Children's counselling is also available. They are:

- Alpha House Project Inc.
- L'Entre-temps des Franco-Manitobaines Inc.
- Samaritan House Ministries Inc.
- Women in Second-Stage Housing Inc. – W.I.S.H.

## **Specialized Programs**

Fourteen specialized programs offer a variety of unique services to those affected by family violence, as well as training and public education. These programs include legal assistance for women, immigrant women's counselling, couples counselling, children's supervised access programs, services to women and men who are survivors of childhood and/or adolescent sexual abuse, programs for men with abusive behaviours and for men (and their children) who are leaving abusive relationships, an Aboriginal program for youth and families, education for youth about healthy relationships, as well as clinical consultation and training. They are:

- Spirit of Peace Program - Ma Mawi Wi Chi Itata Centre Inc.
- Family Violence Counselling Program - NorWest Co-op Community Health Inc.
- Immigrant Women's Counselling Services - NorWest Co-op Community Health Inc.
- A Woman's Place: Domestic Violence Support and Legal Service - NorWest Co-op Community Health Inc.
- The Laurel Centre Inc.
- Men Are Part of the Solution Inc. (MAPS)
- Couples Counselling Project - University of Manitoba
- Men's Resource Centre - The Laurel Centre
- Winnipeg Children's Access Agency Inc.
- Brandon Access/Exchange Services
- Couples Counselling Program - YWCA of Brandon
- Men's Program - The Counselling Centre
- Wahbung Abinoonjiiag Inc.
- Survivor's Hope Crisis Centre Inc. (SADI)

## **Key Results Achieved**

- Partnered in the implementation of Manitoba's Multi-Year Domestic Violence Prevention Strategy to ensure that all programs funded by the Department follow the directions outlined in the Strategy. As part of the Strategy, all funded agencies

received a 3 per cent increase on base salaries (effective October 1, 2013), and two agencies (the Men's Resource Centre in Winnipeg and The Women's Resource Centre in Brandon) received increased funding in support of enhanced programming. In addition, a 2.5 per cent increase to the per diem rate (effective October 1, 2013) benefited all shelters and women's resource centres with residential programs.

- Helped to organize the two-day Manitoba First Nations Family Violence Prevention Third Annual Circling Buffalo Conference. Participants included approximately 120 mostly Aboriginal people from across the Province who work with family violence prevention initiatives. Information on family violence prevention was available at the FVPP kiosk.
- In partnership with Manitoba Status of Women and Manitoba Justice, provided family violence training to workplaces in the private and public sector under the *Workplace Initiative to Support Employees (WISE) on Family Violence*. Over 850 participants have received training since 2009 and 54 individuals took part in five sessions held in 2013/14.
- Provided Family/Domestic Violence Training to front-line staff in the Child and Family Services and Community Service Delivery divisions. To date, approximately 500 front-line staff have received training. FVPP also continued to offer specialized Interpersonal Violence and Technology Training across the Province. In 2013/14, 71 individuals took part in four sessions.
- As an Interpersonal Violence and Technology Network partner, organized a two-day Interpersonal Violence and Technology Conference to raise awareness about the effects of victimization through the use of technology. The conference was attended by 132 professionals working in the fields of justice, law enforcement, education and community development.
- Worked with the Agency Accountability and Support Unit (AASU) to revise and renew Service Purchase Agreements for all FVPP-funded agencies in a timely manner. FVPP also updated program and policy materials such as the Standards Manual to be consistent with the expanded mandate as set forth in Manitoba's Multi-Year Domestic Violence Prevention Strategy. This expansion broadened the mandate of funded agencies to serve those not only affected by intimate partner violence, but more broadly, by family violence.
- Conducted ongoing monitoring for funding accountability and service quality of FVPP-funded agencies through annual site visits, Agency Program Consultations and Agency Adherence Reviews.
- Provided clinical consultation to assist FVPP agencies with complex client cases (327 consultations; 186 consultation hours in 2013/14). The consultant also provided on-site counselling-related training (10 participants attended 1 session in 2013/14).
- Late in 2013/14, two additional clinical consultants were secured to provide services in the Brandon area.

- Participated on a variety of community, research and government committees to network, share information and develop policy and best practices in the area of family violence prevention.

#### Number of Clients Served by Women's Resource Centres

|                          | 2011/12       | 2012/13       | 2013/14       |
|--------------------------|---------------|---------------|---------------|
| Women                    |               |               |               |
| Information and Referral | 40,009        | 32,136*       | 31,262        |
| Counselling Clients      | 1,117         | 1,069         | 999           |
| Children's Counselling   | 201           | 151           | 139           |
| <b>Total</b>             | <b>41,327</b> | <b>33,356</b> | <b>32,400</b> |

\* The drop in Information and Referral is primarily attributable to more diligent reporting of calls received by Women's Resource Centres.

#### Number of Individual Counselling Sessions – Women's Resource Centres

|              | 2011/12      | 2012/13      | 2013/14      |
|--------------|--------------|--------------|--------------|
| Women        | 5,155        | 5,172        | 5,514        |
| Children     | 948          | 881          | 861          |
| <b>Total</b> | <b>6,103</b> | <b>6,053</b> | <b>6,375</b> |

#### Number of Residential Bednights\* - Women's Shelter Services

| Type of Agency           | 2011/12       | 2012/13       | 2013/14       |
|--------------------------|---------------|---------------|---------------|
| Shelters                 | 39,242        | 36,144        | 40,770        |
| Women's Resource Centres | 3,204         | 2,558         | 2,376         |
| <b>Total</b>             | <b>42,446</b> | <b>38,702</b> | <b>43,146</b> |

\* A bednight is a unit of measure used to indicate one night of accommodation provided by an agency to one individual. For example, one woman and one child staying for one week's accommodation equals 14 bednights.

#### Number of Clients Served by Shelters

| Type of Service                     | 2011/12      | 2012/13 <sup>1</sup> | 2013/14      |
|-------------------------------------|--------------|----------------------|--------------|
| Crisis Intervention:                |              |                      |              |
| Residential                         | 1,399        | 1,284                | 1,350        |
| Non-residential                     | 739          | 544                  | 342          |
| Children's Counselling <sup>2</sup> | 1,648        | 1,400                | 1,404        |
| Follow-Up Counselling <sup>3</sup>  | 628          | 581                  | 469          |
| <b>Total</b>                        | <b>4,414</b> | <b>3,809</b>         | <b>3,565</b> |

<sup>1</sup>. Differs from 2012/13 annual report due to revised statistics provided by an agency.

<sup>2</sup>. Includes residential and non-residential services.

<sup>3</sup>. Includes follow-up counselling for women and children.



**Number of Calls Received by Shelter Crisis/Information Lines**

| <b>Agency</b>      | <b>2011/12</b> | <b>2012/13</b> | <b>2013/14</b> |
|--------------------|----------------|----------------|----------------|
| Winnipeg Shelters* | 5,739          | 6,887          | 6,683          |
| Rural Shelters     | 6,060          | 5,788          | 5,553          |
| <b>Total</b>       | <b>11,799</b>  | <b>12,675</b>  | <b>12,236</b>  |

\* Winnipeg shelters include Osborne House and Ikwe Widdjiitwin.

**Number of Clients Served by Interim Housing and Residential Second-Stage Programs**

| <b>Type of Program</b> | <b>2011/12</b> | <b>2012/13</b> | <b>2013/14</b> |
|------------------------|----------------|----------------|----------------|
| Interim Housing*       | 235            | 192            | 154            |
| Long-Term Second Stage | 151            | 166            | 161            |
| <b>Total</b>           | <b>386</b>     | <b>358</b>     | <b>315</b>     |

\* Includes women and children in Shelter Interim Housing.

**Number of Residential Bednights\* for Interim Housing and Residential Second-Stage Programs**

| <b>Type of Program</b> | <b>2011/12</b> | <b>2012/13</b> | <b>2013/14</b> |
|------------------------|----------------|----------------|----------------|
| Interim Housing**      | 21,157         | 16,771         | 14,935         |
| Long-Term Second Stage | 20,098         | 22,350         | 24,012         |
| <b>Total</b>           | <b>41,255</b>  | <b>39,121</b>  | <b>38,947</b>  |

\* A bednight is a unit of measure used to indicate one night of accommodation provided by an agency to one individual.  
For example, one woman and one child staying for one week's accommodation equals 14 bednights.

\*\* Includes women and children in Shelter Interim Housing.

**Number of Clients Accessing Urban Support and Specialized Programs**

|               | <b>2011/12</b> | <b>2012/13</b> | <b>2013/14</b> |
|---------------|----------------|----------------|----------------|
| Urban Support | 1,624          | 2,123*         | 1,713          |
| Specialized   | 1,211          | 1,515          | 1,361          |
| <b>Total</b>  | <b>2,835</b>   | <b>3,638</b>   | <b>3,074</b>   |

\* Differs from 2012/13 annual report due to revised statistics provided by an agency.

**History of Funding to External Agencies by Type of Service (\$000s)**

| <b>Category</b>            | <b>2011/12</b>  | <b>2012/13</b>  | <b>2013/14</b>  |
|----------------------------|-----------------|-----------------|-----------------|
| Shelters                   | \$5,368         | \$5,399         | \$5,459         |
| Fee Waiver                 | 68              | 44              | 47              |
| Facility Cost              | 782             | 800             | 767             |
| Per Diem                   | 986             | 950             | 1,041           |
| <b>Shelter Sub-Total</b>   | <b>7,204</b>    | <b>7,193</b>    | <b>7,314</b>    |
| Second Stage               | 555             | 558             | 565             |
| Urban Support Program      | 1,343           | 1,392           | 1,738           |
| Women's Resource Centres   | 1,744           | 1,755           | 1,794           |
| Lavoie Inquiry Initiatives | 1,110           | 1,094           | 834             |
| <b>Total</b>               | <b>\$11,956</b> | <b>\$11,992</b> | <b>\$12,245</b> |

**09-3E Family Violence Prevention**

| <b>Expenditures by<br/>Sub-Appropriation</b> | <b>Actual<br/>2013/14<br/>\$000</b> | <b>FTE</b> | <b>Estimate<br/>2013/14<br/>\$000</b> | <b>Variance<br/>Over/(Under)</b> | <b>Expl.<br/>No.</b> |
|----------------------------------------------|-------------------------------------|------------|---------------------------------------|----------------------------------|----------------------|
| Total Salaries and Employee Benefits         | 620                                 | 8.00       | 576                                   | 44                               |                      |
| Other Expenditures                           | 238                                 |            | 93                                    | 145                              | 1                    |
| External Agencies                            | 12,245                              |            | 12,932                                | (687)                            |                      |
| <b>Total Expenditures</b>                    | <b>13,103</b>                       |            | <b>13,601</b>                         | <b>(498)</b>                     |                      |

1. The variance is primarily attributable to higher than anticipated costs for legal services.

## **Child and Family Services Division**

The Child and Family Services Division is responsible for two branches: Strategic Initiatives and Program Support and Child Protection.

The Division's objectives are to provide central program, policy management (including data analytics) and evaluation for Child and Family Services programs including Family Conciliation Services; provide policy, program and administrative direction and support for services to children in care; provide child protection and adoption services to communities and families in accordance with *The Child and Family Services Act*, *The Child and Family Services Authorities Act*, and *The Adoption Act*, which are delivered and managed by four child and family services authorities and their mandated agencies (as well, there are specialized services delivered by other agencies), and to provide funding, program and administrative direction to a continuum of 24 community-based agencies offering services to at risk children and families.

### **Strategic Initiatives and Program Support**

The Strategic Initiatives and Program Support Branch (SIPS) coordinates strategic divisional and program initiatives across the Division, and in cooperation with other key departments. The Branch provides support to the Assistant Deputy Minister and provides central program, funding and policy support for the Division and the programs and services delivered within the Division including Family Conciliation Services. The Branch also coordinates the implementation of major new initiatives, supports collaboration among the branches, programs and services in the Division, other divisions within the Department and other key departments, and coordinates long-term strategies for the Child and Family Services Division within the Department and across government.

The Branch helps to ensure fiscal and program accountability by assisting branches, programs and services to manage financial resources and business relationships with agencies. It provides recommendations on legislative changes to support government initiatives and priorities. The Branch also supports the continuous improvement of divisional programs and services by conducting program evaluations, participating in quality assurance reviews, and providing advice to the branches, programs and services, and funded organizations on how to incorporate best practice approaches into service delivery.

### **Key Results Achieved**

- Oversaw and assisted with the continued stabilization of the Child and Family Services system consistent with the Aboriginal Justice Inquiry-Child Welfare Initiative (AJI-CWI) in cooperation with the four Authorities:
  - First Nations of Northern Manitoba Child and Family Services Authority
  - First Nations of Southern Manitoba Child and Family Services Authority
  - Métis Child and Family Services Authority
  - The General Child and Family Services Authority

- Co-managed, supported and assisted in the review and response to identified systemic child and family services issues and, in particular with respect to funding models, Child and Family Services Information System development, group care resources, legislation, and outcomes.
- Worked with the Child Protection Branch and the Authorities and through the Office of the Child and Family Services Standing Committee on matters such as Differential Response/Family Enhancement, evaluation, quality assurance, governance, information technology, accountability and financial management.
- Coordinated and managed the implementation of recommendations of external reviewers, including the Manitoba Ombudsman, the Children's Advocate and the Office of the Auditor General (OAG).
- Supported and assisted in the development, implementation and monitoring of *Changes for Children* initiatives and in the coordination of this initiative with ongoing AJI-CWI related work and recommendations from other reviews (ex: Hughes, Ombudsman, OAG).
- Supported the Commission of Inquiry into the Circumstances Surrounding the Death of Phoenix Sinclair.
- In collaboration with the Child Protection Branch, worked with Aboriginal Affairs and Northern Development Canada (AANDC) and First Nations Authorities on the implementation of an on-reserve prevention framework consistent with Manitoba's Differential Response/Family Enhancement service, and assisted agencies in their completion of five-year business plans as part of Manitoba's agreement with AANDC regarding the funding of First Nations Child and Family Services agencies in Manitoba.
- Collaborated with the Administration and Finance Division in the administration of financial support to the four CFS Authorities consistent with funding and contribution agreements.
- In collaboration with the Administration and Finance Division, worked to modernize the child maintenance billing system to increase capacity in processing invoices from child and family services agencies.
- Worked with the Agency Accountability and Support Unit and the Administration and Finance Division regarding financial and program accountability requirements and processes, and provided support to branches, programs, services and Authorities and agencies in meeting their financial management and accountability obligations.
- Assisted child and family services agencies to obtain the equipment, training and support necessary to fulfill their obligation to use the Child and Family Services Applications (CFSA).
- Oversaw CFSA system performance; addressed technology issues in cooperation with the Department of Jobs and the Economy; monitored compliance by users; and implemented technical and 'ease of use' performance enhancements to the current system as resources allowed.

- Coordinated policy development and legislative options consistent with government, departmental and divisional priorities and objectives.
- Conducted, coordinated, reviewed, and participated in research and program evaluations with Authorities, mandated and community-based agencies.
- Responded to requests for access to information and privacy issues under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act* and coordinated responses.
- Supported and participated in government and intersectoral coordination of ongoing and new strategies for children and youth, and participated in partnership initiatives with other governments, sectors and stakeholders such as the Healthy Child Manitoba Strategy, All Aboard Poverty Reduction and Social Inclusion Strategy, the Block by Block (21 Block) Initiative, and the Youth Suicide Prevention Strategy.

#### **09-4A Strategic Initiatives and Program Support (SIPS)**

| <b>Expenditures by Sub-Appropriation</b>                          | <b>Actual 2013/14 \$000</b> | <b>FTE</b> | <b>Estimate 2013/14* \$000</b> | <b>Variance Over/(Under)</b> | <b>Expl. No.</b> |
|-------------------------------------------------------------------|-----------------------------|------------|--------------------------------|------------------------------|------------------|
| Total Salaries and Employee Benefits                              | 2,365                       | 34.00      | 2,520                          | (155)                        |                  |
| Other Expenditures                                                | 145                         |            | 179                            | (34)                         | 1                |
| Aboriginal Justice Inquiry-<br>Child Welfare Initiative (AJI-CWI) | 2                           |            | 484                            | (482)                        | 2                |
| <b>Total Expenditures</b>                                         | <b>2,512</b>                |            | <b>3,183</b>                   | <b>(671)</b>                 |                  |

\* The 2013/14 Estimate reflects amounts as displayed in the printed Main Estimates as well as an allocation from an Enabling Appropriation. One SIPS FTE is dedicated to Family Conciliation Services policy work.

1. The variance is primarily due to a decrease in various operating expenditures.
2. The variance is primarily due to a delay in initiating projects related to governance.

### **Family Conciliation Services**

Family Conciliation Services serves as the social services arm of the Court of Queen's Bench (Family Division) and the Provincial Court. It offers a continuum of dispute resolution services, information and support to families disrupted by separation, divorce or death of a parent where the ongoing parenting of children is of primary concern. Family Conciliation Services (FCS) is provincial in scope and oversees dispute resolution services, programs and training across the province.

The funding and delivery of FCS is provided by the Community Service Delivery Division while policy and program support for FCS, including advice in relation to best practices, quality assurance reviews and program evaluation is provided to FCS by the Strategic Initiatives and Program Support (SIPS) Branch within the Child and Family Services Division.

The services and supports provided by FCS include:

- **Information/Referral.** Family relations counsellors provide this professional service, as it is often the point of first entry (Intake) for clients seeking mediation service to resolve child custody, access and guardianship issues.

- **Conciliation Counselling.** This short-term, solution-focused counselling concentrates on parents' and children's adjustment to family reorganization after separation.
- **Mediation.** This structured, short-term, voluntary and confidential intervention assists separating parents or legal guardians to develop a parenting or access plan; support a continuing relationship among children, parents and extended family; and protect children from parental conflict. Parents may also choose to mediate financial issues, such as child support, spousal support and division of marital property as part of Comprehensive Co-mediation. Comprehensive Co-mediation is offered through the regional office in Winnipeg.
- **Court-Ordered Assessments.** This mandatory service is performed at the request of the courts to provide comprehensive family evaluations, professional opinions and recommendations that reflect the best interests of children involved in custody, access and guardianship disputes before the courts.
- **Brief Consultation.** This short consultative service for families and children focuses on the input of children ages 11 to 17 in custody and/or access matters that affect them.
- **For the Sake of the Children.** This parent information program helps parents to focus on their children's needs following separation and divorce. The program is a prerequisite for mediation and is mandatory for all parties contesting custody, access or guardianship of children through the court, including grandparents, other extended family members, and significant others.
- **Caught in the Middle.** This six week therapeutic group for children ages 8 to 12 addresses post-separation issues.
- **Just for Teens.** This is an information and peer support group for children ages 12 to 17 whose parents have separated.
- **Teen Workshop.** This community-based session is offered in the Westman Region for teens struggling with issues related to parental separation.
- **Grand Relations.** A range of services for improving access between children and their extended-family, step-family members or significant others were developed in response to an amendment to *The Child and Family Services Act* and include the mandatory *For the Sake of the Children* parent information program, *First Choice* and the Grandparent Advisor service.
- **Grandparent Advisor Service.** A full-time family relations counsellor provides direct service to grandparents who are seeking access to their grandchildren, and facilitates a monthly support group to assist them throughout this process.
- **The First Choice Service.** This service provides a confidential, gender-balanced and neutral evaluation for families requiring a court-ordered assessment to help parents resolve their parenting plan issues more quickly.

## Key Results Achieved

Family Conciliation Services served approximately 10,000 people (on average 833 per month) in 2013/14 across all services, and had an active caseload of 1,151 cases (on average 96 cases per month). The charts following this section provide service details. In addition, during 2013/14, FCS:

- Produced and disseminated an updated, bilingual *Legal Considerations* video used in the mandatory *For the Sake of the Children* program. Expanded rural and northern service delivery of the *For the Sake of the Children* program outside of the Winnipeg region to include the Interlake region (Selkirk), an addition to existing service delivery in the Westman (Brandon), Parkland (Dauphin and Swan River), Northern (The Pas, Flin Flon and Thompson), Eastern (Steinbach) and Central (Morden and Portage la Prairie) regions of the province.
- Provided program leadership and coordination across all regions of the province while enhancing strategic development of FCS services and communication between the Child and Family Services and Community Service Delivery divisions via the Family Conciliation Common Table.
- Developed a research project to identify and better measure outcomes associated with the delivery of the Court-ordered Assessment service.
- Embarked on a campaign to raise awareness about the Grandparent Advisor service inside and outside government.
- Revised service delivery boundaries in the Westman region to include mediation cases and court-ordered assessments arising in the Central region.
- Enhanced knowledge about children's social and emotional development through ongoing participation in the Attachment Network, a collection of multi-disciplinary professionals working in the field of children's social and emotional development.
- Strengthened its communication and collaborative processes with the courts and the Family Law Branch.
- Expanded teaching and mentoring opportunities for social work students who wanted to do practicum placements at FCS.

## Family Conciliation Services Mediation Referral Sources

| Referral Source | Winnipeg    |             |             | Westman Region |             |             | Parkland Region |             |           | Northern Region (Thompson) |             |             | Northern Region (Norman) |             |             |
|-----------------|-------------|-------------|-------------|----------------|-------------|-------------|-----------------|-------------|-----------|----------------------------|-------------|-------------|--------------------------|-------------|-------------|
|                 | 2011/12     | 2012/13     | 2013/14     | 2011/12        | 2012/13     | 2013/14     | 2011/12         | 2012/13     | 2013/14** | 2011/12                    | 2012/13     | 2013/14     | 2011/12*                 | 2012/13     | 2013/14     |
| Court           | 19%         | 17%         | 23%         | 5%             | 9%          | 2%          | -%              | -%          | -%        | 17%                        | 4%          | 4%          | -%                       | 14%         | -%          |
| Lawyer          | 5%          | 3%          | 2%          | 9%             | 15%         | 29%         | -%              | -%          | -%        | 33%                        | 17%         | 8%          | -%                       | 57%         | -%          |
| Self            | 75%         | 73%         | 68%         | 84%            | 70%         | 69%         | 100%            | 100%        | -%        | 50%                        | 79%         | 88%         | -%                       | 29%         | 80%         |
| Other           | 1%          | 7%          | 7%          | 2%             | 6%          | -%          | -%              | -%          | -%        | -%                         | -%          | -%          | -%                       | -%          | 20%         |
| <b>Total</b>    | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b>    | <b>100%</b> | <b>100%</b> | <b>100%</b>     | <b>100%</b> | <b>-%</b> | <b>100%</b>                | <b>100%</b> | <b>100%</b> | <b>-%</b>                | <b>100%</b> | <b>100%</b> |

\* The Norman Region experienced a staff vacancy until November 2011. During the period of this vacancy, casework was covered off by staff working in the Thompson Region. Any casework undertaken since the hiring of a new worker in the Norman Region remained active/open at year end.

\*\* Mediation in the Parkland Region is referred to and handled by the Brandon office (Westman Region).

## Family Conciliation Service Profile<sup>†</sup>

| Type of Service                   | 2011/12      |              |            |            |          |                  | 2012/13      |            |            |            |           |                  | 2013/14      |              |            |            |           |                  |
|-----------------------------------|--------------|--------------|------------|------------|----------|------------------|--------------|------------|------------|------------|-----------|------------------|--------------|--------------|------------|------------|-----------|------------------|
|                                   | Winnipeg**   | Westman      | Parkland   | Thompson   | Norman*  | Total            | Winnipeg**   | Westman    | Parkland   | Thompson   | Norman    | Total            | Winnipeg**   | Westman      | Parkland   | Thompson   | Norman    | Total            |
| Information and Referral***       | 2581         | 502          | 42         | 215        | -        | 3,340            | 2,343        | 530        | 45         | 240        | -         | 3,158            | 2,000        | 572          | 48         | 288        | -         | 2,908            |
| Conciliation Counselling          | 4            | -            | -          | -          | -        | 4                | 5            | -          | 1          | -          | -         | 6                | 1            | -            | -          | 7          | -         | 8                |
| Mediation                         | 282          | 45           | 5          | 18         | -        | 350 <sup>1</sup> | 286          | 47         | 3          | 29         | 7         | 372 <sup>2</sup> | 259          | 42           | -          | 24         | 5         | 330 <sup>3</sup> |
| Court-Ordered Assessment (COARS)  | 125          | 26           | 11         | 9          | -        | 171              | 129          | 25         | 10         | 7          | 4         | 175              | 140          | 54           | 5          | 10         | 1         | 210              |
| Brief Consultation Service        | 107          | -            | -          | -          | -        | 107              | 115          | 1          | -          | 1          | -         | 117              | 91           | 1            | -          | 1          | -         | 93               |
| Children's Group                  | 27           | -            | -          | -          | -        | 27               | 13           | -          | -          | -          | -         | 13               | 10           | -            | -          | -          | -         | 10               |
| Grand Relations - Service         | 23           | -            | -          | -          | -        | 23               | 17           | -          | -          | -          | -         | 17               | 15           | -            | -          | -          | -         | 15               |
| Grand Relations - Information**** | 215          | -            | -          | -          | -        | 215              | 302          | -          | -          | -          | -         | 302              | 301          | -            | -          | -          | -         | 301              |
| First Choice***                   | 70           | 10           | -          | -          | -        | 80               | 97           | 6          | -          | -          | -         | 103              | 100          | 3            | -          | -          | -         | 103              |
| Parent Education Program          | 5,134        | 425          | 155        | 20         | -        | 5,734            | 5,778        | 347        | 181        | 57         | 22        | 6,385            | 5,114        | 552          | 130        | 36         | 34        | 5,866            |
| <b>TOTAL</b>                      | <b>8,568</b> | <b>1,008</b> | <b>213</b> | <b>262</b> | <b>-</b> | <b>10,051</b>    | <b>9,085</b> | <b>956</b> | <b>240</b> | <b>334</b> | <b>33</b> | <b>10,648</b>    | <b>8,031</b> | <b>1,224</b> | <b>183</b> | <b>366</b> | <b>40</b> | <b>9,844</b>     |

\* The Norman Region experienced a staff vacancy until November 2011. During the period of this vacancy, casework was covered off by staff working in the Thompson Region. Any casework undertaken since the hiring of a new worker in the Norman Region remained active/open at year end.

\*\* Services in the Eastman, Interlake, and part of the Central Region are provided by the Winnipeg Region. The Westman Region provides the balance of services to the Central Region.

\*\*\* The number of cases for the First Choice Service is dependent on court referrals. Initial and subsequent Intake calls are tracked individually as a unit of service since 2011/12.

\*\*\*\* Information includes consultation.

<sup>1</sup> 104 of the total number of mediations were comprehensive co-mediations.

<sup>2</sup> 108 of the total number of mediations were comprehensive co-mediations.

<sup>3</sup> 100 of the total number of mediations were comprehensive co-mediations.

<sup>†</sup> The service profile captures only closed cases. Annual caseloads per region are reflected in the chart following.



### Family Conciliation Caseload Summary by Region

| REGION             | SERVICES                         | Cases Carried over from 2012/13 | New Cases in 2013/14 | Total Active Caseload 2013/14 | Cases Closed in 2013/14 | Carried over Cases into 2014/15 |
|--------------------|----------------------------------|---------------------------------|----------------------|-------------------------------|-------------------------|---------------------------------|
| <b>WINNIPEG</b>    | Conciliation                     | 0                               | 2                    | 2                             | 1                       | 1                               |
|                    | Counselling                      | 79                              | 166                  | 245                           | 161                     | 84                              |
|                    | Mediation                        | 105                             | 126                  | 231                           | 140                     | 91                              |
|                    | Court-Ordered Assessment (COARS) | 61                              | 102                  | 163                           | 98                      | 65                              |
|                    | Co-Mediation                     | 31                              | 83                   | 114                           | 91                      | 23                              |
|                    | Brief Consultation               | 2                               | 18                   | 20                            | 15                      | 5                               |
|                    | Grand Relations                  | 33                              | 106                  | 139                           | 100                     | 39                              |
| <b>Total</b>       |                                  | <b>311</b>                      | <b>603</b>           | <b>914</b>                    | <b>606</b>              | <b>308</b>                      |
| <b>BRANDON</b>     | Conciliation                     | 0                               | 0                    | 0                             | 0                       | 0                               |
|                    | Counselling                      | 18                              | 48                   | 66                            | 42                      | 24                              |
|                    | Mediation                        | 47                              | 33                   | 80                            | 54                      | 26                              |
|                    | Court-Ordered Assessment (COARS) | 0                               | 1                    | 1                             | 0                       | 1                               |
|                    | Co-Mediation                     | 1                               | 0                    | 1                             | 1                       | 0                               |
|                    | Brief Consultation               | 2                               | 1                    | 3                             | 3                       | 0                               |
| <b>Total</b>       |                                  | <b>68</b>                       | <b>83</b>            | <b>151</b>                    | <b>100</b>              | <b>51</b>                       |
| <b>THOMPSON</b>    | Conciliation                     | 0                               | 7                    | 7                             | 7                       | 0                               |
|                    | Counselling                      | 7                               | 22                   | 29                            | 22                      | 7                               |
|                    | Mediation                        | 2                               | 3                    | 5                             | 2                       | 3                               |
|                    | Co-Mediation                     | 0                               | 1                    | 1                             | 1                       | 0                               |
|                    | Brief Consultation               | 7                               | 6                    | 13                            | 10                      | 3                               |
| <b>Total</b>       |                                  | <b>16</b>                       | <b>39</b>            | <b>55</b>                     | <b>42</b>               | <b>13</b>                       |
| <b>DAUPHIN</b>     | Conciliation                     | 0                               | 0                    | 0                             | 0                       | 0                               |
|                    | Counselling                      | 0                               | 4                    | 4                             | 0                       | 4                               |
|                    | Mediation                        | 6                               | 7                    | 13                            | 5                       | 8                               |
| <b>Total</b>       |                                  | <b>6</b>                        | <b>11</b>            | <b>17</b>                     | <b>5</b>                | <b>12</b>                       |
| <b>FLIN FLON</b>   | Conciliation                     | 0                               | 0                    | 0                             | 0                       | 0                               |
|                    | Counselling                      | 0                               | 7                    | 7                             | 5                       | 2                               |
|                    | Mediation                        | 0                               | 7                    | 7                             | 1                       | 6                               |
| <b>Total</b>       |                                  | <b>0</b>                        | <b>14</b>            | <b>14</b>                     | <b>6</b>                | <b>8</b>                        |
| <b>GRAND TOTAL</b> |                                  | <b>401</b>                      | <b>750</b>           | <b>1,151</b>                  | <b>759</b>              | <b>392</b>                      |

## **Child Protection Branch**

The primary objective of the Child Protection Branch is to plan, develop, oversee and fund a comprehensive continuum of child and family services throughout Manitoba that contributes to the healthy social development of children, families and communities, and in particular, those at risk. These services operate in accordance with *The Child and Family Services Act*, *The Child and Family Services Authorities Act*, and *The Adoption Act*. This includes funding and oversight of the four Child and Family Services Authorities (the Authorities), private non-mandated service organizations, as well as the development of programs and services such as early intervention and prevention services designed to support, supplement and, where necessary, substitute for parental care.

The Child Protection Branch's programs and services include: Centralized Services; Adoption and Post-Adoption Services; Paternity, Adult Abuse (in collaboration with Disability Programs and Early Learning and Child Care) and Child Abuse Registries; Provincial Investigations and Risk Assessment; Quality Assurance; Intersectoral Activities and Community Supports; Intake and Inquiry Concerns; Interprovincial Queries; Provincial Licensing of Residential Child Care Facilities; and Core Competency-Based and Information System Training.

### **Key Results Achieved**

#### **Tracia's Trust: Manitoba's Sexual Exploitation Strategy (the Strategy)**

- The Winnipeg Children's Advocacy Centre, now known as Snowflake Place for Children and Youth, opened in January 2013 as an incorporated non-profit organization. Snowflake Place received funding from both the provincial and federal governments. It is operated in partnership with police services. The centre is designed to better serve the needs of children and their families through a coordinated, multi-systems approach to child abuse investigations where prosecution is likely.
- Increased awareness of child and youth sexual exploitation through the continued implementation of the Strategy. Created a new training initiative in partnership with the Canadian Women's Foundation and the Assembly of Manitoba Chiefs called *Our Circle to Protect Sacred Lives*, Manitoba First Nations Responding to Human Trafficking of Women and Girls. This initiative raises awareness and trains over 16 First Nations on human trafficking and assists with the development of community plans to combat human trafficking of First Nations women and girls. Provided 12 information sessions to 260 community members to assist them in their understanding of the signs of sexual exploitation and how to get help for suspected victims.
- Coordinated the sixth annual "Stop Child Sexual Exploitation Awareness Week" in March 2014.
- As part of the Strategy, StreetReach Winnipeg and Thompson teams continue to return many vulnerable children and youth identified as high risk victims to safety. There were 1,922 encounters with children who were exploited or at risk of exploitation. Of these encounters, there were 1,478 relationship building

contacts between the outreach workers and youth; 405 were the result of locating and returning missing youth to a place of safety; and 39 were arrests by police, with some involvement by StreetReach. Outreach encountered a total of 242 different children. 102 of those children were sexually exploited and 140 were at risk of becoming exploited. There were 2,291 address checks completed while searching for missing children; the outcome was 405 returns to placement.

## **Standards**

- In December 2013, the table of contents of the Online Child and Family Services Standards Manual was revised to include all standards sections from the Child and Family Services Program Standards Manual (1988 to present) in one place.

## **Adoption and Post-Adoption Services**

- Conducted an interjurisdictional analysis of adoption and vital statistics legislation for the proposed amendments to *The Adoption Act* and *The Vital Statistics Act*, which are intended to establish an open system with respect to birth and adoption records.
- Consulted with the Authorities, Manitoba Children's Advocate, Manitoba Ombudsman, the Department's Crown Counsel, Aboriginal Issues Committee of Cabinet, and external organizations that have expressed interest and support for proposed changes to *The Adoption Act*.
- Licensed and monitored adoption agencies to ensure compliance with *The Adoption Act* and corresponding regulations, standards and policies. Conducted regular quality assurance reviews on the agencies as part of the licensing body responsibilities.
- Worked in collaboration with the federal government and provincial/territorial counterparts in the area of international adoption and as the Central Authority for Manitoba under *The Hague Convention on Protection of Children and Co-operation in Respect of Intercountry Adoption*.
- Administered the Financial Assistance to Permanent Wards Subsidy Program, to provide incentives and supports to adoptive families for the adoption of Permanent Wards in Manitoba.

## **Provincial Investigations and Risk Assessment**

- Under Section 18.6 of *The Child and Family Services Act*, allegations of abuse relative to anyone who works for or provides services to an agency or child care facility are investigated by the Provincial Investigations Unit. In 2013/14, the Provincial Investigations Unit completed 75 child abuse investigations; responded to 132 Incident Reports and provided 94 consultations. Additionally, the unit provided training to the public, various stakeholders including licensed residential child care facilities and law enforcement. Over 50 varied training opportunities were offered across the province.
- In June 2013, the 6<sup>th</sup> Annual Child Abuse Coordinator Conference was hosted by the Child Protection Branch, the Authorities and the Joint Training Team, as part of ongoing learning to support the functioning of the Child Abuse Committees. This conference promoted the sharing of information, ideas and collaborative

multi-disciplinary approaches. The presentation topics included: child pornography and internet safety; regional team work relative to the exploitation of youth and adults; the impact maltreatment has on brain development; and the Snowflake Place for Children and Youth (formerly Winnipeg Children's Advocacy Centre) development and positive impact on children. Approximately 120 participants attended and the feedback received was positive.

### **Funding and Accountability**

- Provided funding and other supports to 24 community-based agencies that provide a broad range of early intervention and prevention programs and services to at risk children, families and communities. Commenced the development of Standards and Guidelines to assist with the monitoring of the service delivery and performance of those services to ensure they continue to meet the needs of the community.
- Managed the Exceptional Circumstances Fund, which covers the costs of children in care assessed within the Level V range and the cost of select, one-time only items for any child in care regardless of level.
- Since 2012, the Branch has provided rate reviews and approvals for CFS agencies through the Individual Rate Adjustment Protocol when increasing special rates for children in care.

### **Foster Care**

- Work continued with the Authorities to address the increasing child maintenance costs while ensuring fairness and equity of foster care payments, and to adopt the use of common assessment tools that have the capacity to assess the needs of children and skills of foster parents throughout the province.
- Maintained and facilitated support services for foster parents (i.e. Foster Parent Intentional Damage Compensation Plan and Legal Aid Assistance Program). Also partnered with the Manitoba Foster Family Network to develop and deliver training for foster parents, including piloting the Mentorship Program for foster parents. In collaboration with the Authorities, maintained and distributed resources for the foster care system (i.e. Foster Family Manual).

### **Residential Child Care Facility Licensing and Specialized Resources**

- Reviewed and assessed the existing 150 licensed residential child care facilities to ensure they were in compliance with the Child Care Facilities (Other than Foster Homes) Licensing Regulation and corresponding Standards Manual.
- Designed and implemented a computerized review process for annual licensing reviews.
- Conducted annual reviews and follow-ups, as well as assessed new applications for licences under the Regulation.
- Managed the placements for children in residential and specialized resources in Manitoba through the Provincial Placement Desk, which included 190 residential child care facility beds and 176 specialized foster care beds. There were a total of 78 prevention and intervention foster care or residential child care facility beds for specialized placements to support victims of sexual exploitation under Tracia's Trust: Manitoba's Sexual Exploitation Strategy.

## **Quality Assurance**

- The Branch completed the review of two residential child care facilities and commenced the review of two more. The review of one Child and Family Services Authority continues. Branch staff worked with internal and external partners to implement 17 (41 per cent) of the 41 recommendations from the Office of the Children's Advocate's Special Investigation Reports. Branch staff continue to work to implement the remaining recommendations.
- Continued to work with the Authorities to resolve concerns reported to the Division in relation to services provided by CFS agencies.

## **Provincial Training**

- Delivered Child and Family Services Application training to 971 participants to meet the needs of the Authorities and agencies.
- Coordinated and delivered, in collaboration with the Manitoba Association of Residential Treatment Resources (MARTR), core competency-based training and specialized training to caseworkers, supervisors, child and youth care workers and foster parents. Work was also done on the re-development of the Caseworker Core and the Supervisor Core curriculums to ensure that CFS workers and supervisors receive training that is current, relevant and responsive to gaps in training that have been identified in recommendations from the Manitoba Ombudsman and Office of the Children's Advocate reviews. It is expected that this redevelopment work will be complete in the 2014/15 fiscal year.

## **Interjurisdictional Partnerships**

- Represented Manitoba on the Provincial/Territorial Directors of Child Welfare Committee and its subcommittees. Exchanged knowledge with provincial/territorial counterparts on child protection and child welfare programs, services, policies, legislation and practices, achieving the Committee's mandate to promote the safety and welfare of Canadian children and families through the facilitation of interjurisdictional cooperation.
- Participated on the National Outcome Measures Subcommittee, which develops, tests and validates standardized indicators of child welfare outcomes and reports regularly to the Provincial/Territorial Directors of Child Welfare Committee.
- Chaired the new Provincial/Territorial Subcommittee on Placement Resources beginning in February 2014, which promotes the best interests of children and their caregivers through sharing information and research on programs, services, and best practices in the area of child placements.

**09-4B Child Protection**

| <b>Expenditures by<br/>Sub-Appropriation</b> | <b>Actual<br/>2013/14<br/>\$000</b> | <b>FTE</b> | <b>Estimate<br/>2013/14*<br/>\$000</b> | <b>Variance<br/>Over/(Under)</b> | <b>Expl.<br/>No.</b> |
|----------------------------------------------|-------------------------------------|------------|----------------------------------------|----------------------------------|----------------------|
| Total Salaries and Employee Benefits         | 5,018                               | 72.00      | 5,273                                  | (255)                            |                      |
| Other Expenditures                           | 2,009                               |            | 1,984                                  | 25                               |                      |
| Authorities and Maintenance of<br>Children   | 430,278                             | 20.50      | 421,416                                | 8,862                            | 1                    |
| <b>Total Expenditures</b>                    | <b>437,305</b>                      |            | <b>428,673</b>                         | <b>8,632</b>                     |                      |

\* The 2013/14 Estimate reflects amounts as displayed in the printed Main Estimates as well as an allocation from an Enabling Appropriation.

1. The variance is primarily attributed to an increase in the number of children in care and increased costs for Child Maintenance.

| <b>Centralized Provincial Services</b>                    | <b>2012/13</b> | <b>2013/14</b> |
|-----------------------------------------------------------|----------------|----------------|
| Licensed Facilities                                       | 148            | 150            |
| Licensed Beds                                             | 770            | 766            |
| Funded Beds                                               | 249            | 243            |
| <b>Training</b>                                           |                |                |
| Provincial Competency-Based Training <sup>1</sup>         | 1,511          | 1,935          |
| Joint Training Team – Specialized Training                | 6,388          | 6,173          |
| Child and Family Services Application (CFSA) <sup>2</sup> | 920            | 971            |
| <b>Registries</b>                                         |                |                |
| Adoption                                                  |                |                |
| Division 1 – Adoption of Permanent Wards <sup>3</sup>     | 53             | 44             |
| Division 2 – Private Adoptions <sup>4</sup>               | 14             | 17             |
| Division 3 – Intercountry Adoptions <sup>5</sup>          | 21             | 25             |
| Division 4 – De Facto Adoptions <sup>6</sup>              | 5              | 3              |
| Division 5 – Extended Family Adoptions <sup>7</sup>       | 9              | 5              |
| Post-Adoption                                             |                |                |
| Post-Adoption Registrations                               | 220            | 144            |
| Post-Adoption Reunions                                    | 112            | 54             |
| Child Abuse                                               |                |                |
| Child Abuse Registrations (CAR)                           | 297            | 337            |
| Employers/Others Using Registry <sup>8</sup>              | 1,041          | 1,083          |
| Child Abuse Registry Checks                               | 71,160         | 75,211         |
| <b>Others</b>                                             |                |                |
| Child Abuse Investigations                                | 2,938          | 2,978          |
| Criminal Risk Assessments (CRA) <sup>9</sup>              | 11,563         | 12,734         |
| Repatriations                                             | 5              | 3              |
| Interprovincial Alerts                                    | 625            | 650            |
| Intake & Inquiry Concerns and Interprovincial Queries     | 2,487          | 2,495          |

<sup>1</sup> The trainers continue to deliver both classroom instruction and one-to-one supports training at the Branch as well as in the community.

<sup>2</sup> The number of participants in classroom, individualized and group off-site training sessions to meet the needs of the Child and Family Services Authorities and agencies continued to increase.

<sup>3</sup> Child placed by director or agency with permanent guardianship.

<sup>4</sup> Child placed by biological parent.

<sup>5</sup> Child from another country adopted by an approved applicant in Manitoba. The numbers of Intercountry Adoption have decreased in North America based on a worldwide downward trend in International Adoptions permitted.

<sup>6</sup> Child adopted by person who has cared for him/her without financial assistance for at least two years.

<sup>7</sup> Child adopted by family member who has cared for him/her for at least six months.

<sup>8</sup> The number of organizations using the registry services increased again in 2013/14 as many organizations are now required by legislation to have CAR checks completed. Additionally, changes in insurance policy requirements have resulted in more organizations now requiring CAR checks.

<sup>9</sup> Agencies use CRAs as one of many tools to assess risk; therefore, some agencies will utilize the tool more or less frequently. Numbers will vary according to, and may be dependent on, the agencies' understanding and knowledge of the tool. Total CRAs completed is 12,734 for the year (this includes 3,800 that were conducted on behalf of Manitoba Early Learning and Child Care).

## Provincial Caseload by Category

As at March 31, 2014 (numbers include both federal and provincial responsibility)

| Service Providers                                                  | Number of Children in Care | Number of Extensions in Care | Number of Families Receiving Services <sup>2</sup> | Number of Unmarried Adolescent Parents | TOTAL         |
|--------------------------------------------------------------------|----------------------------|------------------------------|----------------------------------------------------|----------------------------------------|---------------|
| <b>FIRST NATION NORTH AUTHORITY</b>                                |                            |                              |                                                    |                                        |               |
| Awasis Agency of Northern Manitoba                                 | 710                        | 22                           | 770                                                | 50                                     | 1,552         |
| Cree Nation Child and Family Caring Agency                         | 674                        | 25                           | 287                                                | 19                                     | 1,005         |
| Island Lake First Nations Family Services                          | 598                        | 10                           | 449                                                | 57                                     | 1,114         |
| Kinosao Sipi Minisowin Agency                                      | 404                        | 17                           | 437                                                | 16                                     | 874           |
| Nikan Awasiak Agency                                               | 149                        | 4                            | 269                                                | 8                                      | 430           |
| Nisichawayasihk Cree Nation Family and Community Services          | 342                        | 10                           | 264                                                | 14                                     | 630           |
| Opaskwayak Cree Nation Child and Family Services, Inc.             | 142                        | 8                            | 136                                                | 11                                     | 297           |
| <b>Sub-Total</b>                                                   | <b>3,019</b>               | <b>96</b>                    | <b>2,612</b>                                       | <b>175</b>                             | <b>5,902</b>  |
| <b>FIRST NATION SOUTH AUTHORITY</b>                                |                            |                              |                                                    |                                        |               |
| Animikii Ozoson Child and Family Services, Inc.                    | 357                        | 13                           | 224                                                | 1                                      | 595           |
| Anishinaabe Child and Family Services                              | 569                        | 23                           | 297                                                | 1                                      | 890           |
| Child and Family Services All Nations Coordinated Response Network | 32                         | 0                            | 148                                                | 0                                      | 180           |
| Dakota Ojibway Child and Family Services                           | 669                        | 22                           | 325                                                | 14                                     | 1,030         |
| Intertribal Child and Family Services                              | 159                        | 7                            | 316                                                | 0                                      | 482           |
| Peguis Child and Family Services                                   | 250                        | 8                            | 192                                                | 4                                      | 454           |
| Sagkeeng Child and Family Services                                 | 391                        | 9                            | 169                                                | 0                                      | 569           |
| Sandy Bay Child and Family Services                                | 362                        | 8                            | 206                                                | 2                                      | 578           |
| Southeast Child and Family Services                                | 1,079                      | 55                           | 591                                                | 5                                      | 1,730         |
| West Region Child and Family Services                              | 623                        | 28                           | 459                                                | 7                                      | 1,117         |
| <b>Sub-Total</b>                                                   | <b>4,491</b>               | <b>173</b>                   | <b>2,927</b>                                       | <b>34</b>                              | <b>7,625</b>  |
| <b>GENERAL AUTHORITY</b>                                           |                            |                              |                                                    |                                        |               |
| Child and Family Services of Central Manitoba                      | 182                        | 9                            | 213                                                | 2                                      | 406           |
| Child and Family Services of Western Manitoba                      | 149                        | 12                           | 548                                                | 16                                     | 725           |
| Eastman Region                                                     | 205                        | 38                           | 349                                                | 5                                      | 597           |
| Interlake Region                                                   | 83                         | 5                            | 150                                                | 0                                      | 238           |
| Jewish Child and Family Service <sup>1</sup>                       | 15                         | 5                            | 313                                                | 0                                      | 333           |
| Northern Region                                                    | 83                         | 9                            | 139                                                | 1                                      | 232           |
| Parkland Region                                                    | 8                          | 1                            | 64                                                 | 1                                      | 74            |
| Winnipeg Child and Family Services                                 | 999                        | 130                          | 2,052                                              | 13                                     | 3,194         |
| <b>Sub-Total</b>                                                   | <b>1,724</b>               | <b>209</b>                   | <b>3,828</b>                                       | <b>38</b>                              | <b>5,799</b>  |
| <b>MÉTIS AUTHORITY</b>                                             |                            |                              |                                                    |                                        |               |
| Métis Child, Family and Community Services                         | 849                        | 59                           | 717                                                | 7                                      | 1,632         |
| Michif Child and Family Services                                   | 210                        | 5                            | 203                                                | 2                                      | 420           |
| <b>Sub-Total</b>                                                   | <b>1,059</b>               | <b>64</b>                    | <b>920</b>                                         | <b>9</b>                               | <b>2,052</b>  |
| <b>TOTAL</b>                                                       | <b>10,293</b>              | <b>542</b>                   | <b>10,287</b>                                      | <b>256</b>                             | <b>21,378</b> |

<sup>1</sup> Jewish Child and Family Service includes all families served by the agency, not just those related to child welfare.

<sup>2</sup> Number of Families Receiving Services includes Protection, Voluntary Family Service and Family Enhancement cases.



## Number of Children In Care by Aboriginal Status

As at March 31, 2014 (numbers include both federal and provincial responsibility)

| Service Providers                                                  | Inuit     | Métis      | Non Status   | Treaty Status | Not Aboriginal | TOTAL         |
|--------------------------------------------------------------------|-----------|------------|--------------|---------------|----------------|---------------|
| <b>FIRST NATION NORTH AUTHORITY</b>                                |           |            |              |               |                |               |
| Awasis Agency of Northern Manitoba                                 | 0         | 0          | 150          | 560           | 0              | 710           |
| Cree Nation Child and Family Caring Agency                         | 0         | 0          | 174          | 500           | 0              | 674           |
| Island Lake First Nations Family Services                          | 0         | 0          | 4            | 594           | 0              | 598           |
| Kinosao Sipi Minisowin Agency                                      | 0         | 0          | 15           | 389           | 0              | 404           |
| Nikan Awasiak Agency                                               | 0         | 0          | 19           | 130           | 0              | 149           |
| Nisichawayasihk Cree Nation Family and Community Services          | 0         | 1          | 122          | 219           | 0              | 342           |
| Opaskwayak Cree Nation Child and Family Services, Inc.             | 0         | 0          | 14           | 128           | 0              | 142           |
| <b>Sub-Total</b>                                                   | <b>0</b>  | <b>1</b>   | <b>498</b>   | <b>2,520</b>  | <b>0</b>       | <b>3,019</b>  |
| <b>FIRST NATION SOUTH AUTHORITY</b>                                |           |            |              |               |                |               |
| Animikii Ozoson Child and Family Services, Inc.                    | 0         | 21         | 73           | 253           | 10             | 357           |
| Anishinaabe Child and Family Services                              | 0         | 15         | 157          | 397           | 0              | 569           |
| Child and Family Services All Nations Coordinated Response Network | 0         | 3          | 5            | 15            | 9              | 32            |
| Dakota Ojibway Child and Family Services                           | 0         | 2          | 286          | 381           | 0              | 669           |
| Intertribal Child and Family Services                              | 0         | 0          | 40           | 119           | 0              | 159           |
| Peguis Child and Family Services                                   | 0         | 3          | 12           | 234           | 1              | 250           |
| Sagkeeng Child and Family Services                                 | 0         | 7          | 67           | 317           | 0              | 391           |
| Sandy Bay Child and Family Services                                | 0         | 3          | 48           | 311           | 0              | 362           |
| Southeast Child and Family Services                                | 0         | 2          | 94           | 983           | 0              | 1,079         |
| West Region Child and Family Services                              | 0         | 0          | 236          | 387           | 0              | 623           |
| <b>Sub-Total</b>                                                   | <b>0</b>  | <b>56</b>  | <b>1,018</b> | <b>3,397</b>  | <b>20</b>      | <b>4,491</b>  |
| <b>GENERAL AUTHORITY</b>                                           |           |            |              |               |                |               |
| Child and Family Services of Central Manitoba                      | 0         | 9          | 10           | 18            | 145            | 182           |
| Child and Family Services of Western Manitoba                      | 0         | 14         | 12           | 9             | 114            | 149           |
| Eastman Region                                                     | 0         | 14         | 11           | 16            | 164            | 205           |
| Interlake Region                                                   | 0         | 16         | 1            | 6             | 60             | 83            |
| Jewish Child and Family Service                                    | 0         | 0          | 0            | 0             | 15             | 15            |
| Northern Region                                                    | 2         | 8          | 9            | 32            | 32             | 83            |
| Parkland Region                                                    | 0         | 1          | 1            | 5             | 1              | 8             |
| Winnipeg Child and Family Services                                 | 0         | 87         | 53           | 128           | 731            | 999           |
| <b>Sub-Total</b>                                                   | <b>2</b>  | <b>149</b> | <b>97</b>    | <b>214</b>    | <b>1,262</b>   | <b>1,724</b>  |
| <b>MÉTIS AUTHORITY</b>                                             |           |            |              |               |                |               |
| Métis Child, Family and Community Services                         | 14        | 669        | 38           | 86            | 42             | 849           |
| Michif Child and Family Services                                   | 7         | 113        | 15           | 66            | 9              | 210           |
| <b>Sub-Total</b>                                                   | <b>21</b> | <b>782</b> | <b>53</b>    | <b>152</b>    | <b>51</b>      | <b>1,059</b>  |
| <b>TOTAL</b>                                                       | <b>23</b> | <b>988</b> | <b>1,666</b> | <b>6,283</b>  | <b>1,333</b>   | <b>10,293</b> |

## Number of Children In Care by Placement Type

As at March 31, 2014 (numbers include both federal and provincial responsibility)

| Service Providers                                                  | Foster Homes <sup>1</sup> | Residential Care <sup>2</sup> | Other Placement Resources <sup>3</sup> | Selected Adoption Probation | Other Non-Pay Care Living Arrangements <sup>4</sup> | Total         |
|--------------------------------------------------------------------|---------------------------|-------------------------------|----------------------------------------|-----------------------------|-----------------------------------------------------|---------------|
| <b>FIRST NATION NORTH AUTHORITY</b>                                |                           |                               |                                        |                             |                                                     |               |
| Awasis Agency of Northern Manitoba                                 | 509                       | 3                             | 156                                    | 0                           | 42                                                  | 710           |
| Cree Nation Child and Family Caring Agency                         | 247                       | 92                            | 260                                    | 0                           | 75                                                  | 674           |
| Island Lake First Nations Family Services                          | 451                       | 38                            | 3                                      | 0                           | 106                                                 | 598           |
| Kinosao Sipi Minisowin Agency                                      | 286                       | 34                            | 76                                     | 0                           | 8                                                   | 404           |
| Nikan Awasiak Agency                                               | 85                        | 9                             | 43                                     | 0                           | 12                                                  | 149           |
| Nisichawayasihk Cree Nation Family and Community Services          | 241                       | 24                            | 69                                     | 0                           | 8                                                   | 342           |
| Opaskwayak Cree Nation Child and Family Services, Inc.             | 70                        | 11                            | 56                                     | 0                           | 5                                                   | 142           |
| <b>Sub-Total</b>                                                   | <b>1,889</b>              | <b>211</b>                    | <b>663</b>                             | <b>0</b>                    | <b>256</b>                                          | <b>3,019</b>  |
| <b>FIRST NATION SOUTH AUTHORITY</b>                                |                           |                               |                                        |                             |                                                     |               |
| Animikii Ozoson Child and Family Services, Inc.                    | 259                       | 41                            | 53                                     | 0                           | 4                                                   | 357           |
| Anishinaabe Child and Family Services                              | 451                       | 33                            | 77                                     | 0                           | 8                                                   | 569           |
| Child and Family Services All Nations Coordinated Response Network | 2                         | 5                             | 21                                     | 0                           | 4                                                   | 32            |
| Dakota Ojibway Child and Family Services                           | 436                       | 43                            | 171                                    | 0                           | 19                                                  | 669           |
| Intertribal Child and Family Services                              | 112                       | 5                             | 38                                     | 0                           | 4                                                   | 159           |
| Peguis Child and Family Services                                   | 178                       | 14                            | 49                                     | 1                           | 8                                                   | 250           |
| Sagkeeng Child and Family Services                                 | 282                       | 6                             | 90                                     | 0                           | 13                                                  | 391           |
| Sandy Bay Child and Family Services                                | 135                       | 9                             | 126                                    | 0                           | 92                                                  | 362           |
| Southeast Child and Family Services                                | 801                       | 149                           | 108                                    | 0                           | 21                                                  | 1,079         |
| West Region Child and Family Services                              | 409                       | 14                            | 195                                    | 0                           | 5                                                   | 623           |
| <b>Sub-Total</b>                                                   | <b>3,065</b>              | <b>319</b>                    | <b>928</b>                             | <b>1</b>                    | <b>178</b>                                          | <b>4,491</b>  |
| <b>GENERAL AUTHORITY</b>                                           |                           |                               |                                        |                             |                                                     |               |
| Child and Family Services of Central Manitoba                      | 112                       | 9                             | 39                                     | 3                           | 19                                                  | 182           |
| Child and Family Services of Western Manitoba                      | 95                        | 17                            | 26                                     | 4                           | 7                                                   | 149           |
| Eastman Region                                                     | 111                       | 16                            | 54                                     | 0                           | 24                                                  | 205           |
| Interlake Region                                                   | 36                        | 9                             | 28                                     | 0                           | 10                                                  | 83            |
| Jewish Child and Family Service                                    | 8                         | 1                             | 6                                      | 0                           | 0                                                   | 15            |
| Northern Region                                                    | 35                        | 11                            | 32                                     | 0                           | 5                                                   | 83            |
| Parkland Region                                                    | 6                         | 0                             | 2                                      | 0                           | 0                                                   | 8             |
| Winnipeg Child and Family Services                                 | 490                       | 136                           | 274                                    | 43                          | 56                                                  | 999           |
| <b>Sub-Total</b>                                                   | <b>893</b>                | <b>199</b>                    | <b>461</b>                             | <b>50</b>                   | <b>121</b>                                          | <b>1,724</b>  |
| <b>MÉTIS AUTHORITY</b>                                             |                           |                               |                                        |                             |                                                     |               |
| Métis Child, Family and Community Services                         | 642                       | 64                            | 117                                    | 3                           | 23                                                  | 849           |
| Michif Child and Family Services                                   | 133                       | 17                            | 57                                     | 1                           | 2                                                   | 210           |
| <b>Sub-Total</b>                                                   | <b>775</b>                | <b>81</b>                     | <b>174</b>                             | <b>4</b>                    | <b>25</b>                                           | <b>1,059</b>  |
| <b>TOTAL</b>                                                       | <b>6,622</b>              | <b>810</b>                    | <b>2,226</b>                           | <b>55</b>                   | <b>580</b>                                          | <b>10,293</b> |

<sup>1</sup> Includes regular rate and special rate foster homes.

<sup>2</sup> Includes private group homes, own-agency group homes, and residential treatment centres.

<sup>3</sup> Includes places of safety.

<sup>4</sup> Includes St. Amant, Manitoba Youth Centre, hospitals and other facilities.

## Number of Children In Care by Legal Status

as at March 31, 2014 (Numbers include both federal and provincial responsibility)

| Service Providers                                                  | 2011/12      |                  |              |              | 2012/13      |                  |              |              | 2013/14      |                  |              |               |
|--------------------------------------------------------------------|--------------|------------------|--------------|--------------|--------------|------------------|--------------|--------------|--------------|------------------|--------------|---------------|
|                                                                    | Wards        | VPA <sup>1</sup> | Other        | Total        | Wards        | VPA <sup>1</sup> | Other        | Total        | Wards        | VPA <sup>1</sup> | Other        | Total         |
| <b>FIRST NATION NORTH AUTHORITY</b>                                |              |                  |              |              |              |                  |              |              |              |                  |              |               |
| Awasis Agency of Northern Manitoba                                 | 388          | 108              | 141          | 637          | 434          | 129              | 135          | 698          | 488          | 81               | 141          | 710           |
| Cree Nation Child and Family Caring Agency                         | 358          | 20               | 199          | 577          | 405          | 35               | 194          | 634          | 429          | 38               | 207          | 674           |
| Island Lake First Nations Family Services                          | 272          | 45               | 130          | 447          | 350          | 40               | 131          | 521          | 392          | 60               | 146          | 598           |
| Kinosao Sipi Minisowin Agency                                      | 216          | 64               | 89           | 369          | 234          | 84               | 74           | 392          | 258          | 41               | 105          | 404           |
| Nikan Awasiak Agency                                               | 73           | 21               | 37           | 131          | 72           | 23               | 35           | 130          | 86           | 10               | 53           | 149           |
| Nisichawayasihk Cree Nation Family and Community Services          | 266          | 46               | 80           | 392          | 299          | 48               | 70           | 417          | 247          | 39               | 56           | 342           |
| Opaskwayak Cree Nation Child and Family Services, Inc.             | 87           | 9                | 15           | 111          | 88           | 18               | 26           | 132          | 107          | 9                | 26           | 142           |
| <b>Sub-Total</b>                                                   | <b>1,660</b> | <b>313</b>       | <b>691</b>   | <b>2,664</b> | <b>1,882</b> | <b>377</b>       | <b>665</b>   | <b>2,924</b> | <b>2,007</b> | <b>278</b>       | <b>734</b>   | <b>3,019</b>  |
| <b>FIRST NATION SOUTH AUTHORITY</b>                                |              |                  |              |              |              |                  |              |              |              |                  |              |               |
| Animikii Ozoson Child and Family Services, Inc.                    | 210          | 38               | 85           | 333          | 242          | 20               | 82           | 344          | 294          | 19               | 44           | 357           |
| Anishinaabe Child and Family Services                              | 474          | 16               | 39           | 529          | 451          | 17               | 67           | 535          | 494          | 24               | 51           | 569           |
| Child and Family Services All Nations Coordinated Response Network | 0            | 0                | 28           | 28           | 0            | 0                | 33           | 33           | 0            | 0                | 32           | 32            |
| Dakota Ojibway Child and Family Services                           | 499          | 55               | 141          | 695          | 483          | 57               | 145          | 685          | 505          | 30               | 134          | 669           |
| Intertribal Child and Family Services                              | 111          | 14               | 51           | 176          | 120          | 2                | 49           | 171          | 110          | 7                | 42           | 159           |
| Peguis Child and Family Services                                   | 131          | 8                | 68           | 207          | 130          | 3                | 100          | 233          | 159          | 3                | 88           | 250           |
| Sagkeeng Child and Family Services                                 | 243          | 16               | 95           | 354          | 302          | 21               | 83           | 406          | 335          | 3                | 53           | 391           |
| Sandy Bay Child and Family Services                                | 108          | 58               | 82           | 248          | 119          | 31               | 89           | 239          | 141          | 46               | 175          | 362           |
| Southeast Child and Family Services                                | 783          | 161              | 164          | 1,108        | 827          | 136              | 113          | 1,076        | 821          | 107              | 151          | 1,079         |
| West Region Child and Family Services                              | 468          | 52               | 124          | 644          | 465          | 54               | 89           | 608          | 500          | 51               | 72           | 623           |
| <b>Sub-Total</b>                                                   | <b>3,027</b> | <b>418</b>       | <b>877</b>   | <b>4,322</b> | <b>3,139</b> | <b>341</b>       | <b>850</b>   | <b>4,330</b> | <b>3,359</b> | <b>290</b>       | <b>842</b>   | <b>4,491</b>  |
| <b>GENERAL AUTHORITY</b>                                           |              |                  |              |              |              |                  |              |              |              |                  |              |               |
| Child and Family Services of Central Manitoba                      | 57           | 31               | 43           | 131          | 64           | 28               | 72           | 164          | 74           | 29               | 79           | 182           |
| Child and Family Services of Western Manitoba                      | 96           | 5                | 66           | 167          | 102          | 5                | 51           | 158          | 112          | 2                | 35           | 149           |
| Churchill Child and Family Services <sup>2</sup>                   | 2            | 2                | 7            | 11           | --           | --               | --           | --           | --           | --               | --           | --            |
| Eastman Region                                                     | 97           | 38               | 60           | 195          | 87           | 30               | 58           | 175          | 88           | 25               | 92           | 205           |
| Interlake Region                                                   | 43           | 19               | 18           | 80           | 47           | 10               | 22           | 79           | 53           | 9                | 21           | 83            |
| Jewish Child and Family Service                                    | 15           | 2                | 10           | 27           | 16           | 0                | 9            | 25           | 13           | 0                | 2            | 15            |
| Northern Region <sup>2</sup>                                       | 41           | 6                | 27           | 74           | 43           | 6                | 25           | 74           | 46           | 8                | 29           | 83            |
| Parkland Region                                                    | 6            | 3                | 0            | 9            | 6            | 2                | 1            | 9            | 7            | 0                | 1            | 8             |
| Winnipeg Child and Family Services                                 | 527          | 216              | 307          | 1,050        | 600          | 183              | 230          | 1,013        | 569          | 156              | 274          | 999           |
| <b>Sub-Total</b>                                                   | <b>884</b>   | <b>322</b>       | <b>538</b>   | <b>1,744</b> | <b>965</b>   | <b>264</b>       | <b>468</b>   | <b>1,697</b> | <b>962</b>   | <b>229</b>       | <b>533</b>   | <b>1,724</b>  |
| <b>MÉTIS AUTHORITY</b>                                             |              |                  |              |              |              |                  |              |              |              |                  |              |               |
| Métis Child, Family and Community Services                         | 560          | 70               | 196          | 826          | 622          | 41               | 132          | 795          | 660          | 34               | 155          | 849           |
| Michif Child and Family Services                                   | 102          | 20               | 52           | 174          | 133          | 8                | 53           | 194          | 142          | 10               | 58           | 210           |
| <b>Sub-Total</b>                                                   | <b>662</b>   | <b>90</b>        | <b>248</b>   | <b>1,000</b> | <b>755</b>   | <b>49</b>        | <b>185</b>   | <b>989</b>   | <b>802</b>   | <b>44</b>        | <b>213</b>   | <b>1,059</b>  |
| <b>TOTAL</b>                                                       | <b>6,233</b> | <b>1,143</b>     | <b>2,354</b> | <b>9,730</b> | <b>6,741</b> | <b>1,031</b>     | <b>2,168</b> | <b>9,940</b> | <b>7,130</b> | <b>841</b>       | <b>2,322</b> | <b>10,293</b> |

<sup>1</sup> Voluntary Placement Agreement.

<sup>2</sup> Churchill Child and Family Services merged with Northern Region May 30, 2012.

**Child Maintenance Provincial Days of Care**  
Actuals 2013/14\*

| Agency/Region                                                                                  | Foster & Special Rate<br>Days of Care |                  |                  | Residential<br>Days of<br>Care | Total Days<br>of Care |
|------------------------------------------------------------------------------------------------|---------------------------------------|------------------|------------------|--------------------------------|-----------------------|
|                                                                                                | Level I                               | Level II-V       | Sub-Total        |                                |                       |
| <b>First Nations of Northern Child and Family Services Authority/Agencies/Regions</b>          |                                       |                  |                  |                                |                       |
| Awasis Agency of Northern Manitoba                                                             | 29,501                                | 63,868           | <b>93,369</b>    | 3,470                          | <b>96,839</b>         |
| Cree Nation Child and Family Caring Agency                                                     | 17,638                                | 130,616          | <b>148,254</b>   | 2,082                          | <b>150,336</b>        |
| Island Lake First Nations Family Services                                                      | 56,715                                | 50,388           | <b>107,103</b>   | 238                            | <b>107,341</b>        |
| Kinosao Sipi Minisowin Agency                                                                  | 24,785                                | 45,409           | <b>70,194</b>    | 878                            | <b>71,072</b>         |
| Nisichawayasihk Cree Nation Family and Community Services                                      | 34,179                                | 32,089           | <b>66,268</b>    | 3,256                          | <b>69,524</b>         |
| Opaskwayak Cree Nation Child and Family Services Inc.                                          | 867                                   | 24,627           | <b>25,494</b>    | 144                            | <b>25,638</b>         |
| Nikan Awasiak Agency                                                                           | 7,723                                 | 18,926           | <b>26,649</b>    | 171                            | <b>26,820</b>         |
| <b>Sub-Total</b>                                                                               | <b>171,408</b>                        | <b>365,923</b>   | <b>537,331</b>   | <b>10,239</b>                  | <b>547,570</b>        |
| <b>First Nations of Southern Manitoba Child and Family Services Authority/Agencies/Regions</b> |                                       |                  |                  |                                |                       |
| Dakota Ojibway Child and Family Services                                                       | 85,068                                | 79,917           | <b>164,985</b>   | 2,415                          | <b>167,400</b>        |
| West Region Child and Family Services                                                          | 54,313                                | 106,237          | <b>160,550</b>   | 3,484                          | <b>164,034</b>        |
| Southeast Child and Family Services                                                            | 56,369                                | 178,793          | <b>235,162</b>   | 4,650                          | <b>239,812</b>        |
| Intertribal Child and Family Services                                                          | 18,779                                | 30,234           | <b>49,013</b>    | 732                            | <b>49,745</b>         |
| Anishinaabe Child and Family Services – West                                                   | 53,520                                | 102,061          | <b>155,581</b>   | 3,890                          | <b>159,471</b>        |
| Peguis Child and Family Services                                                               | 27,869                                | 44,970           | <b>72,839</b>    | 1,850                          | <b>74,689</b>         |
| Sagkeeng Child and Family Services                                                             | 27,788                                | 78,425           | <b>106,213</b>   | 2,711                          | <b>108,924</b>        |
| Animikii Ozoson Child and Family Services, Inc.                                                | 40,597                                | 85,535           | <b>126,132</b>   | 2,549                          | <b>128,681</b>        |
| All Nations Coordinated Response Network (ANCR)                                                | 500                                   | 3,810            | <b>4,310</b>     | 54                             | <b>4,364</b>          |
| Sandy Bay                                                                                      | 17,198                                | 32,581           | <b>49,779</b>    | 1,064                          | <b>50,843</b>         |
| <b>Sub-Total</b>                                                                               | <b>382,001</b>                        | <b>742,563</b>   | <b>1,124,564</b> | <b>23,399</b>                  | <b>1,147,963</b>      |
| <b>General Child and Family Services Authority/Agencies/Regions</b>                            |                                       |                  |                  |                                |                       |
| Winnipeg Child and Family Services                                                             | 76,506                                | 285,564          | <b>362,070</b>   | 17,161                         | <b>379,231</b>        |
| Child and Family Services of Central Manitoba                                                  | 11,179                                | 37,236           | <b>48,415</b>    | 2,400                          | <b>50,815</b>         |
| Child and Family Services of Western Manitoba                                                  | 7,335                                 | 37,578           | <b>44,913</b>    | 5,052                          | <b>49,965</b>         |
| Jewish Child and Family Service                                                                | 587                                   | 4,603            | <b>5,190</b>     | 13                             | <b>5,203</b>          |
| Eastman Region                                                                                 | 36,664                                | 33,895           | <b>70,559</b>    | 2,077                          | <b>72,636</b>         |
| Interlake Region                                                                               | 14,522                                | 11,524           | <b>26,046</b>    | 1,152                          | <b>27,198</b>         |
| Parkland Region                                                                                | 1,360                                 | 2,027            | <b>3,387</b>     | 0                              | <b>3,387</b>          |
| Northern Region                                                                                | 6,091                                 | 19,223           | <b>25,314</b>    | 2,196                          | <b>27,510</b>         |
| <b>Sub-Total</b>                                                                               | <b>154,244</b>                        | <b>431,650</b>   | <b>585,894</b>   | <b>30,051</b>                  | <b>615,945</b>        |
| <b>Métis Child and Family Services Authority</b>                                               |                                       |                  |                  |                                |                       |
| Métis Child, Family and Community Services                                                     | 103,019                               | 216,034          | <b>319,053</b>   | 3,990                          | <b>323,043</b>        |
| Michif Child and Family Services                                                               | 31,087                                | 24,579           | <b>55,666</b>    | 2,181                          | <b>57,847</b>         |
| <b>Sub-Total</b>                                                                               | <b>134,106</b>                        | <b>240,613</b>   | <b>374,719</b>   | <b>6,171</b>                   | <b>380,890</b>        |
| <b>TOTAL</b>                                                                                   | <b>841,759</b>                        | <b>1,780,749</b> | <b>2,622,508</b> | <b>69,860</b>                  | <b>2,692,368</b>      |

\* The days of care include a provision for the accrued outstanding amounts.

## History of Funding (\$000s)

2011/12 to 2013/14

| Service Provider                                                                       | 2011/12                     | 2012/13                      | 2013/14 <sup>4</sup> |
|----------------------------------------------------------------------------------------|-----------------------------|------------------------------|----------------------|
| <b>First Nations of Northern Manitoba Child and Family Services Authority/Agencies</b> |                             |                              |                      |
| First Nations of Northern Manitoba Authority                                           | \$ 20,964                   | \$ 24,866 <sup>5</sup>       | \$ 25,513            |
| Awasis Agency of Northern Manitoba                                                     | 5,963                       | 6,249                        | 7,803                |
| Cree Nation Child and Family Caring Agency                                             | 15,198                      | 10,957                       | 14,758               |
| Island Lake First Nations Family Services                                              | 4,141                       | 4,967                        | 4,416                |
| Kinosao Sipi Minisowin Agency                                                          | 5,739                       | 5,219                        | 7,016                |
| Nisichawayasihk Cree Nation Family and Community Services                              | 7,437                       | 6,748                        | 5,846                |
| Opaskwayak Cree Nation Child and Family Services, Inc.                                 | 1,619                       | 2,392                        | 2,442                |
| Nikan Awasiak Agency <sup>1</sup>                                                      | 217                         | 1,738                        | 2,325                |
| <b>Sub-Total</b>                                                                       | <b>\$ 61,278</b>            | <b>\$ 63,136</b>             | <b>\$ 70,119</b>     |
| <b>First Nations of Southern Manitoba Child and Family Services Authority/Agencies</b> |                             |                              |                      |
| First Nations of Southern Manitoba Authority                                           | \$ 43,914 <sup>5</sup>      | \$ 48,605 <sup>5</sup>       | \$ 48,808            |
| Dakota Ojibway Child and Family Services                                               | 9,393                       | 10,666                       | 9,147                |
| West Region Child and Family Services                                                  | 13,713                      | 12,577                       | 10,838               |
| Southeast Child and Family Services                                                    | 17,285                      | 18,600                       | 19,260               |
| Intertribal Child and Family Services                                                  | 2,797                       | 2,716                        | 2,652                |
| Anishinaabe Child and Family Services – West                                           | 11,637                      | 10,209                       | 9,661                |
| Peguis Child and Family Services                                                       | 3,642                       | 3,271                        | 3,260                |
| Sagkeeng Child and Family Services                                                     | 7,276                       | 7,369                        | 6,505                |
| Animikii Ozoson Child and Family Services, Inc.                                        | 10,683                      | 11,700                       | 10,909               |
| All Nations Coordinated Response Network (ANCR)                                        | 256                         | 215                          | 242                  |
| Sandy Bay                                                                              | 3,008                       | 2,686                        | 5,780                |
| <b>Sub-Total</b>                                                                       | <b>\$123,604</b>            | <b>\$128,614</b>             | <b>\$127,062</b>     |
| <b>General Child and Family Services Authority/ Agencies/Regional Offices</b>          |                             |                              |                      |
| General Child and Family Services Authority                                            | \$ 13,835                   | \$ 14,143                    | \$ 13,982            |
| Winnipeg Child and Family Services                                                     | 64,381                      | 74,028                       | 81,157               |
| Child and Family Services of Central Manitoba                                          | 3,533                       | 4,072                        | 4,765                |
| Child and Family Services of Western Manitoba                                          | 3,458                       | 3,528                        | 4,497                |
| Jewish Child and Family Service                                                        | 931                         | 881                          | 661                  |
| Churchill Health Centre <sup>2</sup>                                                   | 477                         | 251                          | --                   |
| Eastman Region                                                                         | 4,985                       | 5,790                        | 6,673                |
| Interlake Region                                                                       | 1,876                       | 1,968                        | 2,589                |
| Parkland Region                                                                        | 267                         | 277                          | 313                  |
| Northern Region                                                                        | 3,593                       | 3,405                        | 3,155                |
| <b>Sub-Total</b>                                                                       | <b>\$ 97,336</b>            | <b>\$108,343</b>             | <b>\$117,792</b>     |
| <b>Métis Child and Family Services Authority/Agencies</b>                              |                             |                              |                      |
| Métis Child and Family Services Authority                                              | \$ 14,034                   | \$ 19,084                    | \$ 17,819            |
| Metis Child, Family and Community Services                                             | 33,975                      | 30,386                       | 28,230               |
| Michif Child and Family Services <sup>3</sup>                                          | 1,825                       | 5,669                        | 7,647                |
| <b>Sub-Total</b>                                                                       | <b>\$ 49,834</b>            | <b>\$ 55,139</b>             | <b>\$ 53,696</b>     |
| <b>Directorate Programs</b>                                                            | <b>\$ 9,562<sup>5</sup></b> | <b>\$ 12,993<sup>5</sup></b> | <b>\$ 13,914</b>     |
| <b>MANDATED AGENCIES SUB-TOTAL</b>                                                     | <b>\$341,614</b>            | <b>\$368,225</b>             | <b>\$382,583</b>     |
| Treatment Centres – Grants                                                             | \$ 8,007                    | \$ 9,338                     | \$ 9,536             |
| Residential Care                                                                       | 23,705                      | 22,350 <sup>5</sup>          | 23,820               |
| Other Agencies/Programs                                                                | 10,820                      | 13,977                       | 14,339               |
| Changes for Children – External Review                                                 | 10,472                      | 0                            | 0                    |
| <b>TOTAL</b>                                                                           | <b>\$394,618</b>            | <b>\$413,890</b>             | <b>\$430,278</b>     |

<sup>1</sup> Nikan Awasiak Agency – located in Cross Lake, Manitoba received its mandate on October 1, 2011.

<sup>2</sup> Churchill Child and Family Services merged with Northern Region May 30, 2012.

<sup>3</sup> Michif Child and Family Services – located in The Pas, Manitoba received its mandate on October 1, 2011.

<sup>4</sup> The 2013/14 funding includes a provision for accrued outstanding amounts.

<sup>5</sup> Figures have been restated for comparative purposes.

# Financial Information

## REVENUE SUMMARY TABLE

### Department of Family Services Revenue Summary

For the fiscal year ended March 31, 2014 with comparative figures for the previous year - \$000s

| Actual<br>2012/13           | Actual<br>2013/14 | Increase/<br>(Decrease) | Expl.<br>No. | Revenue Source                          | Actual<br>2013/14 | Estimate<br>2013/14 | Increase/<br>(Decrease) | Expl.<br>No. |
|-----------------------------|-------------------|-------------------------|--------------|-----------------------------------------|-------------------|---------------------|-------------------------|--------------|
| <b>Other Revenue</b>        |                   |                         |              |                                         |                   |                     |                         |              |
| \$20,030                    | \$24,530          | \$4,500                 | 1            | Children's Special Allowance Recoveries | \$24,530          | \$20,030            | \$4,500                 | 4            |
| 1,469                       | 1,882             | 413                     | 2            | Sundry                                  | 1,882             | 1,685               | 197                     |              |
| 21,499                      | 26,412            | 4,913                   |              | Sub-Total                               | 26,412            | 21,715              | 4,697                   |              |
| <b>Government of Canada</b> |                   |                         |              |                                         |                   |                     |                         |              |
| 129                         | 0                 | (129)                   | 3            | Supporting Families Initiative          | -                 | -                   | -                       |              |
| 129                         | -                 | (129)                   |              | Sub-Total                               | -                 | -                   | -                       |              |
| 21,628                      | 26,412            | 4,784                   |              | <b>Total Revenue</b>                    | 26,412            | 21,715              | 4,697                   |              |

1. The variance is due to the recovery of outstanding Child Support Allowance funds owed to the Province
2. The variance is primarily due to an increase in both volume and price for Child Abuse Registry Checks, and the implementation of Adult Abuse Registry Checks late in the 2012/13 fiscal year.
3. The variance is primarily due to the receipt of funding in 2012/13 related to an agreement that has since expired.
4. The variance is due to the recovery of outstanding Child Support Allowance funds in 2013/14 that were owed to the Province.

## FIVE-YEAR EXPENDITURE AND STAFFING SUMMARY TABLE

### Department of Family Services

#### Five-Year Expenditure and Staffing Summary by Main Appropriation

For the fiscal years ended March 31, 2010 - March 31, 2014

| Main Appropriation                                         | 2009/10*        |                | 2010/11*        |                | 2011/12*        |                | 2012/13*        |                  | 2013/14         |                  |
|------------------------------------------------------------|-----------------|----------------|-----------------|----------------|-----------------|----------------|-----------------|------------------|-----------------|------------------|
|                                                            | FTE             | \$000s         | FTE             | \$000s         | FTE             | \$000s         | FTE             | \$000s           | FTE             | \$000s           |
| 09-1 Administration and Finance                            | 98.50           | 9,688          | 96.50           | 8,671          | 94.50           | 9,242          | 95.50           | 9,738            | 92.00           | 9,567            |
| 09-2 Community Service Delivery                            | 1,824.81        | 130,198        | 1,811.81        | 129,769        | 1,801.81        | 129,749        | 1,810.09        | 132,762          | 1,787.59        | 135,137          |
| 09-3 Disability Programs and Early Learning and Child Care | 84.00           | 384,132        | 83.00           | 410,691        | 84.00           | 440,443        | 84.00           | 474,266          | 82.00           | 500,894          |
| 09-4 Child and Family Services                             | 106.50          | 332,341        | 102.50          | 363,144        | 103.50          | 403,023        | 127.00          | 425,047          | 126.50          | 440,396          |
| 09-5 Costs Related to Capital Assets                       |                 | 3,538          |                 | 3,407          |                 | 3,306          |                 | 3,322            |                 | 3,232            |
| <b>Total Family Services</b>                               | <b>2,113.81</b> | <b>859,897</b> | <b>2,093.81</b> | <b>915,682</b> | <b>2,083.81</b> | <b>985,763</b> | <b>2,116.59</b> | <b>1,045,135</b> | <b>2,088.09</b> | <b>1,089,226</b> |

\* Expenditures have been adjusted for comparative purposes in those appropriations affected by a reorganization.

## Family Services

### Reconciliation Statement

| <b>Details</b>                                                                                                                                                                                                                  | <b>2013/14<br/>Estimates<br/>\$000</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| 2013/14 Main Estimates<br><br>Main Estimates Authority transferred from: <ul style="list-style-type: none"><li>- Enabling Appropriation<ul style="list-style-type: none"><li>• Internal Service Adjustments</li></ul></li></ul> | 1,078,036<br><br><br><br><br>275       |
| <b>2013/14 Estimate</b>                                                                                                                                                                                                         | <b>1,078,311</b>                       |



## EXPENDITURE SUMMARY TABLE

### Department of Family Services Expenditure Summary

For the fiscal year ended March 31, 2014 with comparative figures for the previous year - \$000s

| Estimate<br>2013/14 <sup>a)</sup>      | Appropriation                              | Actual<br>2013/14 | Actual<br>2012/13 <sup>b)</sup> | Increase/<br>(Decrease) | Expl.<br>No. |
|----------------------------------------|--------------------------------------------|-------------------|---------------------------------|-------------------------|--------------|
| <b>09-1 Administration and Finance</b> |                                            |                   |                                 |                         |              |
| \$37                                   | (a) Minister's Salary                      | \$36              | \$37                            | (1)                     |              |
| 742                                    | (b) Executive Support                      | 807               | 767                             | 40                      |              |
| 65                                     | Salaries and Employee Benefits             | 82                | 72                              | 10                      |              |
|                                        | Other Expenditures                         |                   |                                 |                         |              |
| 459                                    | (c) Social Services Appeal Board           | 498               | 419                             | 79                      | 1            |
| 83                                     | Salaries and Employee Benefits             | 84                | 90                              | (6)                     |              |
|                                        | Other Expenditures                         |                   |                                 |                         |              |
| 268                                    | (d) Integrated Community Initiatives       | 306               | 185                             | 121                     | 2            |
| 80                                     | Salaries and Employee Benefits             | 131               | 82                              | 49                      | 3            |
|                                        | Other Expenditures                         |                   |                                 |                         |              |
| 938                                    | (e) Policy and Planning                    | 908               | 935                             | (27)                    |              |
| 148                                    | Salaries and Employee Benefits             | 138               | 176                             | (38)                    | 4            |
|                                        | Other Expenditures                         |                   |                                 |                         |              |
| 1,394                                  | (f) Financial and Administrative Services  | 1,493             | 1,479                           | 14                      |              |
| 359                                    | Salaries and Employee Benefits             | 352               | 347                             | 5                       |              |
|                                        | Other Expenditures                         |                   |                                 |                         |              |
| 867                                    | (g) Innovation, Information and Technology | 766               | 596                             | 170                     | 5            |
| 1,808                                  | Salaries and Employee Benefits             | 1,558             | 2,066                           | (508)                   | 6            |
|                                        | Other Expenditures                         |                   |                                 |                         |              |
| 1,340                                  | (h) Agency Accountability and Support Unit | 1,279             | 1,176                           | 103                     |              |
| 367                                    | Salaries and Employee Benefits             | 159               | 334                             | (175)                   | 7            |
|                                        | Other Expenditures                         |                   |                                 |                         |              |
| 660                                    | (i) Manitoba Status of Women               | 659               | 606                             | 53                      |              |
| 263                                    | Salaries and Employee Benefits             | 243               | 307                             | (64)                    | 8            |
| 160                                    | Other Expenditures                         | 68                | 64                              | 4                       |              |
|                                        | Grants                                     |                   |                                 |                         |              |
| <b>\$10,008</b>                        | <b>Total 09-1</b>                          | <b>\$9,567</b>    | <b>\$9,738</b>                  | <b>(\$171)</b>          |              |

## EXPENDITURE SUMMARY TABLE

### Department of Family Services

#### Expenditure Summary

For the fiscal year ended March 31, 2014 with comparative figures for the previous year - \$000s

| Estimate<br>2013/14 <sup>a)</sup>      | Appropriation                               | Actual<br>2013/14 | Actual<br>2012/13 <sup>b)</sup> | Increase/<br>(Decrease) | Expl.<br>No. |
|----------------------------------------|---------------------------------------------|-------------------|---------------------------------|-------------------------|--------------|
| <b>09-2 Community Service Delivery</b> |                                             |                   |                                 |                         |              |
|                                        | (a) Service Delivery Support                |                   |                                 |                         |              |
| \$2,192                                | Salaries and Employee Benefits              | \$2,176           | \$2,798                         | (622)                   | 9            |
| 4,893                                  | Other Expenditures                          | 5,165             | 4,921                           | 244                     |              |
|                                        | (b) Rural and Northern Services             |                   |                                 |                         |              |
| 27,286                                 | Salaries and Employee Benefits              | 26,246            | 25,564                          | 682                     |              |
| 4,524                                  | Other Expenditures                          | 4,166             | 3,951                           | 215                     |              |
|                                        | (c) Winnipeg Services                       |                   |                                 |                         |              |
| 34,911                                 | Salaries and Employee Benefits              | 35,199            | 34,486                          | 713                     |              |
| 5,532                                  | Other Expenditures                          | 4,906             | 4,841                           | 65                      |              |
|                                        | (d) Provincial Services                     |                   |                                 |                         |              |
| 2,685                                  | Salaries and Employee Benefits              | 2,498             | 2,431                           | 67                      |              |
| 616                                    | Other Expenditures                          | 537               | 587                             | (50)                    |              |
|                                        | (e) Manitoba Developmental Centre           |                   |                                 |                         |              |
| 29,851                                 | Salaries and Employee Benefits              | 29,452            | 29,544                          | (102)                   |              |
| 2,832                                  | Other Expenditures                          | 2,510             | 2,567                           | (57)                    |              |
| (312)                                  | Less: Recoverable from other appropriations | (277)             | (301)                           | 24                      |              |
|                                        | (f) Winnipeg Child and Family Services      |                   |                                 |                         |              |
| 19,367                                 | Salaries and Employee Benefits              | 20,752            | 19,554                          | 1,198                   |              |
| 2,400                                  | Other Expenditures                          | 1,807             | 1,809                           | (2)                     |              |
| <b>\$136,777</b>                       | <b>Total 09-2</b>                           | <b>\$135,137</b>  | <b>\$132,762</b>                | <b>\$2,375</b>          |              |

## EXPENDITURE SUMMARY TABLE

### Department of Family Services

#### Expenditure Summary

For the fiscal year ended March 31, 2014 with comparative figures for the previous year - \$000s

| Estimate<br>2013/14 <sup>a)</sup>                                     | Appropriation                           | Actual<br>2013/14 | Actual<br>2012/13 <sup>b)</sup> | Increase/<br>(Decrease) | Expl.<br>No. |
|-----------------------------------------------------------------------|-----------------------------------------|-------------------|---------------------------------|-------------------------|--------------|
| <b>09-3 Disability Programs and<br/>Early Learning and Child Care</b> |                                         |                   |                                 |                         |              |
| <b>(a) Strategic Initiatives and Program Support</b>                  |                                         |                   |                                 |                         |              |
| \$1,596                                                               | Salaries and Employee Benefits          | \$1,420           | \$1,340                         | 80                      |              |
| 384                                                                   | Other Expenditures                      | 440               | 408                             | 32                      |              |
| <b>(b) Disability Programs</b>                                        |                                         |                   |                                 |                         |              |
| 1,247                                                                 | Salaries and Employee Benefits          | 1,300             | 1,203                           | 97                      |              |
| 217                                                                   | Other Expenditures                      | 149               | 41                              | 108                     | 10           |
| 302,674                                                               | Community Living disABILITY<br>Services | 313,370           | 293,138                         | 20,232                  | 11           |
| 28,076                                                                | Children's disABILITY Services          | 27,870            | 27,134                          | 736                     |              |
| <b>(c) Office of the Vulnerable Persons' Commissioner</b>             |                                         |                   |                                 |                         |              |
| 500                                                                   | Salaries and Employee Benefits          | 411               | 364                             | 47                      |              |
| 107                                                                   | Other Expenditures                      | 82                | 100                             | (18)                    | 12           |
| <b>(d) Early Learning and Child Care</b>                              |                                         |                   |                                 |                         |              |
| 2,378                                                                 | Salaries and Employee Benefits          | 2,336             | 2,284                           | 52                      |              |
| 1,409                                                                 | Other Expenditures                      | 977               | 949                             | 28                      |              |
| 143,388                                                               | Financial Assistance Grants             | 139,436           | 134,671                         | 4,765                   | 13           |
| <b>(e) Family Violence Prevention</b>                                 |                                         |                   |                                 |                         |              |
| 576                                                                   | Salaries and Employee Benefits          | 620               | 559                             | 61                      |              |
| 93                                                                    | Other Expenditures                      | 238               | 83                              | 155                     | 14           |
| 12,932                                                                | External Agencies                       | 12,245            | 11,992                          | 253                     |              |
| <b>\$495,577</b>                                                      | <b>Total 09-3</b>                       | <b>\$500,894</b>  | <b>\$474,266</b>                | <b>\$26,628</b>         |              |

## EXPENDITURE SUMMARY TABLE

### Department of Family Services

#### Expenditure Summary

For the fiscal year ended March 31, 2014 with comparative figures for the previous year - \$000s

| Estimate<br>2013/14 <sup>a)</sup>     | Appropriation                                            | Actual<br>2013/14  | Actual<br>2012/13 <sup>b)</sup> | Increase/<br>(Decrease) | Expl.<br>No. |
|---------------------------------------|----------------------------------------------------------|--------------------|---------------------------------|-------------------------|--------------|
| <b>09-4 Child and Family Services</b> |                                                          |                    |                                 |                         |              |
|                                       | (a) Strategic Initiatives and Program Support            |                    |                                 |                         |              |
| \$2,520                               | Salaries and Employee Benefits                           | \$2,365            | \$2,654                         | (289)                   |              |
| 179                                   | Other Expenditures                                       | 145                | 163                             | (18)                    |              |
| 484                                   | Aboriginal Justice Inquiry –<br>Child Welfare Initiative | 2                  | 19                              | (17)                    | 15           |
|                                       | (b) Child Protection                                     |                    |                                 |                         |              |
| 5,273                                 | Salaries and Employee Benefits                           | 5,018              | 4,864                           | 154                     |              |
| 1,984                                 | Other Expenditures                                       | 2,009              | 1,800                           | 209                     |              |
| 421,416                               | Authorities and Maintenance of<br>Children               | 430,278            | 414,405                         | 15,873                  | 16           |
| 750                                   | (c) Phoenix Sinclair Enquiry                             | 579                | 1,142                           | (563)                   | 17           |
| <b>\$432,606</b>                      | <b>Total 09-4</b>                                        | <b>\$440,396</b>   | <b>\$425,047</b>                | <b>\$15,349</b>         |              |
|                                       | <b>09-5 Costs Related to Capital Assets</b>              |                    |                                 |                         |              |
| <b>\$3,343</b>                        |                                                          | <b>\$3,232</b>     | <b>\$3,322</b>                  | <b>(\$90)</b>           |              |
| <b>\$1,078,311</b>                    | <b>Total Family Services</b>                             | <b>\$1,089,226</b> | <b>\$1,045,135</b>              | <b>\$44,091</b>         |              |

1. The variance is primarily due to the establishment of the Fair Practices Officer.
2. The variance is primarily due to branch configuration being different than the amount attributed to this activity in the prior year (as a result of a series of reorganizations), as the branch did not exist until late August 2013/14 and includes incremental FTEs in 2014/15.
3. The variance is primarily attributed to full-year operating costs in the current year, compared to part-year costs in the prior year, when the branch was established in-year (late August).
4. The variance is primarily due to a decrease in rent and advertising costs.
5. The variance is primarily due to vacancy management in 2012/13 and a severance payout for a confirmed retirement in 2013/14.
6. The variance is primarily due to one-time costs in 2012/13 associated to a consulting firm hired by the Department.
7. The variance is primarily due to audit costs incurred in 2012/13 that were not incurred in 2013/14.
8. The variance is primarily due to reduced communication costs associated with programming.
9. The variance is primarily due to the retraction of positions, vacancy management in 2013/14, and severance pay for a confirmed retirement in 2012/13.
10. The variance is primarily attributable to increased operating costs.
11. The variance is primarily attributable to annualization of services implemented part-year 2012/13 and new volume implemented in 2013/14.
12. The variance is primarily attributable to reduced general operating costs.
13. The variance is primarily attributable to increased operating grants due to increased spaces and annualization requirements.
14. The variance is primarily attributable to increased legal services.
15. The variance is related to expenditures in 2012/13 for short-term contracts that did not continue in 2013/14.
16. The variance is primarily attributed to an increase in the number of children in care and increased costs for Child Maintenance, as well as increased funding to child care treatment centres and residential care facilities.
17. The variance is primarily the result of part year expenditures due to the finalization of the Inquiry in 2013/14.

**NOTES:**

- a) The 2013/14 Estimate reflects amounts as displayed in the Printed Main Estimates as well as allocations from an Enabling Appropriation.
- b) The 2012/13 data has been reorganized to reflect the 2013/14 appropriation structure.

# Department of Family Services

## Performance Reporting: Measures of Performance or Progress

The following section provides information on key performance measures for the department for the 2013/14 reporting year. All Government of Manitoba departments include performance measures in their Annual Reports which are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities, and their impact on the province and its citizens.

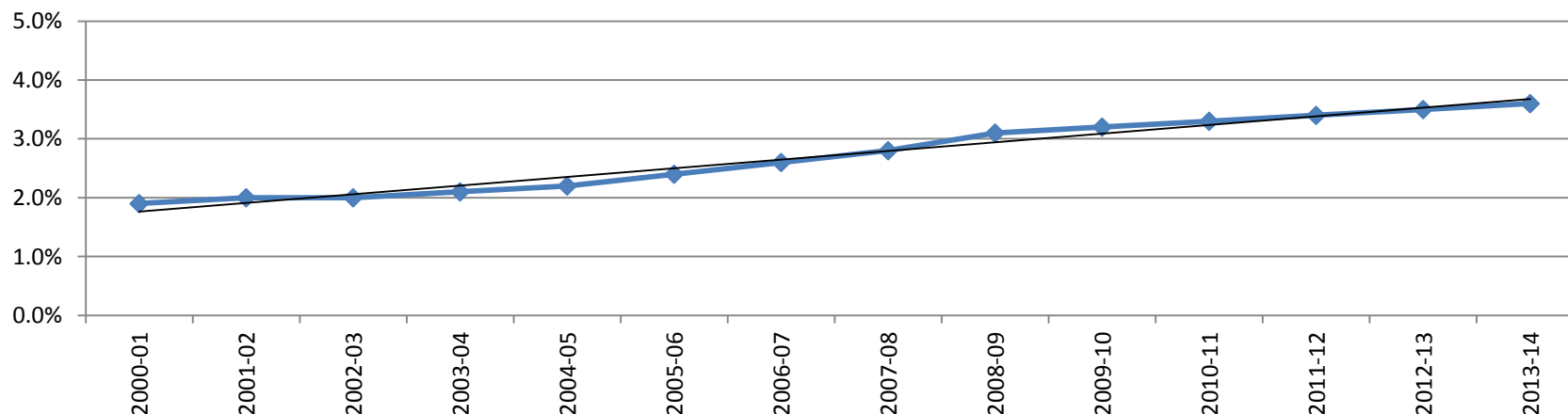
For more information on performance reporting and the Manitoba government, visit [www.manitoba.ca/performance](http://www.manitoba.ca/performance). Your comments on performance measures are valuable to us. You can send comments or questions to [mbperformance@gov.mb.ca](mailto:mbperformance@gov.mb.ca).

| What is being measured and using what indicator?                                                                                                                                                                                                                                     | Why is it important to measure this?                                                                                                                          | Where are we starting from (baseline measurement)? | What is the 2013/14 result (current year) or most recent available data? | What is the trend over time?                                          | Comments/Recent Actions/ Report Links                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Community Living disABILITY Services' Supports – Active caseload of people assisted by Community Living disABILITY Services (this includes individuals who received some type of funded service, as well as individuals who received assistance through case management activities). | An increase to this measure demonstrates government's continuing commitment to persons with disabilities and increasing their participation in the community. | Total<br>3,527<br>(1999/00)                        | Total<br>5,672<br>(2013/14)                                              | Since 1999, the total active caseload has increased by 60.8 per cent. | Since 1999, individuals funded for Residential Services increased by 124 per cent (from 1,680 to 3,763). There was a 3.6 per cent increase (3,633 to 3,763) in the number of individuals funded for Residential Services in the last year.<br><br>These supports allowed 5,672 adults with a mental disability to safely live and more fully participate as active members of the community. |

| What is being measured and using what indicator?                                                                   | Why is it important to measure this?                                                                                                                                         | Where are we starting from (baseline measurement)?                                                                                                                                                                | What is the 2013/14 result (current year) or most recent available data?                                                                                                                                           | What is the trend over time?                                                | Comments/Recent Actions/ Report Links                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Availability of child care – Per cent of children age 12 and under for whom there is a regulated child care space. | The availability of regulated child care spaces is a key indicator of how Manitoba is progressing with respect to access to supports for children, families and communities. | <p><b>Overall</b><br/>Ages 0-12:<br/>12.4 per cent<br/>(2000/01)</p> <p><b>Preschool</b><br/>Ages 0-5:<br/>21.0 per cent<br/>(2000/01)</p> <p><b>School-age</b><br/>Ages 6-12:<br/>6.0 per cent<br/>(2000/01)</p> | <p><b>Overall</b><br/>Ages 0-12:<br/>17.3 per cent<br/>(2013/14)</p> <p><b>Preschool</b><br/>Ages 0-5:<br/>24.4 per cent<br/>(2013/14)</p> <p><b>School-age</b><br/>Ages 6-12:<br/>10.9 per cent<br/>(2013/14)</p> | There has been an increase in this indicator from 2001, for all categories. | <p>In 2013, the Department concluded <i>Family Choices: Manitoba's Five-Year Agenda for Early Learning and Child Care</i>.</p> <p>A public consultation was undertaken in the fall of 2013 to inform the development of the next multi-year plan for early learning and child care.</p> <p>Since 1999, over 12,600 more child care spaces have been approved for funding. In 2012/13, there were 31,634 licensed spaces in Manitoba; in 2013/14, the number of spaces increased by 921 to 32,555.</p> <p>Funding for the Inclusion Support Program, which encourages meaningful participation of children with additional support needs in child care, has increased by 182 per cent since 1999/00.</p> |

| What is being measured and using what indicator?                                                                                                                                                                  | Why is it important to measure this?                                                                                                                                                                                                              | Where are we starting from (baseline measurement)? | What is the 2013/14 result (current year) or most recent available data? | What is the trend over time?                                                                                     | Comments/Recent Actions/ Report Links                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The incidence of child welfare cases in which the agency deems it necessary to remove a child or children, by measuring the number of children in care as a percentage of children in Manitoba ages 17 and under. | The percentage of Manitoba children in care indicates the level of activity of the CFS agencies in bringing children into care. It may also be seen as a broad measure of the well-being of children in a community (please see comments column). | 1.9 per cent (2000/01)                             | 3.6 per cent<br>Excludes extensions of care (18+ years of age)           | The percentage of Manitoba children in care has increased from 1.9 per cent (2000/01) to 3.6 per cent (2013/14). | According to a 2009 report of the National Child Welfare Outcomes Indicator Matrix initiative, “[a]s a broader community health indicator, the incidence of out-of home placement is an important gauge of the overall well-being of children in a community.” <sup>1</sup><br><br>Note however, that the number of children in care is driven by many factors, including the composition and growth rate of Manitoba’s population, societal changes, economic conditions, employment rates, family and community relations and supports, and changes in definitions. |

**Children in care as a percentage of children in Manitoba ages 17 and under**



<sup>1</sup> Trocmé, N., et al (2009) *National Child Welfare Outcomes Indicator Matrix (NOM)*. Retrieved from <http://www.cecw-cepb.ca/publications/948>



| What is being measured and using what indicator?                                                                                                                                                                                                                                                                                                                                  | Why is it important to measure this?                                                                                       | Where are we starting from (baseline measurement)?                                                                                                                                                                                                                                             | What is the 2013/14 result (current year) or most recent available data?                                                                                                                                                                                                                                       | What is the trend over time?                                                                                                                                                                                                    | Comments/Recent Actions/ Report Links |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| <p>Family re-involvement in Child and Family Services (CFS) within 1 year after case closure.</p> <p>The number of families who experience new or further involvement with CFS services within one year of case closures, as determined by a report resulting in an investigation, and a new case created, expressed as a percentage of all case closures in the time period.</p> | <p>Re-involvement one year after case closure is an indicator of whether CFS interventions are effective and enduring.</p> | <p>Baseline: 2006/07</p> <p>Of all cases that were closed in 2006/07, a total of 16 per cent became re-involved with CFS, resulting in a new case being opened.</p> <p>Of the 16 per cent of cases that were opened (re-involved), 10 per cent resulted in children being admitted to care</p> | <p>Most recent data is from 2013/14:</p> <p>Of all cases that were closed in 2013/14, a total of 17 per cent became re-involved with CFS, resulting in a new case being opened.</p> <p>Of the 17 per cent of cases that were opened (re-involved), 6 per cent resulted in children being admitted to care.</p> | <p>The rate of re-involvement resulting in new cases is virtually unchanged in 2013/14 from the rate of re-involvement in 2006/07.</p> <p>However, re-involvement resulting in a child being admitted to care has declined.</p> |                                       |

| <b>What is being measured and using what indicator?</b>                                                                 | <b>Why is it important to measure this?</b>                                                                                                    | <b>Where are we starting from (baseline measurement)?</b> | <b>What is the 2013/14 result (current year) or most recent available data?</b> | <b>What is the trend over time?</b>                                                                                 | <b>Comments/Recent Actions/ Report Links</b> |
|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| Percentage of Manitobans who are living in low income, as measured by Statistics Canada's Market Basket Measure (MBM)   | A reduction in this measure means more Manitobans have the resources they need to reach their full potential and fully participate in society. | 2002 - 12.8 per cent                                      | 2011 – 11.5 per cent<br><br>(most recent data available)                        | Since 2002, the overall low income rate has decreased by 10.2 per cent                                              |                                              |
| <b>What is being measured and using what indicator?</b>                                                                 | <b>Why is it important to measure this?</b>                                                                                                    | <b>Where are we starting from (baseline measurement)?</b> | <b>What is the 2013/14 result (current year) or most recent available data?</b> | <b>What is the trend over time?</b>                                                                                 | <b>Comments/Recent Actions/ Report Links</b> |
| The percentage of agencies funded by the Department where there are signed Service Purchase Agreements (SPAs) in place. | A high percentage of signed SPAs indicates the Department has improved accountability and agency capacity to deliver high quality services.    | 31.1 per cent (1998/99)                                   | 98.4 per cent (181) of SPAs were signed as at March 31, 2014.                   | Since 1998, there has been a 229 per cent increase in the number of signed SPAs (55 in 1998/99 and 181 in 2013/14). |                                              |

## **The Public Interest Disclosure (Whistleblower Protection) Act**

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or, knowingly directing or counselling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been or is about to be committed, is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department's annual report in accordance with Section 18 of the Act.

The following is a summary of disclosures received by Manitoba Family Services for fiscal year 2013/14:

| <b>Information Required Annually<br/>(per Section 18 of The Act)</b>                                                                                                                                                                                                         | <b>Fiscal Year<br/>2013/14</b> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| The number of disclosures received, and the number acted on and not acted on.<br><i>Subsection 18(2)(a)</i>                                                                                                                                                                  | <b>NIL</b>                     |
| The number of investigations commenced as a result of a disclosure.<br><i>Subsection 18(2)(b)</i>                                                                                                                                                                            | <b>NIL</b>                     |
| In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken.<br><i>Subsection 18(2)(c)</i> | <b>NIL</b>                     |



## THE ADULT ABUSE REGISTRY COMMITTEE – ANNUAL REPORT

### JURISDICTION OF THE ADULT ABUSE REGISTRY COMMITTEE

The Adult Abuse Registry Committee the “Committee”) was established by *The Adult Abuse Registry Act* (“AARA”) on January 15, 2013, with the purpose of reviewing reports of abuse or neglect of specified adults for potential referral to the Adult Abuse Registry. For the purposes of the AARA, a “specified adult” means a vulnerable person as defined under *The Vulnerable Person Living with a Mental Disability Act* (“VPA”) or a patient as defined under *The Protection for Persons in Care Act* (“PPCA”). The Committee receives reports from designated officers under either the VPA or the PPCA.

The Committee reports directly to the Minister of Family Services. This document constitutes the Committee’s annual report of its activities as required by section 43 of the AARA

### BOARD MEMBERSHIP

As of March 31, 2014, the Committee consisted of 16 members who were appointed by the Lieutenant Governor in Council for a renewable term of three years.

The AARA provides that “to be eligible to be appointed as a member of the committee, a person must

- (a) in the opinion of the Lieutenant Governor in Council, be knowledgeable about abuse and neglect and the need to protect persons from abuse and neglect;
- (b) not be an employee under the control of the responsible minister or a minister responsible for a designated Act; and
- (c) meet any other criteria specified in the regulations.”

The AAR Regulation stipulates that Committee membership is to be made up of:

- (a) law enforcement officers;
- (b) lawyers;
- (c) health professionals;
- (d) persons with experience in providing care or services to specified adults; and
- (e) other persons who the Lieutenant Governor in Council considers appropriate.

Staff that support the activities of the Committee are employed by the Department of Family Services.

**Committee Appointees: as of March 31, 2014:**

- Chair:** John Leggat
- Vice-Chair:** Janet Forbes
- Members:** Detective Sergeant Steve Peltier  
 Debra Roach  
 Inspector Gord Perrier  
 Sergeant Robert Cooke  
 Tracy Lloyd  
 Craig Murray  
 Glen Reid  
 Dr. Larry Hardy  
 Janet Wikstrom  
 Linda Burnside  
 Valerie Kellberg  
 Janice Epp  
 Lana Penner  
 Sheila Holden

**SUMMARY OF REPORTS SUBMITTED BY DESIGNATED OFFICERS**

| <b>SUMMARY OF COMMITTEE ACTIVITY<br/>JANUARY 15/13 – MARCH 31/14</b> |                              |                                 |                        |                                                                   |
|----------------------------------------------------------------------|------------------------------|---------------------------------|------------------------|-------------------------------------------------------------------|
|                                                                      | <b>NUMBER OF<br/>REPORTS</b> | <b>STATUS OF REVIEW</b>         |                        |                                                                   |
|                                                                      |                              | <b>Referral to<br/>Registry</b> | <b>No<br/>Referral</b> | <b>Under Review by the<br/>Committee as of<br/>March 31, 2014</b> |
| <b>TOTAL</b>                                                         | <b>29</b>                    | <b>7</b>                        | <b>4</b>               | <b>18</b>                                                         |

## THE ADULT ABUSE REGISTRY REGISTRAR – ANNUAL REPORT

The Adult Abuse Registry (AAR) is a database that records the identity of individuals who have been found to have abused or neglected a vulnerable adult defined under *The Vulnerable Person Living with a Mental Disability Act (VPA)* or a patient defined under *The Protection for Persons in Care Act (PPCA)*. The purpose of the AAR is to allow employers to screen potential employees and volunteers who want to work directly with either of these populations.

| <b>ADULT ABUSE REGISTRY – STATISTICAL REPORT</b> |                                 |                |                                       |
|--------------------------------------------------|---------------------------------|----------------|---------------------------------------|
|                                                  | <b>2012/13<br/>(Jan to Mar)</b> | <b>2013/14</b> | <b>Total Since<br/>Implementation</b> |
| Number of Checks                                 | 857                             | 17,739         | 18,596                                |
| Number of Registrations <sup>1</sup>             | 9                               | 1              | 10                                    |

<sup>1</sup> There are two ways that a name may be listed on the AAR: if a person has been found or pleaded guilty to an offence involving the abuse or neglect of a vulnerable adult under *The VPA* or a patient under *The PPCA*, the person's name must be entered in the Registry; and if the Adult Abuse Registry Committee (AARC) determines that a person has abused or neglected a vulnerable adult under *The VPA* or a patient under *The PPCA* and that the person's name should be placed on the AAR, the name must be entered in the Registry.