

**Annual Report
1991 - 92**

**Manitoba Family
Services**



Includes 10% post-consumer waste



**Minister of
Family Services**

Room 357
Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

December, 1992

His Honour George Johnson
Lieutenant-Governor
Province of Manitoba

May It Please Your Honour:

I have the pleasure of presenting herewith the Annual Report of the Department of Family Services of the Province of Manitoba for the year 1991/92.

Respectfully submitted,

Harold Gilleshammer





**Deputy Minister of
Family Services**

Winnipeg, Manitoba, CANADA
R3C 0V8

December, 1992

The Honourable Harold Gilleshammer
Minister of Family Services
357 Legislative Building

Sir:

I have the privilege of respectfully presenting herewith the Annual Report of the Department of Family Services of the Province of Manitoba for the year 1991/92.

The Department of Family Services was established in April 1989, bringing together a broad range of human support services formerly in the Departments of Community Services and Employment Services and Economic Security.

The department implemented a number of major reforms and new initiatives during the 1991/92 fiscal year. A special new monthly supplement, Income Assistance for the Disabled, was introduced to offset the higher cost of living experienced by disabled social allowances recipients. Winnipeg's six child and family services agencies were consolidated in order to streamline administration and bring a more coordinated focus to service delivery. A major restructuring of provincial day care funding was implemented, shifting public support from categorical grants to income-tested subsidies. The Working Group on Community Living completed its report, and a review of legislation affecting adult Manitobans living with a mental disability was undertaken.

In the coming year, the department plans to maintain and enhance vital social services to sustain and protect those Manitobans most in need.

Respectfully submitted,

Roxy Freedman

Roxy Freedman



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Mission and Goals

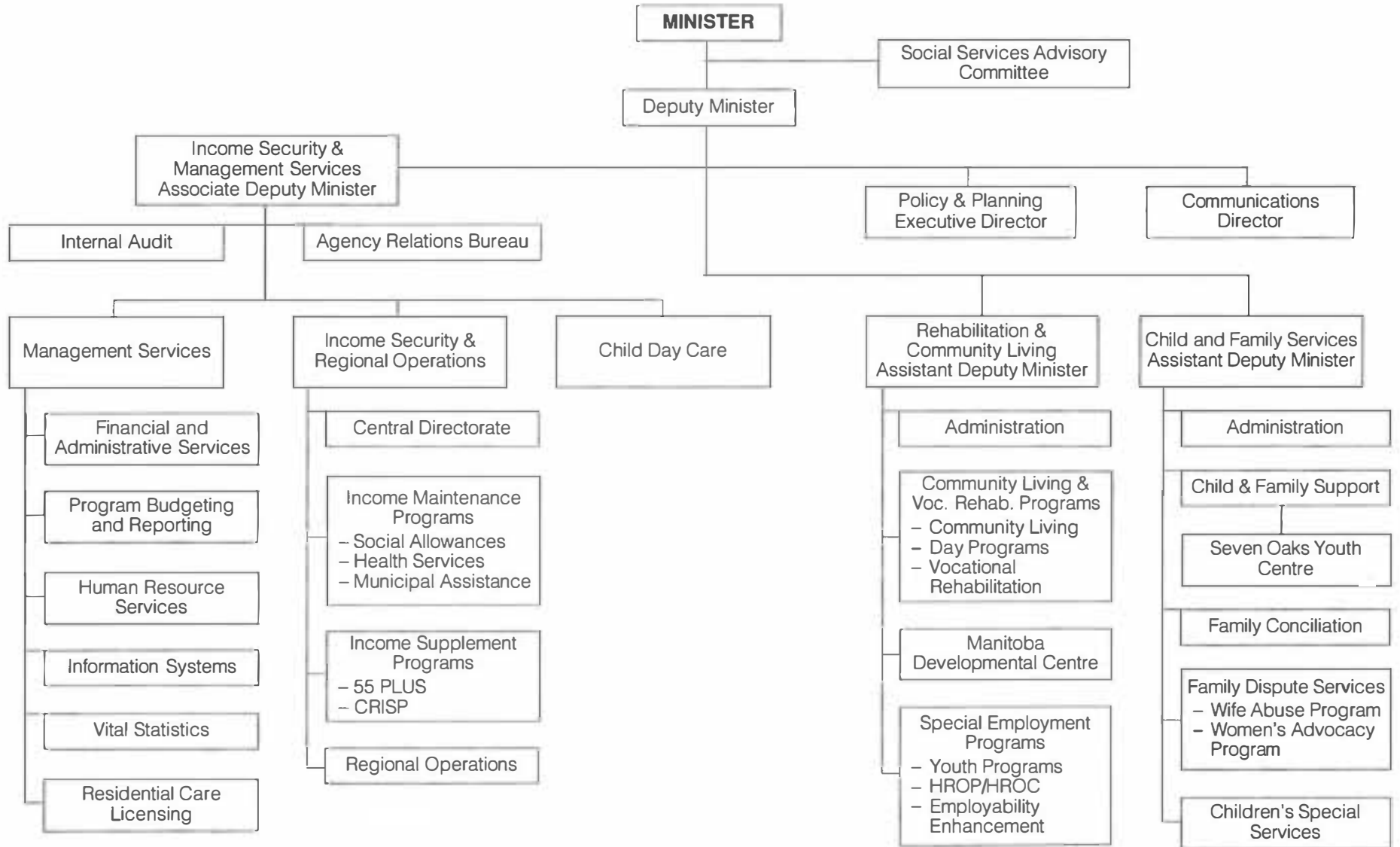
The mission of the Department of Family Services is to strengthen and support Manitoba families, ensuring the provision of financial assistance and social services which protect and assist Manitobans in need, in a manner which fosters self-reliance and reduced dependency.

The goals of the department are:

- to ensure that Manitobans' basic needs for food, clothing, shelter, safety and care are met while encouraging and supporting efforts to reduce dependency and enhance self-sufficiency;
- to protect children and to ensure the well-being of vulnerable adults, providing a wide range of alternate or institutional care for those requiring such services;
- to promote and support independent living and participation in the community for Manitobans with mental or physical disabilities;
- to assist families in times of stress or difficulty in maintaining their integrity, resolving their own problems, and fulfilling their responsibilities; and
- to help social assistance recipients, persons with disabilities and other Manitobans facing serious barriers to stable employment adapt to, and participate in, the province's work force.

Organization Chart — Department of Family Services

at March 31, 1992



Overview

The Department of Family Services was created on April 21, 1989, as part of a reorganization of departmental structures and responsibilities in a number of areas of the Manitoba government. The new department brought together services and programs which were previously the responsibility of the former Departments of Community Services and Employment Services and Economic Security.

Since its creation, the department has been reorganized to enhance the management of the comprehensive range of programs and services it delivers. As of April 1, 1990, the department was organized into three operating divisions: Income Security and Management Services, Rehabilitation and Community Living, and Child and Family Services. The central functions of the department include Executive Support in the offices of the Minister and Deputy Minister, and Policy and Planning, which provide support to all areas of the department. An independent appeals body, the Social Services Advisory Committee, reports directly to the Minister.

The department delivers services throughout the province through several networks of regional offices. The two major regional service systems are the Income Security District Offices, which deliver the Social Allowances Program, and the combined Health and Family Services Regional Offices, which provide a range of social services. Maps of these regional systems are provided following this introduction. Regional employment-related programs and service delivery is also provided through Regional Employment Services offices, Human Resources Opportunity Centres and the Human Resources Opportunity Program.

The statutory responsibilities of the Minister of Family Services are as follows:

- *The Change of Name Act;*
- *The Child and Family Services Act;*

- *The Community Child Day Care Standards Act;*
- *The Department of Labour Act* (as it applies to employment services);
- *The Marriage Act;*
- *The Mental Health Act – Part II;*
- *The Parents Maintenance Act* (Section 10);
- *The Social Allowances Act;*
- *The Social Services Administration Act;* and
- *The Vital Statistics Act.*

Three of these statutes – *The Social Allowances Act*, *The Social Services Administration Act* and *The Vital Statistics Act* – require the department to report annually to the Legislature. These reporting requirements for 1991/92 are met by this Annual Report.

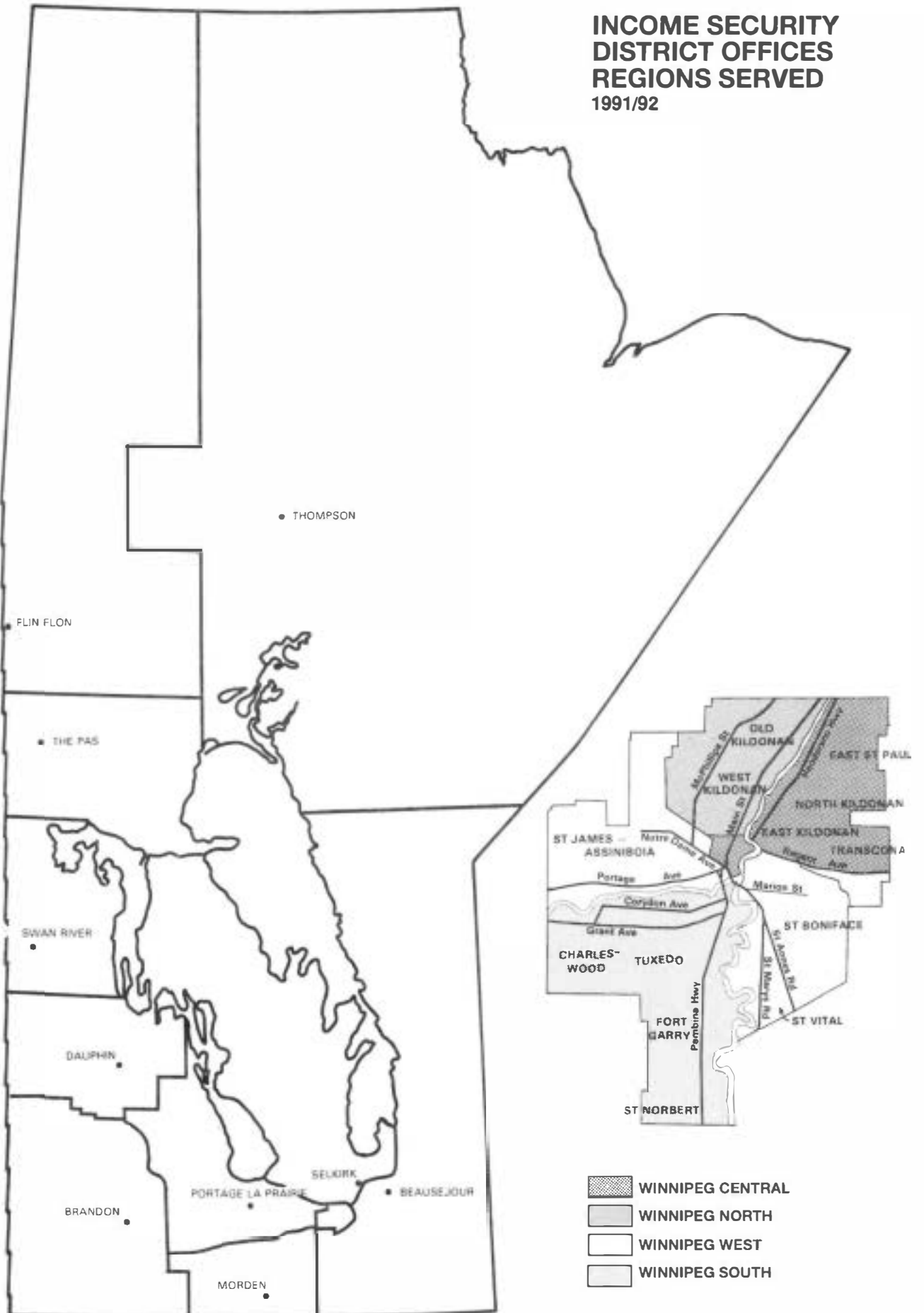
Departmental Regions and Population

Province of Manitoba Population by Region and Sex¹ June 1991.

Region	Male	Female	Total
Central	47,607	47,700	95,307
Eastman	44,708	42,867	87,575
Interlake	38,255	36,894	75,149
Norman	12,711	12,130	24,841
Parklands	24,102	23,397	47,499
Thompson	24,280	23,187	48,007
Westman	57,990	59,541	117,531
Winnipeg	308,943	325,993	634,936
Totals	559,136	571,709	1,130,845

1. *Population Estimates are provided by the Manitoba Health Services Commission.*

**INCOME SECURITY
DISTRICT OFFICES
REGIONS SERVED
1991/92**



**HEALTH AND FAMILY SERVICES
REGIONAL OFFICES
REGIONS SERVED**

1991/92



Minister and Executive Support

Specific responsibilities of these areas follow.

Minister

- Provides overall policy direction to the department pertaining to program and financial matters, as they relate to the provision and delivery of services by the department.

Executive Support

- Provides advice to the Minister and leadership to the department on program matters, policy development and resolution of policy issues.

- Interprets and implements government policy through the delivery of departmental programs.
- Ensures effective and efficient management of departmental programs.
- Safeguards the public interest through enforcement of legislation and regulations.
- Ensures effective development and management of the department's human resources.

09-1A Minister

09-1B Executive Support

Expenditures by Sub-Appropriation	Actual	SY	Estimate	Variance	Expl.
	1991/92		1991/92		
	\$		\$		
Total Salaries	403,600	11.00	405,400	(1,800)	
Total Other Expenditures	121,500		88,300	33,200	

Policy and Planning

Policy and Planning provides a central coordination function for policy formulation and the development of priorities, providing the Minister, Deputy Minister and senior management with information and assistance contributing to effective policy development and planning within the department. The branch is also responsible for coordinating inter-governmental relations and federal-provincial cost-sharing.

Specific activities of the branch include:

- management support; strategic planning and policy coordination, including implementation of processes for departmental strategic planning and priority setting; preparation and coordination of submissions, policy papers and briefing information on a range of topics and issues; and coordination of support for the Minister during legislative sessions;
- policy research and analysis on social service and income security issues;
- program analysis and evaluation supporting departmental operations and assessing the effectiveness of departmental programs;

- coordination of government-wide planning and activities related to the Decade of Disabled Persons;
- preparation and negotiation of Manitoba's cost-sharing claims under the Canada Assistance Plan and Vocational Rehabilitation for Disabled Persons Agreement; and
- representation of the department on intergovernmental and interdepartmental committees relating to a broad range of social services and income security issues.

Management Support, Strategic Planning and Policy Coordination

During 1991/92, Policy and Planning continued development of a planning process which helped establish departmental priorities and strategies for the next three to five years. The branch supported the Review Committee on *The Mental Health Act*, Part II, established to develop options and recommendations on new legislation affecting adult Manitobans living with a mental disability as vulnerable persons. The branch also prepared briefing notes and submissions on vari-

ous policy issues, and coordinated the preparation of briefing material for legislative debate as well as for Estimates review.

Policy Research and Analysis

The branch undertook a number of policy reviews during 1991/92, to support planning and decision-making related to income security and social services issues. Examples included: preparation of an "environmental assessment" and a departmental overview for planning workshops; provision of seconded staff support to the External Review of Child Abuse Reporting Procedures in Children's Residential Centres; coordination of the drafting of amendments to *The Child and Family Services Act* for the establishment of the Office of the Children's Advocate; and coordination of the drafting of a new *Vulnerable Persons Living With a Mental Disability Act*.

Program Analysis and Evaluation

During 1991/92, the branch completed the initiation of a systematic department-wide program evaluation function. Several comprehensive evaluations were undertaken, focusing on measures to help social assistance recipients improve their employability and obtain jobs. In addition, program inventories in several key areas of service delivery were compiled.

Decade of Disabled Persons

The Decade of Disabled Persons office provided ongoing liaison with the Decade Conference Committee, organizations for disabled persons, and other provincial departments regarding access issues and initiatives. Under the coordination of Decade staff, the interdepartmental Task Force on Facility Access was concluded.

Federal-Provincial Cost-Sharing

The branch was responsible for administering recoveries under the Canada Assistance Plan (CAP) and the Vocational Rehabilitation of Disabled Persons (VRDP) Agreement on behalf of the Departments of Family Services, Health, Education and Training, and Justice. This involved recovery of about \$257 million under these arrangements in 1991/92. The branch also initiated the establishment of a new single-tier audit of CAP and VRDP claims. Various cost-sharing reviews were undertaken to substantiate existing claims and/or generate additional recoveries. Staff also negotiated the resolution of various claims issues and responded to federal inquiries.

Intergovernmental Relations and Interdepartmental Representation

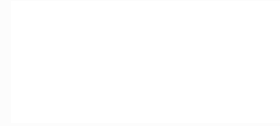
The branch continued to represent the province on the Support Committee for Provincial/Territorial Social Services Deputy Ministers, and prepared briefing material for interprovincial and federal-provincial meetings. The branch participated in various interprovincial projects such as the Advanced Seminar and Mainstream '92. Branch staff also represented the department on interdepartmental committees and working groups examining issues on a government-wide basis.

09-1C Policy and Planning

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	1,002,000	24.26	1,007,100	(5,100)	
Total Other Expenditures	236,800		259,500	(22,700)	

Communications

In 1991/92, communications resources were reorganized and restructured within a corporate government framework with service coordinated through the Information Resources Division of the Department of Culture, Heritage and Citizenship.



09-1D Communications

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	190,200	3.00	191,200	(1,000)	
Total Other Expenditures	8,300		60,300	(52,000)	

Income Security and Management Services

The Income Security and Management Services Division consists of the two major functional areas named in its title, as well as two additional units, Internal Audit and the Agency Relations Bureau. These two units were created during the 1989/90 fiscal year.

Internal Audit

Internal Audit is an independent appraisal function established within the department to examine and evaluate its activities and service. Internal Audit staff conduct broad-scoped audits of the department's financial, managerial and operational policies, practices and controls, including the information systems used for reporting purposes. Internal Audit activities are carried out on a consultative and coordinated basis with other jurisdictional audit bodies and other internal functional review groups.

Major audit activities are directed at reviews and assessments in the areas of:

- the design, development, implementation and operation of financial, managerial and operational systems, policies and practices, processes and controls, including computer-based systems;

- the reliability and adequacy of information available for decision-making and for accountability purposes, including the extent to which management information is utilized;
- the adequacy of protection afforded public funds and assets; and
- the extent of compliance with legislative, central agency and departmental directions.

The branch also conducts special management-directed reviews encompassing a wide range of issues directly affecting the department or its external agencies.

The branch provides advice and consultation to encourage the implementation of appropriate policies, practices and controls.

Long-term branch plans require the review of all major programs, functions and systems over an audit cycle of five years.

Each audit results in the timely issuance of an observations/ recommendations report that assists managers in carrying out their responsibilities.

In 1991/92, the branch scheduled nine audit projects as part of the approved audit cycle. Seven of these projects were completed, with the other two remaining in process in 1992/93. In addition, the branch undertook and completed three management-directed reviews.

09-1 E Internal Audit

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	260,600	6.00	289,200	(28,600)	
Total Other Expenditures	12,000		17,200	(5,200)	

Agency Relations Bureau

The Agency Relations Bureau was established in 1990. The Bureau represents a central function for improving and strengthening departmental management and control of funding to external agencies which provide services on behalf of the department.

Responsibilities of the Bureau include:

- developing and establishing purchase-of-service principles, policies and procedures;
- approving all external agency service contracts;
- ensuring that agencies' financial and operational performance is monitored;
- providing consultative assistance and training to operating division staff and agency boards, to improve and enhance effective management practices; and
- conducting special financial and management reviews of external agencies, as required.

During 1991/92, the Bureau developed a standardized contract for use by the department in entering into Service and Funding Agreements with external agencies in receipt of departmental funds. The Bureau also developed and issued a Conflict of Interest Policy and Guidelines for board members and employees of external agencies. In addition, a board development guide entitled The Roles, Responsibilities and Functions of a Board was published and issued to all funded agencies to provide increased awareness of the responsibilities of a board. The guide was endorsed by the United Way of Winnipeg, The Winnipeg Foundation, and the Volunteer Centre of Winnipeg. The Bureau continued to provide consultation and advice to the operating divisions and agency boards, and conducted or participated in various special projects and reviews.

09-1F Agency Relations Bureau

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	239,400	5.00	240,100	(700)	
Total Other Expenditures	16,400		17,500	(1,100)	

Management Services

Management Services is comprised of six branches, four of which provide centralized administration and financial support services to the department. Vital Statistics is a regulatory branch responsible for registering and certifying records related to vital events, and for issuing certificates to the public. Residential Care Licensing is also a regulatory branch responsible for licensing, and for ensuring that fire, safety and health standards are maintained in residential care facilities.

Financial and Administrative Services

The Financial and Administrative Services Branch is responsible for maintaining an active comptrollership function, by ensuring that financial and administrative policies, services and reporting systems are developed, implemented and administered to effectively meet management and internal requirements. Specific responsibilities of the branch follow.

- Provision of financial accounting services, including processing of all departmental payments of accounts and revenues, maintaining departmental receivables, reconciling expenditure data from the voucher accounting and special chequing records, provision of expenditure reports and expenditure information for cost-sharing purposes, monitoring the departmental commitment accounting system, and the provision of direction on financial and administrative policies and procedures.
- Provision of administrative services, such as management of the department's vehicle fleet, coordination of parking requirements, purchasing, records management, coordination of office space requirements, coordination of *The Freedom of Information Act* activities and provision of analytical support to managers.
- Administration of the Social Allowances Health Services Program, which provides drug, dental and optical goods and services to social allowances recipients. Areas of responsibility include: providing statistical and financial data; developing annual budget and cash flow information; negotiating various agreements with professional organizations supplying health services and goods; and providing pharmaceutical liaison services, including auditing of pharmacy drug claims for product eligibility, pricing, prescription drug abuse and inappropriate prescribing and dispensing.
- Administration of the Social Allowances Lien Registry, including registration of lien renewals, lien discharges and collection of related revenue.

- Administration of the Municipal Assistance Program. A primary role of the branch is to handle the administration of the cost-sharing agreement between the three levels of government as per provisions of *The Social Allowances Act*. In addition, the branch provides program consultation regarding questions of eligibility, provides program statistics, develops and monitors annual budgets and cash flow information, and develops related expenditure information for cost-sharing purposes.

During 1991/92, two additional functions were added to these responsibilities:

- provision of administrative support to the Child Abuse Registry Review Committee and the Day Care Staff Qualifications Review Committee. Activities include the coordination and scheduling of hearings for approximately 50 appeals per year; and
- coordination of French Language Services, e.g., the purchase and installation of bilingual signs in 30 office locations.

In 1991/92, the branch recorded a number of achievements:

- continued improvement and enhancement of the department-wide commitment accounting system, the centralized vehicle system, and the paid parking program;
- the provision of assistance to 4 other departments in the implementation and training of staff for commitment accounting;
- implementation of the departmental audit follow-up action plan to ensure that issues identified in the audit reports are resolved; and
- assistance with departmental reviews and implementation of comptrollership activities, including the review of financial systems at The Pas Human Resource Centre and Manitoba Developmental Centre.

In addition, the branch has completed action plans for environmentally sensitive initiatives, handled 31 applications under *The Freedom of Information Act*, maintained a lead role in interdepartmental *Freedom of Information Act* activities, resolved 10 Workplace Health and Safety issues, and continued to update the department's Records Management function.

09-1G-1 Financial and Administrative Services

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	1,942,800	57.00	1,948,600	(5,800)	
Total Other Expenditures	311,300		340,300	(29,000)	

Program Budgeting and Reporting

Program Budgeting and Reporting was established as a branch of Management Services during 1989. Its creation stemmed directly from the department's increased emphasis on management control and accountability, and was intended to highlight and enhance the traditional functions of budgeting and reporting.

Program Budgeting and Reporting's objective is to strengthen and support the departmental comptroller-ship function by ensuring that effective management control, accountability and reporting systems are in place, and that principles of sound financial and program management are adhered to by program managers.

Major responsibilities of the branch include:

- directing the department's annual Estimates exercise; evaluating and analyzing program requirements; and linking planning with budgeting;
- coordinating the department's financial forecasting exercises; monitoring departmental financial performance; and assisting managers with the development and identification of program performance indicators;
- coordinating the development of departmental financial management policies and providing functional direction and advice regarding financial planning, controlling and reporting;

- identifying and monitoring potential financial and program management issues; ensuring that effective control and accountability systems are in place; and advising executive management regarding such issues on a timely basis; and
- supporting departmental management through the provision of analytical, consultative and evaluative advice on new departmental program and financial proposals and ongoing operations.

In 1991/92, the branch continued to build upon its past achievements, including:

- enhanced management reporting within the department, including the refinement of the quarterly Executive Overview Report in which the department's fiscal status, as well as emerging financial and program management issues, are brought to the attention of executive management;
- continued strengthening of the department's financial forecasting processes;
- ongoing identification and monitoring of emerging financial and program management issues, and monitoring to ensure that control and accountability systems were in place; and
- introduction of a structured, decision-focused budgeting and resource allocation process.

During 1991/92, the branch assumed responsibility for production of the annual report.

09-1G-2 Program Budgeting and Reporting

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	295,300	7.00	312,900	(17,600)	
Total Other Expenditures	41,800		21,900	19,900	

Human Resource Services

The objectives of the Human Resource Services Branch are to assist the department in recruiting, selecting, developing, managing and retaining a well-qualified and highly-motivated workforce that will carry out departmental objectives.

Specific services provided for the department include recruitment and selection, job analysis, job classification and evaluation, consultation in areas relating to employee relations, grievance handling, staff development, and human resource policy development and administration. The branch ensures the integrity of

employee records, and ensures employees are appropriately compensated and paid in a timely fashion.

Implementation of the automated Human Resource Information System plan in conjunction with the Information Systems Branch continued throughout the year.

The branch continued its work in promoting and integrating the principles and practices of Affirmative Action by assisting with the development of plans, conducting outreach recruitment, and working with managers to create and apply special measures such as the creation of individual development opportunities.

09-1G-3 Human Resource Services

Expenditures by Sub-Appropriation	Actual	SY	Estimate	Variance Over/(Under)	Expl. No.
	1991/92 \$		1991/92 \$		
Total Salaries	848,800	23.00	873,700	(24,900)	
Total Other Expenditures	54,500		55,100	(600)	

Information Systems

The Information Systems Branch is responsible for providing technical expertise in developing and maintaining computer systems which serve departmental programs. These systems may be operational or administrative in nature. The branch's support includes strategic and operational technology planning, information systems analysis, design, implementation and ongoing technical support to the users of existing systems.

Existing automated systems support the Social Allowances Program, the Child Related Income Support Program, 55 PLUS – a Manitoba Income Supplement Program, the Child Day Care Program, Residential Care Licensing, Vital Statistics, Rehabilitation and Community Living, and Child and Family Services programs.

During the year, the branch has implemented enhancements to the Social Allowances Management Information Network (SAMIN), to enable the delivery of the new regulated Social Allowances monthly benefits supplement and the new Income Assistance for the Disabled benefit.

The Information Systems Branch also modified the Child Day Care Information System to accommodate the new subsidy rate structure and to produce day care facility licences in a more efficient manner.

The requirements analysis and external system design for the Child and Family Services Information System were completed. The technical architecture for the system was defined and the development project was launched.

A feasibility study of imaging technology for a new Vital Statistics Information System was completed with the Vital Statistics Branch and external consultants.

A client registry and caseload reporting system were developed and implemented for the Women's Advocacy Program.

The replacement of obsolete dedicated word processing equipment with current technology personal computers was undertaken.

The branch will continue to support all existing production systems, and will develop new systems to improve productivity and efficiency.

09-1G-4 Information Systems

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	872,500	19.00	867,300	5,200	
Total Other Expenditures	38,200		38,400	(200)	

Vital Statistics

The Vital Statistics Branch registers and certifies records of vital events and public services related to *The Vital Statistics Act*, *The Marriage Act* and *The Change of Name Act*. Other important activities conducted in accordance with these statutes include revising records after change of name, correction or adoption registration, providing statistical data regarding vital events, issuing marriage licences, appointing marriage commissioners and licence issuers, recognizing religious denominations and registering clergy to perform marriages.

In 1991, Vital Statistics registered 17,726 births, 7,032 marriages, 8,984 deaths and 127 stillbirths under *The Vital Statistics Act*. A total of 74,781 certificates and copies were issued as proof of vital events from over 3,000,000 records which date from 1882 to present.

Under *The Marriage Act*, religious denominations were recognized, clergy were registered to perform marriages, and marriage licence issuers were appointed.

In 1991, of the 7,032 marriages that were registered in Manitoba, clergy officiated at 4,950 while marriage commissioners performed 2,082. A total of 135 marriage commissioners and 2,204 members of the clergy are registered to perform marriages in Manitoba.

Data submitted under *The Vital Statistics Act* is provided by more than 3,200 district registrars representing hospitals, health facilities, personal care and nursing homes, funeral homes, members of the clergy, and marriage commissioners located throughout the province.

As well as providing the source information for the issuing of certificates, this data is used to produce important statistical reports for use by federal, provincial and municipal government offices, various research groups and other agencies. In 1991, more than 800 reports were distributed to assist these organizations in fulfilling their mandates.

Vital Statistics also processed 353 adoption registrations, 132 delayed registrations, 1,022 corrections, 19 disinterment orders under *The Public Health Act*, and provided free verification of approximately 18,000 events to other government departments. There were 945 changes of name registered in 1991.

Vital Statistics staff conducted seminars at the School of Medicine, School of Mortuary Practice and the Health Sciences Centre for students and professional users of Vital Statistics services.

Vital Statistics

**Live Births, Marriages, Deaths and Stillbirths –
Rate Per 1,000 Population (MHSC and Statistics Canada Population Figures)**

Manitoba 1989-1991

Events	1989			1990			1991		
	Number	Rate Per MHSC Population	Rate Per Stat. Can. Population	Number	Rate Per MHSC Population	Rate Per Stat. Can. Population	Number	Rate Per MHSC Population	Rate Per Stat. Can. Population
Live Births	17,803	15.8	16.4	17,874	15.8	16.4	17,726	15.6	16.2
Marriages	7,800	6.9	7.2	7,666	6.8	7.0	7,032	6.2	6.4
Deaths	8,881	7.9	8.2	8,939	7.9	8.2	8,984	7.9	8.2
Stillbirths	140	7.9*		120	6.7*		127	7.2*	

* Rate is the number of fetal deaths of 20 or more weeks gestation per 1,000 live births.

Vital Statistics**Deaths in Manitoba by Age and Sex – 1991**

By Age and Totals – 1989 to 1991

Age	1989	1990	1991		
			Male	Female	Total
Under 1 year	125	147	66	59	125
1-4 years	34	34	28	16	44
5-14 years	29	32	19	23	42
15-24 years	161	115	99	33	132
25-44 years	390	402	274	131	405
45-64 years	1,376	1,336	783	475	1,258
65-79 years	3,268	3,311	1,911	1,405	3,316
80 years and over	3,498	3,562	1,543	2,119	3,662
TOTAL	8,881	8,939	4,723	4,261	8,984

Vital Statistics**Certain Selected Causes of Death in Manitoba**

With Rate Per 100,000 Population – 1991

Causes of Deaths	Number	Rate ¹	Rate ²
Heart disease (410-429)	2,558	225.7	234.0
Cancer (140-208)	2,300	203.0	210.4
Cerebrovascular disease (430-438)	680	60.0	62.2
Accidents (E800-E949)	362	31.9	33.1
Pneumonia (480-486)	430	37.9	39.3
Suicide (E950-E959)	132	11.6	12.1
Diabetes (250)	188	16.6	17.2

1. Rate per MHSC population records at June 1, 1991.

2. Rate per Statistics Canada population count June 1, 1991.

Vital Statistics

Death Rates Under One Year of Age in Manitoba

1982-1991

Year	Stillbirth ¹	Perinatal	Neonatal	Post-Neonatal	Infant
1991	7.2	10.8	4.2	2.9	7.1
1990	6.7	10.9	5.1	3.1	8.2
1989	7.9	11.2	3.9	3.1	7.0
1988	6.1	10.2	5.1	3.0	8.1
1987	6.8	11.5	5.7	3.0	8.7
1986	5.9	11.4	6.3	3.1	9.4
1985	7.0	12.6	7.1	3.4	10.5
1984	6.9	11.5	5.4	3.3	8.6
1983	7.1	13.5	7.4	3.7	11.1
1982	6.7	12.0	7.1	2.4	9.4

1. 20 or more weeks gestation. Perinatal rates per 1,000 births. All other rates are per 1,000 live births.

Vital Statistics

Manitoba Infant Mortality By Region of Residence

1982-1991

Regions	Infant Deaths			Live Births			Rate per 1000 Live Births		
	1989	1990	1991	1989	1990	1991	1989	1990	1991
Central	7	13	8	1,533	1,530	1,544	4.6	8.5	5.2
Eastman	11	16	17	1,539	1,614	1,563	7.1	9.9	10.9
Interlake	10	8	7	888	857	935	11.3	9.3	7.5
Norman	5	3	6	451	484	498	11.1	6.2	12.0
Parklands	3	9	3	583	609	579	5.1	14.8	5.2
Thompson	6	5	11	1,079	1,036	1,071	5.6	4.8	10.3
Westman	9	12	6	1,630	1,580	1,537	5.5	7.6	3.9
Winnipeg	60	73	54	9,494	9,540	9,443	6.3	7.7	5.7
Manitoba Residents	111	139	112	17,197	17,250	17,170	6.5	8.1	6.5
Non-residents	14	8	13	606	624	556	23.1	12.8	23.4
Total	125	147	125	17,803	17,874	17,726			
Average Rate							7.0	8.2	7.1

Vital Statistics
Deaths of Children Under One Year of Age
By Cause and Age in Manitoba

1991

Cause of Death	Less Than 7 Days	7 to Less Than 28 Days	28 Days to Less Than 1 Year	Total
Congenital anomalies (216.9, 243, 255.2, 270-272, 275, 277, 279.0, 362.7, 425.3, 740-759)	23	4	15	42
Respiratory distress syndrome (769)	6	0	0	6
Other respiratory conditions (770)	4	1	2	7
Immaturity (765)	12	0	0	12
Injury at birth (767)	2	0	1	3
Sudden infant death syndrome (798.0)	0	0	11	11
Pneumonia (480-486)	0	0	2	2
Accidents (E800-E949)	1	1	5	7
Other Causes	18	2	15	35
Total	66	8	51	125

Vital Statistics
Deaths and Death Rates Due to Accidents

Motor Vehicle and Other in Manitoba 1986 to 1991

Year	Motor Vehicle Accidents		Other Accidents		Total Accidents	
	Deaths	Death Rate ¹	Deaths	Death Rate ¹	Deaths	Death Rate ¹
1991	129	11.4	237	20.9	362	31.9
1990	132	11.7	210	18.6	342	30.2
1989	165	14.6	222	19.6	387	34.3
1988	145	12.9	258	22.9	403	35.8
1987	176	15.7	246	21.9	422	37.6
1986	193	17.3	243	21.8	436	39.1

1. Death rate is per 100,000 population — MHSC population records.

09-2A Vital Statistics

Expenditures by Sub-Appropriation	Actual	SY	Estimate	Variance Over/(Under)	Expl. No.
	1991/92 \$		1991/92 \$		
Total Salaries	887,000	32.00	902,500	(15,500)	
Total Other Expenditures	238,200		246,200	(8,000)	

Residential Care Licensing

The Residential Care Licensing Branch is responsible for licensing community residential care resources which provide services to the mentally handicapped, mentally ill, infirm aged and children in care. The branch ensures that care facilities comply with fire, safety and health standards.

Services provided by the branch include: developing and maintaining standards; processing applications for licensing; monitoring facility operations for conformity with regulated and established licensing criteria; maintaining and providing facility registries; disseminating statistical information; and assistance in program development.

In 1991/92, the 49 licensed children's group homes (432 bed spaces) and 166 residential care facilities (1,321 bed spaces) in the adult programs were inspected for continued compliance with standards.

The branch also provides a consultative and support role to designated licensing authorities for approved facilities in the adult and foster care programs. In 1991/92, there were 493 approved homes (978 beds) in the adult program licensed by Regional Directors, and 1,800 foster homes in the children's program licensed by Regional Directors and Executive Directors of child caring agencies.

09-2B Residential Care Licensing

Expenditures by Sub-Appropriation	Actual	SY	Estimate	Variance Over/(Under)	Expl. No.
	1991/92 \$		1991/92 \$		
Total Salaries	314,200	7.00	309,100	5,100	
Total Other Expenditures	28,700		28,700		

Income Security and Regional Operations

Income Security and Regional Operations is responsible for six major income transfer programs and the delivery of a comprehensive range of social services throughout the province.

The income transfer programs include: the Social Allowances Program; Social Allowances Health Services; Municipal Assistance; 55 PLUS – A Manitoba Income Supplement; and the Child Related Income Support Program (CRISP). These programs are designed to assist Manitobans in need by providing basic assistance or income supplements. A new program, Income Assistance for the Disabled, was introduced in January 1992 to provide additional financial assistance to disabled social allowances recipients.

The social services provided through Regional Operations include: vocational rehabilitation, services to the mentally disabled, child and family services, children's special services, family conciliation, child day care, social allowances, special employment programming and emergency social services.

Income Security and Regional Operations consists of four major branches: Central Directorate, Income

Maintenance Programs, Income Supplement Programs, and Regional Operations.

The primary objectives of Income Security and Regional Operations are:

- to assist Manitobans in financial need through the effective and efficient administration of Income Maintenance Programs;
- to promote the financial independence of Manitobans in need through employment incentives and linkages with training and employment programs, as well as with other support services;
- to provide a financial contribution to municipalities which provide assistance to persons in need within their municipal boundaries;
- to deliver Income Supplement Programs in an effective and efficient manner to low-income families raising children, and to low-income persons 55 years of age and over; and
- to deliver a comprehensive range of social services effectively and efficiently throughout Manitoba.

Financial Assistance Expenditures by Program

1989/90 to 1991/92
(\$000)

Program	1989/90	1990/91	1991/92
Social Allowances	\$167,342.6	\$189,680.4	\$210,010.6
Social Allowances Health Services	12,319.5	13,599.4	14,440.7
Municipal Assistance	45,691.6	51,525.3	74,606.0
55 PLUS – A Manitoba Income Supplement	8,727.9	8,603.9	8,197.8
Child Related Income Support Program	5,537.1	5,334.9	5,315.9
Total	\$239,618.7	\$268,743.9	\$312,571.0

Note: For 1991/92, financial assistance expenditures for Income Assistance for the Disabled, which was introduced January 1, 1992, are included as part of the Social Allowances Program expenditures.

Central Directorate

The Central Directorate provides overall management, central budgeting and administration for the Income Security Programs and Regional Operations. In addition, the directorate provides program policy direction, analysis, and strategic program planning for the Income Security Programs. Other activities include overpayment recovery from former social allowance recipients, investigative support, and Social Allowances Management Information Network (SAMIN) user support.

In addition to these ongoing activities, the Central Directorate was involved in a number of specific achievements during 1991/92, including the 3.6 per cent increase in the regulated rates of the Social Allowances Program, the introduction of a monthly supplementary benefit for social allowances recipients, the restructuring of some program rates, the strengthening of program controls, the implementation of Income Assistance for the Disabled, the increase in the liquid asset exemption levels for social allowances recipients, the introduction of a school supplies allowance for children in grades nine through twelve, the exemption of certain children's trust funds, and the development of legislation related to municipal regulation.

09-3A Central Directorate

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	1,111,900	28.00	1,162,300	(50,400)	
Total Other Expenditures	625,600		670,900	(45,300)	

Income Maintenance Programs

The Income Maintenance Programs provide financial assistance to ensure that no Manitoban lacks the goods and services essential to his or her health and well-being. The Social Allowances and Municipal Assistance programs provide financial assistance for basic necessities, while the Social Allowances Health Services Program provides assistance for essential health services. A new program, Income Assistance for the Disabled, was introduced in January 1992, to provide additional financial assistance to disabled social allowances recipients. For 1991/92, activity related to this program is reported in the Social Allowances Program section.

Social Allowances Program

The Social Allowances Program, operating under the authority of *The Social Allowances Act*, is the largest of the Income Security Programs in terms of both caseloads and expenditures. The objective of the Social Allowances Program is to ensure that persons likely to be in need of long-term assistance do not lack those goods and services essential to their health and well-being.

Financial assistance is provided to persons in need who are eligible for benefits under *The Social Allowances Act*, including sole-support parents, persons with physical or mental disabilities, aged persons,

persons requiring the protection of a crisis intervention facility, students, children whose parents are dead or unable to support them, persons with dependents in need of special care, and unemployed employable persons in areas of the province where municipal assistance is not available (general assistance). Eligibility may also be granted under special case consideration at the discretion of the Minister. Persons in need who do not qualify for social allowances may apply to their local municipality for assistance under the Municipal Assistance Program.

Eligibility for social allowances is further determined by a needs test in which the total amount of a household's financial resources is compared to the total costs of its basic necessities as defined in *The Social Allowances Act* and Regulations. Certain items and income are not included in the calculation of financial resources.

Exempted assets include liquid assets up to \$1,000 per person for the first two persons and \$500 for each additional dependent to a maximum of \$3,000 per family, equity in the home in which the person lives, essential personal property and a life insurance policy with a cash surrender value of up to \$2,000. A higher liquid asset exemption level is available for disabled recipients. Disabled recipients are allowed liquid assets up to \$2,000 for the first person, \$1,000 for the second person, and \$500 for each additional dependent to a maximum of \$4,000 per family. Elderly persons are per-

mitted to retain a funeral plan valued at up to \$1,000 if the plan is purchased at least one year prior to their application for social allowances. Essential farm or business equipment, a basic stock herd, and seed for next year's crop are also considered allowable assets.

All earned or unearned income is expected to be totally available for a recipient's maintenance, subject to the exemptions provided in the Social Allowances Regulations. Exempted unearned income sources include family allowances, tax credits, small gifts, and foster home payments for children. With respect to earned income, recipients who are eligible for the work incentive provisions are allowed exemptions which represent the greater of \$50 per month, 70 cents per hour worked, or 30 percent of gross monthly earnings. Those who are not eligible for the work incentive provisions (i.e., newly enrolled, self-employed, students, and special dependent care cases), are allowed earning exemptions of up to \$50 per month. Allowances are also made for necessary work expenses and most compulsory payroll deductions. The remainder of the earned income is applied to the recipient's budget, thereby reducing the amount of social allowances granted. The exception to these rules is that the earnings of children who attend school full-time are totally exempted from consideration when calculating social allowances benefits.

Benefits are paid monthly and represent the amount by which the cost of a household's basic needs (food, clothing, personal needs, household supplies, shelter, fuel, and utilities) exceeds its financial resources. Additional assistance is available for special needs and health needs not otherwise covered.

The rates for basic needs are reviewed and adjusted periodically. The latest increase was 3.6 percent, introduced on January 1, 1992. Rates for shelter are approved within administrative guidelines which have also been reviewed and increased annually. Assistance for fuel, utilities, approved special needs, and health needs is provided at actual cost.

The Social Allowances Program provided assistance to an average monthly caseload of 26,570 in 1991/92, an increase of 2.1 percent over the previous year.

During 1991/92, approximately 14 percent of the social allowances caseload made use of the work incentive provisions of the program.

The Social Allowances Program continued to collaborate with the Rehabilitation and Community Living Division on the implementation of projects funded under the Canada-Manitoba Agreement intended to help social assistance recipients prepare for and obtain employment. Approximately 2,400 social allowances and municipal assistance recipients benefited from this agreement in 1991/92.

Effective January 1, 1992 a new program, Income Assistance for the Disabled, was introduced to provide additional financial assistance for disabled adult social allowances recipients, in recognition of their additional costs associated with living in the community. Each adult recipient enrolled in the disabled category is eligible for additional financial assistance of \$60.00 per month.

Social Allowances: Provincial Financial Assistance
Average Monthly Caseload by District Office and Category of Assistance

1991/92

District Office	Children	Sole-Support Parents	Aged	Disabled	Crisis Facility Cases	Students	General Assistance	Special Cases	Special Dependant Care*	Total
Beausejour	15	334	24	533	—	20	115	1	—	1,042
Brandon	17	916	79	1,267	9	55	35	2	—	2,380
Dauphin	3	269	58	360	1	28	157	1	—	877
Flin Flon	6	163	13	82	2	7	211	—	—	484
Morden	8	216	71	422	5	15	2	—	—	739
Portage	9	308	38	864	7	17	79	—	—	1,322
Selkirk	8	410	61	652	9	27	120	1	—	1,288
Swan River	3	236	7	219	1	22	252	—	—	740
The Pas	4	224	5	122	9	27	221	—	—	612
Thompson	7	544	6	140	9	31	371	—	—	1,108
Winnipeg Central	74	2,390	82	1,967	50	—	—	—	—	4,563
Winnipeg North	80	1,592	53	1,112	—	—	—	3	—	2,840
Winnipeg West	71	2,447	98	2,747	34	—	—	1	—	5,398
Winnipeg South	24	1,426	36	914	—	776	—	1	—	3,177
Total	329	11,475	631	11,401	136	1,025	1,563	10	—	26,570

* Average is less than 1.

**Social Allowances Program
Caseload by Month**

1989/90 to 1991/92

Month	1989/90	1990/91	1991/92
April	24,619	25,978	26,894
May	24,529	26,032	26,744
June	23,517	25,059	25,530
July	23,501	25,298	25,739
August	23,999	25,600	25,988
September	24,340	26,095	26,366
October	24,632	26,063	26,656
November	24,564	26,159	26,656
December	24,713	26,255	26,687
January	25,160	26,342	26,929
February	25,527	26,624	27,068
March	25,779	26,772	27,580
Monthly Average	24,573	26,023	26,570

Social Allowances Program

Average Monthly Number of Recipients by District Office

1989/90 to 1991/92

District Office	1989/90	1990/91	1991/92
Beausejour	1,750	1,906	2,027
Brandon	4,232	4,448	4,405
Dauphin	1,650	1,764	1,741
Flin Flon	1,016	1,048	1,063
Morden	1,179	1,288	1,411
Portage	2,033	2,109	2,172
Selkirk	2,109	2,151	2,287
Swan River	1,384	1,518	1,661
The Pas	1,420	1,347	1,395
Thompson	2,628	2,786	2,667
Winnipeg Central	8,192	9,061	9,487
Winnipeg North	5,791	6,256	6,267
Winnipeg West	11,906	11,278	10,091
Winnipeg South	2,383	4,330	5,828
Total	47,673	51,290	52,502

Social Allowances Program
Average Monthly Caseload by Category
 1989/90 to 1991/92

Category	1989/90	1990/91	1991/92
Children	295	307	329
Sole-Support Parents	9,881	10,954	11,475
Aged	809	706	631
Disabled	11,046	11,390	11,401
Crisis Facility Cases	133	148	136
Students	919	935	1,025
General Assistance	1,479	1,569	1,563
Special Cases	11	14	10
Special Dependant Care	*	*	*
Total	24,573	26,023	26,570

* Average is less than 1

Social Allowances Program
Expenditures by Category (\$000)
 1989/90 to 1991/92

Category	1989/90	1990/91	1991/92
Children	\$ 953.5	\$ 1,038.7	\$ 1,177.7
Sole-Support Parents	88,613.3	102,399.7	113,691.7
Aged	1,319.6	1,466.6	1,309.2
Disabled	62,264.8	67,762.3	75,911.8
Crisis Facility Cases	1,078.6	1,888.0	1,752.0
Students	3,861.2	4,158.0	4,553.1
General Assistance	7,972.1	9,002.1	9,680.8
Special Cases	421.8	555.3	464.7
Special Dependant Care*	8.7	8.7	8.7
Other**	849.0	1,401.0	1,460.9
Total	\$ 167,342.6	\$ 189,680.4	\$ 210,010.6

* Estimated Expenditure.

** Other expenditures such as Home Care, Blind Persons' Allowance and Disabled Persons' Allowance.

Social Allowances Program
Expenditures by Month (\$000)*
 1989/90 to 1991/92

Month	1989/90	1990/91	1991/92
April	\$ 12,422.0	\$ 14,014.9	\$ 15,831.5
May	13,766.5	15,973.8	15,884.6
June	13,193.9	14,595.9	15,963.6
July	12,591.2	14,882.2	16,455.0
August	13,692.1	15,101.1	15,580.4
September	13,906.8	14,034.0	15,262.5
October	13,196.9	16,418.6	16,912.7
November	13,871.3	14,997.7	16,207.5
December	12,239.8	15,547.5	18,722.4
January	14,927.2	17,721.2	19,932.0
February	15,043.5	16,335.7	19,117.6
March	18,491.4	20,057.8	24,140.8
Total	\$ 167,342.6	\$ 189,680.4	\$ 210,010.6

* Includes expenditures for Home Care, Blind Persons' Allowance and Disabled Persons' Allowance.

Social Allowances Program: Work Incentive
Average Monthly Caseload by District and Category of Assistance
 1991/92

District Office	Sole-Support Parents	Aged	Disabled	General Assistance	Total
Beausejour	64	—	161	14	239
Brandon	242	—	262	3	507
Dauphin	56	—	61	20	137
Flin Flon	34	—	5	15	54
Morden	45	—	166	—	211
Portage	71	—	275	9	355
Selkirk	81	1	107	8	197
Swan River	32	—	48	37	117
The Pas	30	—	9	49	88
Thompson	109	—	27	72	208
Winnipeg Central	273	—	163	—	436
Winnipeg North	184	1	109	—	294
Winnipeg West	369	—	247	—	616
Winnipeg South	194	—	92	—	286
Total	1,784	2	1,732	227	3,745

Social Allowances Health Services

The Social Allowances Health Services Program provides essential drug, dental and optical supplies and services to social allowances recipients and wards of the province.

Long-term recipients are issued a Social Allowances Health Services card, which allows them to receive basic drug, dental and optical supplies and services without further authorization. These supplies and services must be in accordance with approved fee schedules. Specialized dental and optical services must receive special approval. Recipients who are not eligible for a health services card, such as short-term recipients, student cases and patients in a hospital or extended treatment facility, receive approval for their health needs on an item-by-item basis.

Arrangements for the delivery of health care supplies and services have been made through the establish-

ment of service agreements with the following professional and business organizations:

- Drugs — Manitoba Society of Pharmacists
- Dental — Manitoba Dental Association
— Denturist Association of Manitoba
- Optical — Manitoba Optometric Association
— Ophthalmic Dispensers of Manitoba

The service agreements specify the types of goods and services to be provided, and outline the eligibility criteria for these goods and services, the level of payment and related billing procedures.

Social Allowances Health Services provided benefits to an average monthly caseload of 27,115 in 1991/92. Almost 85 percent of the caseload is comprised of social allowances cases, while the remaining 15 percent are wards of the province.

Social Allowances Health Services Expenditures and Caseload

1989/90 to 1991/92

	1989/90	1990/91	1991/92
Expenditures (\$000)			
Dental	\$ 3,078.5	\$ 3,163.2	\$ 3,125.8
Drugs	8,525.8	9,645.3	10,578.0
Optical	715.2	790.9	736.9
Total	\$ 12,319.5	\$ 13,599.4	\$ 14,440.7
Average Monthly Number of Cases	24,283	25,686	27,115
Average Monthly Number of Recipients	44,733	47,976	50,827

Municipal Assistance

The Municipal Assistance Program encompasses the individual financial assistance programs administered by municipalities in Manitoba. In accordance with *The Social Allowances Act* and *The Municipal Act*, the municipalities are responsible for providing assistance to persons in need within their municipal boundaries who are not eligible for provincial social allowances benefits. These are primarily persons in need of short-term assistance, such as unemployed employable persons, persons with disabilities likely to last 90 days or less, and transients.

The municipalities are responsible for the administration and provision of municipal assistance. Each municipality establishes its own by-laws governing the rules and regulations of its assistance program, including the eligibility criteria, rates of assistance and forms of assistance.

The primary role of the Department of Family Services with respect to municipal assistance is the administration of the cost-sharing agreement between the three levels of government. The province cost-shares financial assistance payments and certain administrative costs with the municipalities, according to the provisions of *The Social Allowances Act*. Municipalities are

reimbursed 100 percent for financial assistance paid on behalf of non-area residents, while reimbursement for assistance paid on behalf of area residents represents the greater of 40 percent of gross payments or 80 percent of gross assistance costs in excess of one mill of equalized assessment of that municipality. The province also reimburses the municipalities 50 percent of the amount by which the salaries of staff engaged in full-time welfare work exceed the costs incurred in

1964. The federal government cost-shares with the province 50 percent of the total administrative and financial assistance expenditures, in accordance with the Canada Assistance Plan.

The Municipal Assistance Program provided assistance to an average monthly caseload of 15,302 in 1991/92. The City of Winnipeg caseload accounted for approximately 91 percent of the total municipal assistance cases.

**Municipal Assistance
Total Expenditures for Manitoba and the City of Winnipeg*
(\$000)**

1989/90 to 1991/92

Month	Total Province			City of Winnipeg		
	1989/90	1990/91	1991/92	1989/90	1990/91	1991/92
Financial Assistance by Month						
April	\$ 3,933.8	\$ 4,449.1	\$ 5,975.4	\$ 3,500.2	\$ 4,072.6	\$ 5,524.7
May	4,260.4	4,715.6	6,348.9	3,841.4	4,326.8	5,908.9
June	4,006.1	4,397.4	5,701.3	3,631.9	4,065.9	5,305.7
July	3,815.7	4,365.8	6,346.1	3,449.4	4,049.1	5,963.8
August	4,153.3	4,581.2	6,463.5	3,785.3	4,272.8	6,054.0
September	3,865.4	4,236.9	6,563.2	3,488.5	3,958.1	6,200.2
October	4,233.4	4,624.8	7,344.9	3,853.8	4,309.5	6,927.8
November	4,299.1	4,715.0	7,173.3	3,891.9	4,358.2	6,705.3
December	4,770.6	5,129.9	8,182.0	4,255.5	4,673.2	7,565.1
January	4,750.5	5,470.7	8,367.7	4,404.1	5,060.4	7,853.0
February	4,542.7	5,270.5	8,226.8	4,141.5	4,795.9	7,654.7
March	4,648.7	5,671.1	8,932.3	4,273.9	5,203.5	8,323.8
Sub-Total	51,279.7	57,628.0	85,625.4	46,517.4	53,146.0	79,987.0
Welfare Services	7,288.5	7,786.3	8,144.2	6,843.8	7,339.3	7,692.5
Total Expenditures	\$ 58,568.2	\$ 65,414.3	\$ 93,769.6	\$ 53,361.2	\$ 60,485.3	\$ 87,679.5

* Gross municipal assistance expenditures (municipal and provincial shares before cost-sharing under the Canada Assistance Plan).

**Municipal Assistance
Provincial Share of Expenditures for Manitoba and the
City of Winnipeg* (\$000)**

1989/90 to 1991/92

	Total Province			City of Winnipeg		
	1989/90	1990/91	1991/92	1989/90	1990/91	1991/92
Financial Assistance	\$ 42,285.2	\$ 47,870.5	\$ 70,754.2	\$ 38,398.8	\$ 44,424.9	\$ 66,577.0
Welfare Services	3,406.4	3,654.8	3,851.8	3,191.6	3,439.4	3,616.0
Total	\$ 45,691.6	\$ 51,525.3	\$ 74,606.0	\$ 41,590.4	\$ 47,864.3	\$ 70,193.0

* Provincial share of municipal assistance expenditures (before cost-sharing under the Canada Assistance Plan).

**Municipal Assistance
Number of Cases for Manitoba and the City of Winnipeg**

1989/90 to 1991/92

Month	Total Province			City of Winnipeg		
	1989/90	1990/91	1991/92	1989/90	1990/91	1991/92
April	10,023	10,989	13,271	8,702	9,782	11,919
May	10,229	11,086	13,739	8,924	9,877	12,466
June	9,934	10,702	13,755	8,661	9,599	12,510
July	10,217	10,925	14,171	9,050	9,790	12,897
August	10,487	10,972	14,621	9,238	9,926	13,258
September	10,153	10,773	14,979	8,893	9,662	13,744
October	10,101	10,596	14,907	8,778	9,564	13,668
November	10,118	10,947	15,434	8,849	9,752	14,000
December	10,928	11,583	16,335	9,503	10,252	14,668
January	11,140	12,114	16,971	9,996	11,002	15,591
February	10,967	12,498	17,419	9,748	11,039	15,876
March	11,023	12,611	18,021	9,782	11,160	16,306
Monthly Average	10,443	11,316	15,302	9,177	10,117	13,909

Municipal Assistance

Number of Recipients for Manitoba and the City of Winnipeg

1989/90 to 1991/92

Month	Total Province			City of Winnipeg		
	1989/90	1990/91	1991/92	1989/90	1990/91	1991/92
April	16,160	16,620	20,226	13,542	14,225	17,595
May	16,498	16,630	20,774	14,049	14,344	18,260
June	15,986	15,979	20,754	13,539	14,000	18,308
July	16,630	16,189	21,100	14,287	14,237	18,744
August	17,158	16,257	21,802	14,619	14,267	19,314
September	16,410	16,088	22,426	13,872	14,005	20,036
October	16,118	15,821	22,479	13,533	13,894	19,983
November	16,241	16,308	23,263	13,651	14,243	20,492
December	17,443	17,665	24,649	14,503	15,065	21,356
January	17,114	18,393	25,407	15,010	16,230	22,747
February	16,606	19,094	26,137	14,265	16,385	23,138
March	16,643	19,282	26,843	14,294	16,592	23,659
Monthly Average	16,584	17,027	22,988	14,097	14,791	20,303

09-3B Income Maintenance Programs

Expenditures by Sub-Appropriation	Actual 1991/92 \$	Estimate 1991/92 SY	Variance Over/(Under) \$	Expl. No.
— Social Allowances	210,010,600	209,743,000	267,600	
— Health Services	14,440,700	14,065,300	375,400	
— Municipal Assistance*	74,606,000	56,612,300	17,993,700	1
Total Financial Assistance	299,057,300	280,420,600	18,636,700	

* Provincial share of municipal assistance expenditures before cost-sharing under the Canada Assistance Plan.

1. The 1991/92 actual expenditures for the Municipal Assistance Program were \$17,993,700 or 31.8 percent higher than the estimate. This increase is primarily due to higher than estimated caseload growth and assistance costs.

Income Supplement Programs

Income Security and Regional Operations administers two Income Supplement Programs for low-income Manitobans: 55 PLUS — A Manitoba Income Supplement and the Child Related Income Support Program (CRISP), administered from offices in Carberry and Killarney, respectively. Staff assess eligibility, monitor cases and provide information to clients and the general public.

55 PLUS – A Manitoba Income Supplement

The 55 PLUS Program provides quarterly income supplements to low-income Manitobans who are 55 years of age and over. The program has two components. The first, or Senior Component, is for persons eligible to receive certain levels of benefits from the Federal Old Age Security Programs (Guaranteed Income Supplement, Spouses' Allowance and Widowed Spouses' Allowance). Persons in this component are primarily 65 years of age and over. The second, or Junior Component, is for persons 55 years and over who are not eligible to receive Old Age Security benefits but whose income falls within certain specified ranges.

An application for benefits from the Senior Component is not necessary, as eligibility is determined from the person's annual application to the Federal Guaranteed Income Supplement Program. The 55 PLUS benefit is paid to those individuals with little or no personal income other than income from Old Age Security and Guaranteed Income Supplement benefits.

An annual application is necessary for benefits from the Junior Component. In 1991/92, maximum benefits were paid to single persons with a net income of \$8,930.40 or less. Partial benefits were payable to single persons with incomes between \$8,930.41 and \$9,722.40. Maximum benefits were paid to married persons with a net family income of \$14,479.20 or less. Partial benefits were payable to married persons with incomes between \$14,479.21 and \$16,207.20.

The maximum quarterly benefits available for both components for April, July and October 1991 and January 1992 benefit periods were \$111.60 for single persons and \$119.90 for each eligible married person.

During 1991/92, 55 PLUS benefits were provided to an average of 21,034 individuals per quarter. Approximately 66 percent were in receipt of full benefits from the program.

55 PLUS – A Manitoba Income Supplement
Number of Recipients by Marital Status and Quarter

1988/89 to 1991/92

Program Component	1989/90			1990/91			1991/92		
	Single	Married	Total	Single	Married	Total	Single	Married	Total
Senior									
April	12,313	5,305	17,618	11,144	4,464	15,608	10,058	4,371	14,429
July	12,863	5,492	18,355	11,637	4,788	16,425	10,257	4,427	14,684
October	12,770	5,325	18,095	11,440	4,735	16,175	10,312	4,391	14,703
January	12,713	5,238	17,951	11,440	4,695	16,135	10,343	4,346	14,689
Average	12,665	5,340	18,005	11,415	4,671	16,086	10,243	4,384	14,627
Junior									
April	2,422	3,133	5,555	2,582	3,182	5,764	2,729	3,192	5,921
July	2,636	3,424	6,060	2,815	3,394	6,209	2,964	3,489	6,453
October	2,705	3,463	6,168	2,911	3,518	6,429	3,027	3,545	6,572
January	2,788	3,538	6,326	3,024	3,602	6,626	3,108	3,581	6,689
Average	2,638	3,389	6,027	2,833	3,424	6,257	2,957	3,452	6,409
Total Program Average	15,303	8,729	24,032	14,248	8,095	22,343	13,200	7,836	21,036

NOTE: Single recipients include those who have never been married, as well as those who are no longer married (i.e., widowed, divorced, separated). For married recipients, in some cases, both members of a couple receive 55 PLUS and in other cases only one spouse is a recipient.

**55 PLUS – A Manitoba Income Supplement
Expenditures by Quarter (\$000)**

1989/90 to 1991/92

Program Component	1989/90	1990/91	1991/92
Senior			
April	\$ 1,483.9	\$ 1,381.7	\$ 1,291.2
July	1,544.0	1,466.2	1,314.8
October	1,532.5	1,435.5	1,318.2
January	1,515.1	1,432.8	1,320.1
Total	\$ 6,075.5	\$ 5,716.2	\$ 5,244.3
Junior			
April	\$ 598.7	\$ 651.1	\$ 672.4
July	692.6	730.9	760.3
October	663.0	752.8	755.7
January	698.1	752.9	765.1
Total	\$ 2,652.4	\$ 2,887.7	\$ 2,953.5
Total Expenditures	\$ 8,727.9	\$ 8,603.9	\$ 8,197.8

Child Related Income Support Program (CRISP)

The Child Related Income Support Program provides monthly supplements to low-income families to assist them in meeting the costs of raising their children.

CRISP benefits are available to Manitoba families who:

- support one or more children under 18 years of age who are listed as their dependents on a valid Manitoba Health Services card;
- receive family allowances for these children;
- have a total family income within specified levels; and
- have net family assets of \$200,000 or less.

Wards of the province and Treaty Indians living on reservation land or in receipt of federal social assistance are not eligible for CRISP benefits.

Benefits are determined by total family income for the previous tax year, less deductions based on family allowances, child tax credit benefits for each eligible child, six percent of the total family income and any maintenance or alimony payments made. Estimated income for the current year may be used when there

has been a change in the applicant's situation due to a relatively permanent or long-term disability, a change in marital status or the recent immigration of the family to Canada.

For the 1991/92 benefit year, which started on July 1, 1991, one-dependent families with net annual incomes of \$12,384.00 or less were eligible for the maximum benefit of \$30 per month. Annual benefits are reduced 25 cents for each dollar of net family income over the eligibility level for maximum benefits. Benefits are available only by application, and a new application is required for each benefit year.

Net family assets include all personal, farm and business assets of the family, excluding the principal residence, household furnishings and the family vehicle used most often. The value of an asset is determined to be its current market value less any amount owed on the asset.

During 1991/92, CRISP benefits were provided to an average of 6,794 families per month, representing 15,426 children. Approximately 51 percent of the families were headed by single parents, and approximately 85 percent were in receipt of full benefits from the program.

Child Related Income Support Program
Number of Cases and Number of Children
 1989/90 to 1991/92

Month	1989/90		1990/91		1991/92	
	Number of Cases	Number of Children	Number of Cases	Number of Children	Number of Cases	Number of Children
April	8,195	18,576	7,736	17,448	7,531	16,977
May	8,266	18,679	7,828	17,604	7,683	17,279
June	8,337	18,802	7,901	17,779	7,779	17,446
July	4,775	10,636	5,008	11,134	4,542	10,211
August	5,836	13,116	5,684	12,620	5,618	12,574
September	6,297	14,150	5,974	13,253	6,303	14,414
October	6,951	16,001	6,588	15,116	6,675	15,377
November	7,134	16,401	6,807	15,567	6,868	15,773
December	7,256	16,627	6,923	15,811	7,000	16,053
January	7,417	16,939	7,037	16,044	7,087	16,177
February	7,492	17,043	7,251	16,451	7,161	16,297
March	7,640	17,276	7,405	16,734	7,274	16,533
Average	7,133	16,187	6,845	15,463	6,793	15,426

Child Related Income Support Program
Number of Cases by Family Type and Month
 1989/90 to 1991/92

Month	1989/90		1990/91		1991/92	
	Single Parent	Two Parent	Single Parent	Two Parent	Single Parent	Two Parent
April	4,273	3,922	4,058	3,678	3,905	3,626
May	4,303	3,963	4,082	3,746	3,975	3,708
June	4,347	3,990	4,124	3,777	4,022	3,757
July	2,731	2,044	2,864	2,144	2,519	2,023
August	3,297	2,539	3,210	2,474	2,992	2,626
September	3,506	2,791	3,353	2,621	3,174	3,129
October	3,679	3,272	3,484	3,104	3,319	3,356
November	3,768	3,366	3,583	3,224	3,392	3,476
December	3,841	3,415	3,634	3,289	3,442	3,558
January	3,919	3,498	3,684	3,353	3,497	3,590
February	3,953	3,539	3,778	3,473	3,538	3,623
March	4,017	3,623	3,862	3,543	3,575	3,699
Average	3,803	3,330	3,643	3,202	3,446	3,348

Child Related Income Support Program
Monthly Expenditures and Average Monthly Payment
1989/90 to 1991/92

Month	1989/90		1990/91		1991/92	
	Expenditures (\$000)	Average* Monthly Payment	Expenditures (\$000)	Average* Monthly Payment	Expenditures (\$000)	Average* Monthly Payment
April	\$ 508.9	\$ 61.03	\$ 487.7	\$ 61.67	\$ 474.6	\$ 61.97
May	508.6	60.85	489.7	61.55	485.0	61.80
June	506.7	60.71	491.3	61.61	485.4	61.62
July	293.5	60.98	312.5	61.03	280.2	61.46
August	397.7	61.28	372.1	60.98	390.6	61.24
September	419.4	61.33	382.1	60.89	474.8	62.73
October	556.2	62.81	536.7	63.13	470.0	63.09
November	464.3	62.82	447.2	62.83	447.2	62.82
December	462.5	62.61	438.8	62.77	449.0	62.70
January	473.6	62.38	449.3	62.66	449.5	62.42
February	469.3	62.13	463.8	62.35	451.4	62.25
March	476.4	61.79	463.7	62.13	458.2	62.17
Total Expenditures	\$ 5,537.1		\$ 5,334.9		\$ 5,315.9	

*Average monthly payment does not include benefits paid retroactively.

09-3C Income Supplement Programs

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	686,800	24.00	697,600	(10,800)	
Total Other Expenditures	256,800		203,100	53,700	
Financial Assistance					
— 55 PLUS – A Manitoba Income Supplement	8,197,800		8,190,000	7,800	
— Child Related Income Support Program	5,315,900		5,100,000	215,900	
Total Financial Assistance	13,513,700		13,290,000	223,700	

Regional Operations

The Regional Operations Branch is responsible for the delivery of a comprehensive range of social services throughout the province, including: vocational rehabilitation; services to the mentally disabled; child and family services; children's special services; family conciliation; child day care; social allowances; special employment programming; and emergency social services.

There are three major operating areas in Regional Operations, as described below.

Income Security

Income Security is responsible for providing assistance to Manitobans in need in accordance with relevant legislation, regulation and policy. Field staff, located in 14 district offices, assess eligibility, provide assistance and monitor cases.

Income Security staff are responsible for the following programs:

- **Social Allowances Program**
- **Social Allowances Health Services**
- **Income Assistance for the Disabled**

Staff also refer clients to appropriate employment, training and rehabilitation programs and other support services, as required.

Health and Family Services

Health and Family Services is responsible for delivering a comprehensive range of community social services for the Department of Family Services and community health services for the Department of Health throughout the province. Field staff, located in 8 regions, work closely with communities, program directorates, related agencies and other provincial and federal departments to promote the objectives of the department and its specific programs.

Health and Family Services staff deliver services for three areas of the Department of Family Services, as follows:

- **Rehabilitation and Community Living:**
 - community services for mentally disabled adults;

- vocational rehabilitation for mentally and physically disabled adults; and
- children's special services for children with disabilities.

- **Child and Family Services:**

- child and family support services, including assistance to families, child protection, child placement and services to minors and single parents, (in five of eight regions); and;
- family conciliation services.

- **Day Care:**

- day care support services outside of the City of Winnipeg.

Regional Employment Services

Regional Employment Services is responsible for providing a decentralized service to unemployed youth, students and adults living outside the City of Winnipeg. Field staff, located in 8 regional offices, assist individuals, businesses, non-profit and community organizations to access government employment and training initiatives.

Regional Employment Services staff, in co-operation with other departments, are responsible for the delivery of the following programs outside of Winnipeg:

- **CareerStart**
- **Job Opportunity Service**
- **Manitoba Youth Job Centre**
- **Volunteers in Public Service**
- **Environmental Youth Corps** (Manitoba Environment Program)
- **Manitoba Community Places** (Department of Culture, Heritage and Citizenship program)
- **Workforce 2000** (Department of Education and Training program)
- **Employment Adjustment Program** (Department of Labour program)

Caseload statistics for programs delivered by Regional Operations are reported in the respective program areas of the Annual Report.

09-3D Regional Operations

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	20,281,700	551.01	20,395,100	(113,800)	
Total Other Expenditures	4,402,500		4,480,900	(78,400)	

Child Day Care

The objectives of the Child Day Care Branch in 1991/92 were:

- to support the development of accessible, high-quality child care by assisting day care centres and homes to meet established standards of care;
- to promote positive developmental care for children;
- to support parental participation in day care services; and
- to support inclusion of children with special needs in day care, including children with disabilities and children of families in crisis.

The Child Day Care Branch is responsible for:

- establishing minimum licensing standards for day care centres and family day care homes under *The Community Child Day Care Standards Act*, and licensing and monitoring facilities according to these standards;
- providing financial assistance for day care fees on behalf of eligible parents with children attending day care centres and homes;
- providing grants and program assistance to eligible community groups and individuals who provide child care services; and
- classifying all child care workers who work in day care centres in Manitoba.

Licensed day care is provided for children 12 years of age or under in seven categories of centres or homes, as follows:

- full-time day care centres — six or more preschool age children are cared for on a full-time basis;
- school-age day care centres — nine or more children enrolled in Kindergarten to Grade 6 are cared for during out-of-school hours;
- nursery schools — four or more infants or six or more preschool age children are cared for on a part-time basis;
- occasional day care centres — six or more children are cared for on a casual basis;
- family day care homes — up to eight preschool and school age children, including no more than five preschool children, are cared for in a private home;
- group day care homes — up to twelve children, of whom not more than three are less than two years of age, are cared for in one of the homes of the two people providing care; and
- private home day care — up to four preschool and school age children are cared for in a private home where a licence is optional.

In April 1991, changes to the funding structure of the child day care system were announced, which took effect in July 1991. Under the revised structure, all former grants were consolidated into one operating grant.

The new operating grant was set at two different amounts, that is, for fully funded and for partially funded facilities. All non-profit day care centres and family day care homes licensed as of April 18, 1991, and not receiving full funding, became eligible to receive partial funding.

Grants in both categories were based upon the number of licensed spaces in the facility, the type of care, the hours of care offered, and the ages of the children enrolled.

The former nursery school budget was redistributed, providing an equal grant to each licensed non-profit nursery school. In this way, all previously unfunded nursery schools became eligible for funding.

The maximum amount for each grant was established by regulation. Additional funding available to fully funded day care centres caring for children with physical, mental and emotional disabilities was provided in the form of grants for staffing, additional start-up costs and staff training, or for other services required.

The purpose of restructuring was to provide more resources for direct subsidy assistance for those in need. Subsidy eligibility requirements were re-defined so that more families became eligible for such support. Families which received financial assistance prior to restructuring continued to do so and did not pay any more for day care for their children.

For the first time, privately operated day care centres became eligible for a guaranteed fee payment for up to 25 percent of their licensed spaces. This payment equals the difference between the parent fee and the full cost of care. It only applies to the spaces if they are occupied by subsidized children.

All licensed day care centres and family day care homes were eligible to enroll subsidized children and receive fee subsidies paid to them on behalf of families who qualify. Fee subsidies were paid to child care facilities on behalf of an average of 8,919 children in 1991/92, an increase of 1,353 or 18 percent from the previous year. Families qualify for subsidy on the basis of criteria of social need (employment, education, special social need), as well as an assessment of net family income. The amount of provincial subsidy a family is eligible to receive is based on family size, composition, income and cost of day care.

The educational requirements necessary for child care workers and the dates by which these must be completed are specified by regulation under *The Community Child Day Care Standards Act*. Individuals may be classified at the Child Care Worker Assistant or Child Care Worker (CCW) I, II or III levels. Classification at the CCW II and III levels requires formal education, or may be awarded upon a demonstration of on-the-job abilities through a competency based assessment.

A total of 2,524 child care workers applied to Child Day Care and received classifications in 1991/92, an

increase of 23 percent over the previous year. There were 13 candidates who successfully completed the Competency Based Assessment and were classified by Child Day Care in 1991/92. Forty-seven child care workers have been classified at the Child Care Worker II level after completing the Competency Based Assessment program, since its inception in 1987.

Child Day Care provides information to parents and interested individuals about child care services and options. An "Intake Line" is operated during regular office hours, and is also accessible through a government toll-free telephone number. Child Day Care places an advertisement every Saturday in a major Winnipeg newspaper on behalf of licensed family day care providers who have vacant spaces. Information sessions are provided in the evenings to individuals and groups interested in establishing a day care centre or becoming a licensed family day care provider.

Approximately 21 licensed day care centres in schools receive operating funding in the form of grants and subsidies from Child Day Care. One of these opened in 1991/92 in Champlain School in Winnipeg.

A work-site day care policy was announced as part of the 1989/90 day care initiatives. The policy provides for a one-time grant of up to \$75,000 toward capital costs

for sponsors of work-site day care centres. One day care centre received work-site capital funding in 1991/92. Wee Tree Day Nursery, sponsored by the Seven Oaks School Division, is located in Winnipeg.

The Children with Disabilities Program places children with physical disabilities, developmental delays or emotional and/or behavioural problems into day care settings. This program offers children an opportunity to reach their developmental potential in a community environment which fosters positive attitudes toward the disabled. It is an integrated approach which offers a stimulating environment and an opportunity for socialization and independence.

The Children with Disabilities Program provides support and grants to assist provincially funded day care centres, nursery schools and family day care homes to work with children with disabilities. Funding for this program increased, and the number of children participating directly in the program increased to approximately 580 in 1991/92.

In 1991/92, Manitoba continued to receive federal cost-sharing under the provisions of the Canada Assistance Plan for grant and subsidy expenditures made on behalf of subsidized children in non-profit day care centres and family day care homes.

Day Care Centres and Homes Total Facilities and Spaces

Day Care Centres	1990/91		1991/92	
	No. of Centres	No. of Spaces	No. of Centres	No. of Spaces
Fully Funded	309	10,197	401	12,056
Infill Spaces		140		—
Partially Funded and Unfunded Non-Profit	146	3,333	66	1,928
Private	38	1,424	41	1,520
Total	493	15,094	508	15,504

Day Care Homes	1990/91		1991/92	
	No. of Homes	No. of Spaces	No. of Homes	No. of Spaces
Fully Funded	358	1,883	357	1,953
Infill Spaces		70		—
Partially Funded and Unfunded Non-Profit	198	1,173	256	1,520
Total	556	3,126	613	3,473

Fully Funded Day Care Centres and Homes

As of March 31, 1992

Region	Day Care Centres		Day Care Homes		Total	
	No. of Centres	No. of Spaces	No. of Homes	No. of Spaces	No. of Facilities	No. of Spaces
Winnipeg	222	7,814	174	881	396	8,695
Westman	50	1,135	93	553	143	1,688
Eastman	33	778	8	41	41	819
Central/South Central	38	870	35	179	73	1,049
Interlake	20	463	22	129	42	592
Parklands	16	323	8	55	24	378
Norman	8	230	9	68	17	298
Thompson	14	443	8	47	22	490
Total	401	12,056	357	1,953	758	14,009

Partially Funded and Unfunded Non-Profit Day Care Centres and Homes

As of March 31, 1992

Region	Day Care Centres		Day Care Homes		Total	
	No. of Centres	No. of Spaces	No. of Homes	No. of Spaces	No. of Facilities	No. of Spaces
Winnipeg	48	1,547	156	924	204	2,471
Westman	8	146	56	335	64	481
Eastman	—	—	11	61	11	61
Central/South Central	6	113	5	29	11	142
Interlake	3	92	15	86	18	178
Parklands	—	—	6	33	6	33
Norman	1	30	7	52	8	82
Thompson	—	—	—	—	—	—
Total	66	1,928	256	1,520	322	3,448

Private Day Care Centres

As of March 31, 1992

Region	Total No. of Facilities	Total No. of Spaces
Winnipeg	35	1,374
Westman	5	136
Interlake	1	10
Total	41	1,520

Licensing Orders, Suspensions, Refusals

1991/92

Facilities	Number of Licensing Orders*	Licence Suspensions/Refusals
Non-profit day care centres	—	—
Private day care centres	—	—
Day care homes	4	—
Total	4	—

*A licensing order is issued under Section 18 of **The Community Child Day Care Standards Act** when serious violations of licensing regulations occur.

09-4 Child Day Care

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	1,761,300	48.26	1,772,200	(10,900)	
Other Expenditures	439,700		434,700	5,000	
Financial Assistance and Grants	41,720,900		41,717,200	3,700	
Total Other Expenditures	42,160,600		42,151,900	8,700	

Rehabilitation and Community Living Division

The Rehabilitation and Community Living Division provides coordination, direction and support for a range of services to mentally and physically disabled adult Manitobans and assists other Manitobans facing barriers to stable employment to adapt to, and participate in, the province's work force.

The division is also responsible for the provision of funding to non-profit organizations which support the objectives of the Rehabilitation and Community Living Division.

The major objectives of the division are:

- to provide services for the care, accommodation and assistance of mentally disabled adults, and vocational rehabilitation programs for adults who are physically, psychiatrically, mentally or learning disabled;
- to provide care for the mentally disabled adults residing at the Manitoba Developmental Centre; and
- to provide human resource development programs for youth and social assistance recipients.

The branches of the division are:

- Administration;
- Community Living and Vocational Rehabilitation Programs;
- Manitoba Developmental Centre; and
- Special Employment Programs.

Administration

The Administration Branch includes the office of the Assistant Deputy Minister, and is responsible for overall management, policy direction, program analysis, management information and financial support functions for the division.

The main objectives of this branch are:

- to provide central administration, management and financial support to the program branches within the division;
- to ensure that division activities are consistent with department and government policy and legislation; and
- to provide sustaining grants to non-profit organizations which support or enhance the objectives of the division.

These objectives are achieved by the branch through the provision of program planning and policy development activities, external agency resource allocations, and development and maintenance of management information systems.

Major activities undertaken by this branch during 1991/92 include:

- coordination of the 1991/92 estimates process;
- ongoing maintenance and enhancement of the Financial and Client Tracking System (F.A.C.T.) to better enable the division to monitor services to clients, and to monitor or estimate costs associated with such services, on a regional basis; and
- participation on the Mental Health Act Review Committee, which was established to examine alternatives to the existing *Mental Health Act*, Part II.

09-5A Administration

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	669,400	18.51	673,600	(4,200)	
Total Other Expenditures	198,500		209,300	(10,800)	

Community Living and Vocational Rehabilitation Programs Branch

The Community Living and Vocational Rehabilitation Programs Branch is comprised of the following areas:

- Community Living, which is responsible for residential and support services for adults with mental disabilities;
- Day Programs, which is responsible for day services and transportation services for adults with mental disabilities, as well as development and training programs for government and non-government staff; and
- Vocational Rehabilitation, which is responsible for vocational rehabilitation and training services for persons with mental, physical, psychiatric and learning disabilities.

The major objectives of this Branch are:

- to facilitate the development of community-based residential, day and support services for adults with mental disabilities and their families;
- to ensure that policies and programs developed are responsive to the changing needs of the target populations;
- to provide leadership and direction to organizations, agencies and the regional operations system in promoting effective and efficient program administration practices;
- to work in partnership with departmental divisions, central government and community resources to ensure services are evaluated in a timely manner for effectiveness and efficiency;
- to assist adults with mental, physical, psychiatric and learning disabilities in accessing the workforce through the provision of assessment, training, education, and support services;
- to provide program direction and standards governing services offered within the mandate of the Branch;
- to monitor and evaluate programs and services provided by funded agencies and the regional delivery system;
- to establish and monitor funding to external agencies that deliver services to target populations;
- to work with Regional Operations staff in developing and monitoring regional budgets for services to eligible program participants;
- to provide consultation and technical direction to regional field management and external agencies which provide services to adults with disabilities;
- to identify required training and development for regional and agency staff, ensure the appropriate

prioritization and expenditure of funds for these activities; deliver and/or ensure the delivery of training programs; and evaluate the training programs offered;

- to provide information, options and recommendations to the Minister of Family Services concerning policies affecting persons with disabilities; and
- to maintain positive and constructive relationships with program participants, advocacy organizations, community organizations and community parties.

Significant activities of this Branch in 1991/92 included the following:

- an automated client-based statistical and financial tracking system was fully implemented;
- a strategic planning process was initiated, including the development of a Branch Mission Statement, Goals and Objectives;
- funding was provided to permit existing community residence program participants to access Supervised Apartment Living. This direction promotes increased independence for participants in the Supervised Apartment Living Program, and makes community residence beds available for adults with more severe disabilities;
- eight new community residences were established to meet the needs of 25 individuals who have reached the age of majority. Hydra House Ltd., Hope Centre Inc., St. Amant Centre Inc., Children's Home of Winnipeg Inc., Direct Action in Support of Community Homes Inc., and The Pas Children's Home Inc. were the agencies involved in these developments;
- the Community Living unit worked with the Department of Education and Training and the Canadian Deaf Blind Rubella Association on an initiative to pilot a residential and educational program for three young persons who are deaf-blind. The educational program has been initiated and the residence is scheduled to open during 1992/93;
- twenty individuals were approved for new funding in Day Programs;
- safe and reliable transportation was provided for 80 percent of the individuals participating in departmentally approved and funded day programs across the province. Other program participants used public transportation or were within walking distance of their day program;
- a standard agreement for transportation services was finalized and implemented for all transportation carriers;

- the Branch completed a review of government-funded transportation services for adults with mental disabilities;
- the Branch conducted a province-wide survey of external agencies, regional offices and umbrella organizations, to identify the training needs of government and non-government staff providing services to individuals with mental disabilities; and
- development and training services were provided to or purchased by over 900 agency and government staff serving individuals with disabilities.

Staff Development and Training

In 1989, a staff development and training initiative was introduced in the Department of Family Services. This initiative was to include both government and non-government staff working with adults with mental disabilities, and was to be provided through the Rehabilitation and Community Living Division.

Since that time, in consultation and cooperation with agencies and their representative organizations, the Community Living and Vocational Rehabilitation

Programs Branch has provided and facilitated a broad spectrum of training programs for staff at all levels of the service delivery system.

The objectives of the Development and Training Program are:

- to provide for staff development and training programs that enhance the ability of agencies and Family Services staff to ensure the quality care and safety of individuals in residential and day program services; and
- to ensure the ongoing availability of education to government and non-government staff providing care and support to adults with mental disabilities in the community.

Community Living

The Community Living Directorate provides residential and support services to assist adults with mental disabilities and their families, and other primary care providers. These services are designed to promote maximum independence, and to allow adults with mental disabilities to live in the least restrictive manner possible.

Residential and Support Services Consumers Served by Program

1989/90 to 1991/92

Program	Number of Consumers		
	1989/90	1990/91	1991/92
Community Residence Beds	581	596	606
Additional Care and Support	701	754	809
Supervised Apartment Living	220	260	280
Respite	524	524	731
Crisis Intervention	99	143	150
Special Rate Service Provision	64	72	114

Community Residences

Community Residences are residential resources operated by a board or agency for adults with mental disabilities. The board/agency assumes responsibility for the provision of accommodation, purchase of day-to-day operating necessities and provision of on-site care and supervision, consistent with the needs of individual residents. Community Residences are licensed to operate as Residential Care Facilities.

The objectives of the Community Residence program are:

- to provide community housing for adults with mental disabilities who, for a variety of reasons, do not live independently or with family or friends;
- to provide a safe and supportive community environment for adults with mental disabilities;
- to encourage integration of adults with mental disabilities into regular community activities in order to promote social and life skills development; and
- to promote and support independence in a residential setting.

Residential and Support Services
Approved Community Residence Beds
 By Regional Allocation

Region	Approved Community Residence Beds		
	As At March 1990	As At March 1991	As At March 1992
Winnipeg	223	227	245
Eastman	53	53	54
Interlake	49	52	51
Central	95	95	95
Westman	90	91	90
Parklands	56	56	54
Norman	7	9	9
Thompson	8	8	8
Unallocated	0	5	0
Total	581	596	606

Additional Care and Support

The Additional Care and Support Program provides training, care and support to adults with mental disabilities living in a variety of residential alternatives. Funding is provided on an individual basis, to address assessed needs and goals which are over and above basic care and supervision requirements.

The objectives of Additional Care and Support are:

- to provide for the professional and paraprofessional supports required to support adults with mental disabilities in community-based settings;
- to augment basic residential care to address the varied and individual needs of adults with mental disabilities; and
- to promote the movement of adults with mental disabilities to increasingly independent residential options.

Additional Care and Support
Consumers Served by Region
 1989/90 to 1991/92

Region	Number of Consumers		
	1989/90	1990/91	1991/92
Winnipeg	288	310	351
Eastman	67	70	73
Interlake	73	84	110
Central	79	81	87
Westman	99	111	99
Parklands	60	61	63
Norman	11	14	13
Thompson	24	23	13
Total	701	754	809

Supervised Apartment Living

The Supervised Apartment Living Program provides training and supervision to enable adults with mental disabilities to live in their own accommodation.

The objectives of Supervised Apartment Living are:

- to enable adults with mental disabilities, capable of semi-independent living, to reside in the least restrictive alternative possible;
- to provide for training and supports which enable adults with mental disabilities to live safely in their own accommodation;
- to assist adults with mental disabilities in developing skills in personal care, home maintenance, budgeting, menu planning, shopping, cooking, safety, recreation/leisure, community awareness and community participation; and
- to allow more capable individuals to vacate dependent and costly residential options, thereby freeing these residential spaces for individuals who have greater need of them.

Supervised Apartment Living Consumers Served by Region

1989/90 to 1991/92

Region	Number of Consumers		
	1989/90	1990/91	1991/92
Winnipeg	65	73	92
Eastman	22	28	30
Interlake	17	22	24
Central	39	40	42
Westman	29	43	43
Parklands	26	30	33
Norman	2	4	1
Thompson	20	20	15
Total	220	260	280

Respite Services

The Respite Services Program provides short-term care for adults with mental disabilities in order to relieve primary caregivers from continuous care.

Primary caregivers, for the purposes of the Respite Services Program, include natural families, as well as operators of Licensed and Approved Foster Care Facilities.

The objectives of the Respite Services Program are:

- to provide supports which enable primary caregivers to continue to provide community-based residential care; and
- to provide short-term alternative care in the least restrictive environment, and in a manner which is minimally disruptive to the individual's lifestyle.

Respite Services
Consumers Served by Region
 1989/90 to 1991/92

Region	Number of Consumers		
	1989/90	1990/91	1991/92
Winnipeg	203	203	372
Eastman	70	70	77
Interlake	57	57	79
Central	51	51	55
Westman	57	57	80
Parklands	70	70	57
Norman	5	5	7
Thompson	11	11	4
Total	524	524	731

Crisis Intervention Services

The Crisis Intervention Program provides individualized services to adults with mental disabilities whose continuation in community placement is in immediate jeopardy.

Crisis Intervention is designed to provide immediate support while appropriate longer-term plans are developed and put into place.

The objectives of Crisis Intervention are:

- to ensure the immediate physical safety and well-being of individuals in crisis and those around them;
- to maintain the individual in crisis in the least restrictive alternative while long-term plans are put into place;
- to provide immediate assistance or relief to caregivers and service providers who are experiencing crisis with an adult with a mental disability;
- to prevent institutional placement of individuals due to a lack of time to develop appropriate program options; and
- to provide caregivers and service providers with on-site assistance and training in dealing effectively with crisis situations.

Crisis Intervention
Consumers Served by Region
 1989/90 to 1991/92

Region	Number of Consumers		
	1989/90	1990/91	1991/92
Winnipeg	62	110	114
Eastman	4	5	5
Interlake	12	10	4
Central	4	7	11
Westman	8	5	6
Parklands	3	0	3
Norman	1	4	4
Thompson	5	2	3
Total	99	143	150

Special Rate Service Provision

Special Rate Service Provision allocates resources to support adults with mental disabilities whose needs cannot be adequately met through existing programs and rates.

Resources provided in special rate situations may include, but are not restricted to, residential support, day program support, family support, and specialty input.

The objectives of Special Rate Service Provision are:

- to provide short-term (2-12 month) intensive support to assist adults with mental disabilities to fully access and benefit from the existing services and support systems;
- to support long-term stable environments for individuals requiring enriched service provision; and
- to prevent institutionalization of adults with mental disabilities who cannot be accommodated through current service options and rates.

Special Rate Service Provision Consumers Served by Region

1989/90 to 1991/92

Region	Number of Consumers		
	1989/90	1990/91	1991/92
Winnipeg	45	54	91
Eastman	2	2	1
Interlake	1	1	4
Central	1	0	0
Westman	9	9	14
Parklands	1	1	1
Norman	4	5	3
Thompson	1	0	0
Total	64	72	114

Day Program Services

Day programs aim to maximize the independence and productivity of adults with mental disabilities by assisting them in adapting to and participating in the province's work force; facilitating their involvement in the community; and enhancing their potential for personal development.

Service options include non-facility based services with a vocational focus; facility-based services with a vocational focus; and personal development services.

- The objective of facility based services with a vocational focus is to develop, maintain and maximize participants' vocational and social skills as they work toward competitive employment in the community. Services, supports and training are delivered at employment settings in the community. Integrated work sites are sought, where participants are provided with opportunities to work closely with other employees who are not disabled. Work set-

tings may include mobile work crews, enclaves and individual work sites.

- The objective of facility-based services with a vocational focus is also to develop, maintain and maximize participants' vocational and social skills as they work toward competitive employment in the community. Services, supports and training are delivered largely in-house, although a portion of the services may be delivered outside the facility.
- The objective of personal development services is to develop, maintain and maximize participants' personal care skills, emotional growth, physical development, socialization opportunities and communication skills through the provision of in-house or community-based activities. Personal development services also include activities with a vocational focus, where possible. Individuals with more complex and challenging needs generally benefit from these types of services.

**Day Program Services
Consumers Served by Region**

1989/90 to 1991/92

Region	Number of Consumers		
	1989/90	1990/91	1991/92
Winnipeg	619	638	649
Eastman	230	236	236
Interlake	115	115	112
Central	261	263	263
Westman	218	222	222
Parklands	157	157	154
Norman	22	22	22
Thompson	21	22	17
Unallocated	0	0	20
Total	1,643	1,675	1,695

Day Program Transportation Services

The Community Living and Vocational Rehabilitation Programs Branch funds transportation services for adults with mental disabilities who attend departmentally approved and funded day programs.

Public transportation is the option of choice for individuals who, given the opportunity and appropriate training, are capable of utilizing it. Where distance or the level of disability dictate that public transportation is not the safest, most effective option, specialized transportation services are purchased from a number of private carriers.

In 1991/92, the Community Living and Vocational Rehabilitation Programs Branch provided transportation services to 1,364 adults with mental disabilities.

The objectives of Day Program Transportation Services are:

- to purchase safe transportation from appropriately equipped and licensed carriers for individuals who require specialized services as a result of their mental and/or physical disability;
- to purchase public transportation (bus passes) for individuals who have the physical and mental skills to utilize such services; and
- to purchase services based on competitive rates and in consideration of historical experience with the quality of services provided.

Day Program Transportation Consumers Served by Region

1989/90 to 1991/92

Region	Number of Consumers		
	1989/90	1990/91	1991/92
Winnipeg	572	591	591
Eastman	191	194	194
Interlake	88	92	92
Central	224	226	226
Westman	134	135	135
Parklands	68	68	68
Norman	14	17	17
Thompson	21	21	21
Unallocated	0	0	20
Total	1,312	1,344	1,364

Administrative Support

The objectives of Administrative Support grants are:

- to provide funds to residential and day program operators to assist in offsetting the costs of program administration; and
- to acknowledge the administrative costs of program operation and improve the administrative capability of non-profit agencies.

Administrative Support – by Program

Program	Program Spaces Funded		
	1989/90	1990/91	1991/92
Community Residences	579	592	590
Day Programs	1,532	1,574	1,620
Supervised Apartment Living	146	156	180
Total	2,257	2,322	2,390

Vocational Rehabilitation

The Vocational Rehabilitation Program assists eligible adults with disabilities to pursue and secure gainful employment, by providing a spectrum of vocational training, education, restorative and support services.

Individual vocational training plans are submitted to the Vocational Rehabilitation Program by Vocational Rehabilitation Counsellors. Based on these plans, funds are approved to enable individuals to access vocational rehabilitation services.

The objectives of the Vocational Rehabilitation Program are:

- to provide vocational rehabilitation services to adults with disabilities, to enhance their independence and ability to contribute socially and economically through employment in the competitive labour force; and
- to assist adults with a mental, physical, psychiatric or learning disability to access the competitive work force through the provision of assessment, training, education and restorative services.

Vocational Rehabilitation Persons Served by Disability

1989/90 to 1991/92

Disability	Number of Persons Served		
	1989/90	1990/91	1991/92
Physically Disabled	349	352	309
Psychiatrically Disabled	284	272	250
Mentally Disabled	185	179	156
Learning Disabled	40	48	37
Sight Disabled	29	30	34
Hearing Disabled	113	95	73
Other	1	1	—
Total Persons Served	1,001	977	859

The two charts below outline the services approved both by type of service and by disability group receiving that service. The number of services provided is

much larger than the number of people served, as any one person may consume a number of different services simultaneously, or over time.

**Vocational Rehabilitation
Major Services**

1989/90 to 1991/92

Type of Service	Number of Services Provided		
	1989/90	1990/91	1991/92
Education – University	178	157	192
Education – Community College	213	208	183
Education – Special College	48	41	60
Education – School	98	80	78
Vocational Training	162	160	170
Vocational Training – Training on Job	99	111	87
Transportation	1,234	1,237	1,167
Special Services	748	720	693
Incidental Living Allowance	1,180	1,211	1,127
Room and Board	108	106	95
Total	4,068	4,031	3,852

**Vocational Rehabilitation
Services Provided by Disability**

1989/90 to 1991/92

Disability	Number of Services Provided		
	1989/90	1990/91	1991/92
Physically Disabled	1,528	1,514	1,392
Psychiatrically Disabled	1,119	1,147	1,092
Mentally Disabled	657	611	584
Learning Disabled	105	180	187
Sight Disabled	101	115	148
Hearing Disabled	551	461	449
Other	7	3	—
Total	4,068	4,031	3,852

09-5B Community Living and Vocational Rehabilitation Programs

Expenditures by Sub-Appropriation	Actual 1991/92	SY	Estimate 1991/92	Variance Over/(Under)	Expl. No.
	\$		\$		
Total Salaries	875,200	18.00	882,800	(7,600)	
Total Other Expenditures	391,400		393,300	(1,900)	
Total Financial Assistance	29,831,400		31,126,300	(1,294,900)	
Total External Agencies	7,227,400		7,064,000	163,400	

Manitoba Developmental Centre

The Manitoba Developmental Centre is a residential facility providing care, supervision and developmental programs for adult mentally disabled individuals from all regions of Manitoba.

The major objectives of the Centre are:

- to provide comprehensive programs and developmental training for residents including nursing care and supervision, medical, pharmaceutical, dental, physiotherapy, occupational therapy, and a variety of education and training programs to promote rehabilitation;
- to provide client assessment and discharge services;
- to help prepare communities for the reintegration of residents, and to assist residents in their return to community living;
- to encourage relatives and friends of residents to take part in many aspects of the Centre's programming; and
- to ensure ongoing staff development and training.

Major results of Centre activity during 1991/92 include:

- the attainment of a new, two-year accreditation certificate from the Canadian Council on Health Facilities Accreditation, following an Accreditation Survey carried out in November 1991;
- the continued implementation of the Centre's long-range maintenance/upgrade program, including the installation of upgraded heating and/or cooling systems in various units throughout the Centre;
- the development of an Interdisciplinary Planning Process, in accordance with accreditation standards and recommendations, to improve the efficiency of the resident Clinic Review System;
- the program review of the Vocational Training Department carried out by staff from the Community Living and Vocational Rehabilitation Programs Branch;
- an increase in programming for "inactive" residents conducted by Recreation, Vocational Training, Communications and Nursing staff; and
- the continued expansion of the Manrex controlled-dose drug distribution system, which now serves almost 90 percent of the Centre.

Manitoba Developmental Centre Admissions and Separations

1984/85 to 1991/92

Fiscal Year	Start Population	New Admission	Re-Admission	Total Admissions	Discharges	Deaths	Finish Population
1984/85	787	13	29	42	56	11	762
1985/86	762	5	10	15	30	17	730
1986/87	730	6	11	17	108	17	622
1987/88	622	6	14	20	48	10	584
1988/89	584	6	27	33	23	10	584
1989/90	584	11	11	22	12	11	583
1990/91	583	4	20	24	19	9	579
1991/92	579	9	20	29	23	11	574

09-5C Manitoba Developmental Centre

Expenditures by Sub-Appropriation	Actual 1991/92	SY	Estimate 1991/92	Variance Over/(Under)	Expl. No.
	\$		\$		
Total Salaries	19,991,300	634.26	19,617,800	373,500	
Total Other Expenditures	2,937,100		2,958,600	(21,500)	

Special Employment Programs

The Special Employment Programs Branch develops and implements employment policies and strategies which focus on the needs of employment-disadvantaged individuals, including social assistance recipients, and on the employment needs of students and youth. The Branch also provides leadership and consultation to government staff on the effective involvement and management of volunteers. Programs and services include:

- a centralized registration and referral service for university, community college and high school students for summer positions within the Manitoba Government (Job Opportunity Service);
- student and youth employment programs (Student Temporary Employment Program, CareerStart);
- summer job placement services for youth in Winnipeg, and rural and northern communities (Manitoba Youth Job Centre Program);
- consultation to government departments and agencies with respect to their use of a supplemental volunteer work force (Volunteers in Public Service Program);
- a volunteer program designed to enable Manitobans to gain valuable work experience and explore career possibilities through volunteer placements within various government departments (Manitoba Volunteers in Government Program);
- vocational counselling and placement of severely employment-disadvantaged individuals into skills training, work experience or work activity projects (Human Resources Opportunity Program and Human Resources Opportunity Centres); and
- employability enhancement programming for social assistance recipients (Single Parent Job Access, Gateway, Job Access for Young Adults, Community Based Employability Projects).

Branch Operations

Special Employment Programs Branch Operations maintains the core staff required to plan and deliver branch programs and services, the Computer Services section and the Job Opportunity Service.

Computer Services

Computer Services is responsible for the design, implementation and maintenance of computer-based management information systems which are necessary for the effective administration of the programs and services of the Branch.

Job Opportunity Service

The Job Opportunity Service is responsible for the registration, referral and placement of all students in summer positions within provincial government departments, Crown corporations and commissions. Employment-related support services are also provided to students and unemployed youth in Winnipeg.

The objectives of the Job Opportunity Service in 1991/92 were:

- to provide students with equitable access to summer positions created within government, and to increase the hiring efficiency of government personnel and private sector employers seeking to fill summer positions created through provincial government initiatives;
- to increase opportunities for students and youth to acquire career and interest-related jobs;
- to increase opportunities for physically disabled, Native and visible minority students to acquire career and interest-related work experiences;
- to provide volunteers with work experience through the creation of career-related volunteer placements within government, with priority placement given to affirmative action target groups; and
- to increase the employability of students and youth through job search counselling and presentations on job search skills.

The results achieved through the Job Opportunity Service in 1991/92 follow:

- The Job Opportunity Service placed 1,203 students in jobs within provincial government departments, Crown corporations and commissions. Of these, 930 students were placed in positions covered by the budget of the hiring department or organization. Another 273 students were placed in positions created by the Student Temporary Employment Program.
- A total of 89 physically disabled, 59 Native, and 76 visible minority students and youth found summer employment through the Job Opportunity Service.
- In addition to direct referral, 961 unemployed people were given assistance with resume writing and self-marketing, and were provided with job search information.
- During 1991/92, 52 volunteers were placed in 34 branches of 16 departments throughout government, through the Manitoba Volunteers in Government Program. Twenty-one percent of the volunteers placed represented groups identified in the provincial Affirmative Action Policy. Applicants to the Program may also receive counselling on job search techniques, resume writing, employment options, and on preparation for interviews.

09-5D-1 Branch Operations

Expenditures by Sub-Appropriation	Actual	SY	Estimate	Variance Over/(Under)	Expl. No.
	1991/92		1991/92		
	\$		\$		
Total Salaries	670,600	18.00	636,900	33,700	
Total Other Expenditures	95,300		176,000	(80,700)	

Youth Programs

Youth Programs provide employment preparation, job creation and referral programs and services in order to increase employment opportunities for students and unemployed youth. These activities are undertaken through the Student Temporary Employment Program (STEP), Manitoba Youth Job Centres (MYJC), Volunteers in Public Service (VIPS), and Manitoba CareerStart.

Student Temporary Employment Program (STEP)

STEP provides staff years to enable government departments to hire students in short-term summer positions. The Program is designed to offer students career-related work experience while enabling government organizations to meet service demands at peak activity periods.

The special components of STEP provide both staff years and salary dollars to ensure that disabled students are given opportunities to gain work experience within the Civil Service and to provide positions for interprovincial and international exchanges, as well as for gifted students.

The objectives of STEP in 1991/92 were:

- to increase career-related work opportunities for students by providing staff years for positions which offer meaningful career-related work experience;
- to reduce student unemployment in Manitoba during the summer months;
- to provide financial assistance to students to enable them to continue their education;
- to provide the opportunity for students to work in their home locality during the summer months;
- to provide the opportunity for physically disabled students to obtain work experience during the summer months;
- to provide the opportunity for a student employment exchange between the provinces of Manitoba and Quebec for ten Manitoba and ten Quebec students;
- to provide the opportunity for a student employment exchange between Canada and other countries for six Manitoba and six foreign students in economics and commerce; and
- to provide the opportunity for gifted high school students to participate in the Shad Valley Program, which involves four weeks of workshops in mathematics, the sciences and entrepreneurship, followed by six weeks of related work experience.

During 1991/92, STEP placed 273 students in 268 positions, working an average of 11.9 weeks each. A total of 73 physically disabled, 14 Native and 17 visible minority students were employed through the Program.

Manitoba Youth Job Centre Program

The Manitoba Youth Job Centre Program operates throughout the province in cooperation with either a community-based sponsoring committee, or a federal government Student/Youth Employment Centre. Placement, referral and job counselling services are provided for students and unemployed youth seeking summer jobs.

The objectives of the Manitoba Youth Job Centre Program in 1991/92 were:

- to increase the number of local students/youth hired by private and public employers;
- to increase knowledge of job search techniques, volunteerism and career information;
- to increase employer satisfaction with student/youth employees through appropriate matching and referral;
- to provide career-related summer employment opportunities for 46 students acting as Manitoba Youth Job Centre Managers and Student/Youth Employment Officers; and
- to increase community participation in the areas of student and youth employment activities.

The results achieved through the Manitoba Youth Job Centre Program during the summer of 1991 follow:

- The Program operated Manitoba Youth Job Centres in 34 small rural communities throughout the province. Community sponsoring committees assisted by providing office space and local support. In ten larger communities, including Winnipeg, Student/Youth Employment Centres were operated jointly with the federal government. A total of 46 post-secondary students were hired to operate the centres from May until mid-August.
- During the summer of 1991, a total of 8,864 students/youth were placed in full-time, part-time and casual jobs by the Centres. This figure includes the placement of 376 individuals in Manitoba CareerStart '91 positions. In addition, the Centre managers were responsible for organizing and conducting workshops on job search techniques for high school students in their areas.

Volunteers in Public Service Program

The Volunteers in Public Service Program has a mandate to provide leadership and support for volunteerism in the provincial government.

The objectives of the Volunteers in Public Service Program in 1991/92 were:

- to develop and revise policies, procedures and standards of operation for volunteer involvement in government services, and to facilitate their implementation;
- to provide consultation services which promote and

support volunteerism in government, and educate staff in effectively involving and managing volunteers in their programs;

- to coordinate activities and events relating to volunteerism or volunteers in government, and to liaise with related organizations; and
- to provide support to provincial government staff responsible for the operation of government boards and committees.

The results achieved during 1991/92 through the Volunteers in Public Service Program follow:

- Staff of the Volunteers in Public Service Program provided a total of 142 consultation and coordination activities on volunteer management, for 42 different branches of government departments. The majority of consultations took place in Winnipeg; approximately 25 percent occurred in rural Manitoba.

Activities focused mainly on the following:

- facilitating networking meetings for staff throughout government who work with volunteers;
- planning and organizing the Premier's Reception for Volunteers in Government;
- administering the Premier's Volunteer Service Award;
- volunteer program development and management, including needs assessment, program planning, orientation, evaluation and recognition of volunteers;
- training staff who work with volunteers or volunteer organizations;
- insurance, liability and legal considerations pertaining to volunteer involvement;
- evaluation of existing programs;
- assessment of funding proposals for volunteer projects;
- working with volunteer boards; and
- employee/volunteer relationships workshops.

Manitoba CareerStart '91

Manitoba CareerStart encourages employers to create additional employment opportunities for Manitoba's students and unemployed youth during the summer months.

The objectives of Manitoba CareerStart in 1991/92 were:

- to create additional positions for full-time students of any age and unemployed youth 16-24 years of age;
- to create employment opportunities for Manitoba youth, which provide skills, training and/or career-related work experience to equip them for full-time participation in the labour force;

- to provide financial support through employment to students, to enable them to continue their education; and
- to facilitate students' transition from school to work by operating a special component, CareerFocus, which enabled students to obtain career-related work experiences that were linked to their academic program of study.

Manitoba CareerStart '91 guidelines were as follows:

- The Program offered financial assistance to registered businesses, institutional organizations and community/non-profit groups located within Manitoba, and in operation prior to program application.

- Employers were eligible to receive work experience incentives from the Program at the rate of \$2.00 per hour.
- All employers were eligible to apply for up to three positions. The minimum length of employment per position was 210 hours, with a minimum of 30 hours per week. The maximum length of employment eligible was 640 hours, with a maximum of 40 hours per week.

During 1991/92, the Manitoba CareerStart Program assisted 2,403 employers to provide new job opportunities for 3,003 students and youth in 2,896 positions.

09-5D-2 Youth Programs

Expenditures by Sub-Appropriation	Actual		Estimate		Expl. No.
	1991/92	SY	1991/92	Variance	
	\$		\$	Over/(Under)	
Total Salaries	728,900	126.06	488,000	240,900	
Other Expenditures					
— Grants & Transfer Payments	2,335,100		2,717,400	(382,300)	
— Operating	219,400		273,400	(54,000)	
Total Other Expenditures	2,554,500		2,990,800	(436,300)	

Human Resources Opportunity Program

The Human Resources Opportunity Program (HROP) is intended to assist those individuals who experience continued difficulty in finding and maintaining employment to re-enter the work force. Specific attention is given to persons receiving, or likely to receive, social assistance.

The objectives of the Program in 1991/92 were:

- to assist persons who experience problems in securing or sustaining employment to acquire the social and technical skills necessary to eliminate or prevent their financial dependency on provincial and municipal governments;
- to develop delivery systems that will ensure that comprehensive services are available throughout the province;
- to provide linkages with other provincial, municipal, federal and private sector resources to ensure that appropriate jobs and services are available when job readiness is achieved, and that the costs involved are shared appropriately; and

- to develop employment opportunities for persons unable to function independently in the labour market.

Program clients must demonstrate a need for special help in finding employment, and be willing to pursue technical or vocational courses leading to employment. Clients must also be willing to acquire the personal and social skills needed to sustain them in training and employment.

Program counsellors assist clients to assess their vocational skills, interests and aptitudes, and to develop and implement a plan of action that will lead to financial independence.

The Program draws on the resources of other provincial, federal and municipal departments and the private sector, in order to provide financial and technical assistance. Training programs at community colleges, private trade schools, and in industry are used extensively. Work experience placement in a variety of regular work settings is a major component of programming.

The Program served 4,269 clients in 1991/92. A total of 2,742 clients received extensive vocational counselling

and assessment; 742 clients attended community college or a trade school; 314 were placed in work training and assessment; 547 were involved in Human Resources Opportunity Centre programming; and 316 received specialized life skills training. A total of 608 clients received ongoing supportive counselling following employment placement. At fiscal year end, 2,200 clients remained in the Program.

Human Resources Opportunity Centres

Human Resources Opportunity Centres (HROC) provide assistance to those persons who require a more intensive approach to counselling and job training. The Centres offer participants a combination of job training and work experience through involvement in on-site work bases and community work placements.

Centres play an important role in helping participants improve their self-confidence through counselling and life skills training, which familiarize them with budgeting, problem-solving, communicating, stress management, grooming for employment, employer expectations and goal setting. Participants are also exposed to a range of career and job search information. There are eight Human Resources Opportunity Centres, located in Winnipeg, Brandon, Portage la Prairie, Dauphin, Selkirk, Beausejour, Gimli and The Pas. Centres work

closely with other provincial government departments, municipalities and non-profit community groups in their work-base activities.

During 1991/92, Centres provided service to 1,687 clients. Of these, 391 remained in Centres at fiscal year end. A total of 257 individuals left prior to completion of the assessment period. Of the 1,039 who left after the assessment period, 539 were placed in employment or in training programs elsewhere, and another 151 completed the program and were considered ready for employment.

Centres also deliver a variety of special programming funded by the federal and municipal governments, which is designed to meet community needs. Special programs delivered in fiscal year 1991/92 include a youth program called Workplace Orientation Workshops, which was aimed at school dropouts and funded by Employment and Immigration Canada. Employment and Immigration Canada also funded a Job Finding Club which the Westbran HROC coordinated. The cities of Brandon and Winnipeg funded municipal programming designed to assist municipal social assistance recipients to enter the work force. A total of 330 clients participated in special programs delivered by the Centres.

**Human Resources Opportunity Program
Applications (New and Reopened Cases Only)
By Source of Referral and Region**

1991/1992

Regional Office	Source of Referral						Total Applications
	Income Security	Personal Service	Municipal	External Agencies	Human Resources Opportunity Centres	Self	
Central	99	—	22	11	—	82	214
Eastman	32	—	13	12	1	48	106
Interlake	59	—	18	19	3	58	157
Parklands	82	1	24	16	—	45	168
Westman	187	4	116	63	1	109	480
Winnipeg	826	—	—	—	34	10	870
Total	1,285	5	193	121	39	352	1,995

**Human Resources Opportunity Program
Program Caseload
Movement By Category of Service**

1991/1992

Caseload Category	Number of Cases	Intake	Caseload and Category Transfer		Completed/ Closed	Number of Cases March 31/92
	April 1/91		In	Out		
Employment Services	83	31	241	149	91	115
Vocational Counselling	978	1,823	984	1,709	1,059	1,017
Vocational Training	652	89	634	466	332	577
Work Assessment	6	1	18	23	—	2
Work Training	58	8	306	280	13	79
Human Resources Opportunity Centres	195	69	478	423	106	213
Special Projects	85	12	304	346	23	32
Employment Services Follow-up Counselling	175	4	604	173	445	165
Total	2,232	2,037	3,569	3,569	2,069	2,200
Incidental Services*						522
Pending	130	(as of March 31, 1992)				

* *Incidental Services* — Counsellor involvement with an individual usually limited to a single contact (referral service, information giving, etc.).

**Human Resources Opportunity Program
Job Placement By Region**

1991/1992

Region	Method of Placement							
	Social Allowance				Non-Social Assistance			
	Single Parent Assistance		Other Social Assistance		Non-Social Assistance		Total	
	By HROP Staff	Self	By HROP Staff	Self	By HROP Staff	Self	By HROP Staff	Self
Central	19	4	3	2	1	5	23	11
Eastman	1	10	5	15	8	30	14	55
Interlake	11	3	8	8	19	11	38	22
Parklands	5	6	3	6	6	4	14	16
Westman	93	—	130	—	56	—	279	—
Winnipeg	115	21	—	—	—	—	115	21
Total	244	44	149	31	90	50	483	125

Human Resources Opportunity Centres

1991/1992

CENTRES	Clients in Centres at April 1, 1991	Intake During 1991/92	Total Clients Served During 1991/92	Clients Not Completing Their Training			Completed Program (Were Considered Job Ready Upon Completion)	Completed Program And Were Placed in Employment or Further Training	Clients in Centres at March 31, 1992
				Withdrew During Assessment (1st Month)	Withdrew During Program	Referred to Other Programs Which Could More Appropriately Meet Their Needs			
Winnipeg Human Resources Opportunity Centre	106	569	675	142	113	8	45	223	144
Westbran Human Resources Opportunity Centre	88	237	325	41	75	4	22	96	87
Central Human Resources Opportunity Centre	9	56	65	6	12	1	5	16	25
Parklands Human Resources Opportunity Centre	25	64	89	22	15	5	13	15	19
Interlake Human Resources Opportunity Centre	27	98	125	7	14	2	20	45	37
The Pas Human Resources Opportunity Centre	24	115	139	26	25	3	6	49	30
Eastman Human Resources Opportunity Centre	14	61	75	1	14	—	20	20	20
Selkirk Human Resources Opportunity Centre	37	157	194	12	37	21	20	75	29
Total	330	1,357	1,687	257	305	44	151	539	391

09-5D-3 Human Resources Opportunity Program/Centres

Expenditures by Sub-Appropriation	Actual		Estimate		Variance Over/(Under)	Expl. No.
	1991/92	SY	1991/92			
	\$		\$			
Total Salaries	1,059,800	27.00	1,064,600		(4,800)	
Other Expenditures	158,800		152,000		6,800	
Financial Assistance	150,900		132,800		18,100	
Opportunity Centres (HROC)	5,178,100	10.00	5,030,400		147,700	
Less: Recoveries from Other Appropriations	(193,700)		(175,000)		(18,700)	
Total Other Expenditures	5,294,100		5,140,200		153,900	

Employability Enhancement Programs

Manitoba provides a variety of initiatives intended to assist social assistance recipients to make the transition from dependency on social assistance to employment and financial self-sufficiency.

These training and employment initiatives were first established in 1987 under the **Canada/Manitoba Agreement on Employability Enhancement for Social Assistance Recipients**. The province is responsible for developing and administering programs which are designed to enhance the social, technical and employment skills of social assistance recipients including youth, disabled persons, sole support parents and other general recipients. The programs serve a total of approximately 1,100 clients per year. The federal government provides funding for employability enhancement programs through the Canadian Jobs Strategy, which is administered by Employment and Immigration Canada.

The programs and services included under the Employability Enhancement Agreement in 1991/92 follow:

Single Parent Job Access

The Single Parent Job Access Program provides support to single parents in receipt of social assistance, to assist them in planning for their future educational or vocational development, with the objective of long-term financial independence.

The program provides integrated counselling, vocational training, and work experience, tailored to the needs of the individual.

The objectives of the Single Parent Job Access Program in 1991/92 were:

- to provide programming which responds to individual needs of single parents through a combination of personal counselling, group pre-employment sessions, work experience and skills training placements;
- to create an awareness among single parents on social assistance, and agencies serving this group, that there is programming that can assist them to enter employment or training; and
- to provide monitoring and follow-up support which will further enhance the participants' chances of successfully completing the program.

The Single Parent Job Access Program components include intake; assessment and counselling; group pre-employment preparation programs; work experience; skills training; and a support fund from which training or work-related costs, including child care, are provided.

This program is delivered through seven Human Resources Opportunity Centres of the Human Resources Opportunity Program, and served a total of 754 participants in 1991/92.

Single Parent Job Access Program

1991/1992

Location	In Program at April 1/91	Intake During 1991/92	Number of Persons Served April 1/91 to March 31/92	In Program at March 31/92	Participation by Component*		
					C.O.P.E.**	Work Experience	Skills Training
Winnipeg	27	284	311	15	149	102	60
Westbran	50	129	179	34	61	81	37
Central	11	68	79	13	23	56	—
Parklands	6	34	40	9	12	28	—
Interlake	0	39	39	2	13	26	—
Norman	15	50	65	26	22	22	21
Eastman	5	36	41	5	19	22	—
Total	114	640	754	104	299	337	118

* Some trainees participated in more than one component.

** Career Opportunities in Preparation for Employment.

Gateway

Gateway offers social assistance recipients 18 years of age or over an opportunity to participate in a training and employment program leading to permanent employment.

The objectives of Gateway in 1991/92 were:

- to provide specific skills training for social assistance recipients 18 years of age or over;
- to encourage private sector employers to provide employment opportunities through wage incentives; and
- to assist social assistance recipients to adapt to a working environment, by providing individual and group counselling to enhance employability and personal development.

The Program combines up to 40 weeks of classroom instruction with 12 weeks of on-the-job training, with the expectation that the work placement component will lead to permanent employment.

During the classroom component, participants receive a training wage of \$5.00 per hour. Participants are paid by the employer during the on-the-job training component. Gateway provides reimbursement to the employer at the rate of 50 percent of the hourly wage paid, to a maximum of \$3.00 per hour, plus a 10 percent employee benefit allowance.

Throughout the duration of the program, participants receive financial supports to cover costs associated with child care, employment-related tools, equipment and clothing. Personal supports include extensive individual and group counselling, personal development, employment preparation and job search training.

Gateway operates in Winnipeg, Brandon and The Pas. The Program enrolls a number of new participants throughout the year, and therefore overlaps two fiscal years.

In 1991/92, 58 participants enrolled at South Winnipeg Technical Centre to study Autobody Repair, Auto/Diesel Mechanics, Automated Office, Building Operations and Power Engineering, Commercial Food Services, Health Services Admissions, Industrial Electricity, Production Art, Industrial Electronics, Industrial Mechanics, Industrial Welding, Microcomputer Systems Technician and Industrial Control and Automation. At Red River Community College, 15 participants studied Health Care and 16 enrolled in Printing/Offset Duplicator training.

In Brandon, 12 participants were enrolled in areas such as Autobody, Retail Sales, Secretarial and Accounting. Training institutions in Brandon included Assiniboine Community College, Crocus Plains Regional Secondary School, Brandon Core Area Training and Cambrian

Business College. Twelve participants in The Pas received Health Care Attendant/Home Support Worker training through Keewatin Community College.

A total of 207 participants were served in 1991/92, including 113 participants who entered the Program in 1991/92, and 94 participants who entered the Program the previous year. Of the 94 participants who entered the Program in 1990/91, 84 completed the classroom component, and 66 completed both the classroom and work placement components. The participants who entered the Program in 1991/92 will complete their training at varying times throughout 1992.

Job Access for Young Adults

Job Access for Young Adults offers training and employment for social assistance recipients between the ages of 18 and 24 years.

The objectives of the Job Access for Young Adults Program in 1991/92 were:

- to provide an opportunity for young adults receiving social assistance to obtain skills training and work experience leading to permanent employment;
- to encourage private sector employers to provide employment opportunities for youth receiving social assistance through work experience incentives; and
- to assist these youth to adjust to a working environment by providing personal development and employment preparation training.

The Job Access for Young Adults Program provides 30 young people with an opportunity to participate in up to 40 weeks of classroom instruction and 12 weeks of on-the-job training. Counselling and support are available throughout the 52-week period. Financial supports include classroom supplies, child care expenses, tools and uniforms. Personal supports include extensive counselling, personal development and employment preparation training.

In 1991/92, 36 individuals were served, including 6 who entered the Program in 1990/91. Participants studied Autobody Repair, Auto/Diesel Mechanics, Commercial Food Services, Industrial Electricity, Industrial Electronics, Industrial Mechanics, Industrial Welding, Production Art, or Technical Drafting. While attending classroom instruction, participants received a training wage of \$5.00 per hour.

Private sector employers were recruited to provide work experience placements, with the expectation that permanent employment would result. Employers were eligible to receive wage reimbursement equal to 50 percent of the hourly wage, paid up to a maximum of \$3.00 per hour, plus a 10 percent employee benefit allowance.

Community Based Employability Projects

Community Based Employability Projects provide grant funding to selected community-based organizations to set up and operate training and employment projects leading to permanent employment for social assistance recipients.

Priority consideration is provided to projects which address the employability and personal needs of the physically, mentally or emotionally disabled, or youth between the ages of 18 and 24.

The objectives of Community Based Employability Projects in 1991/92 were:

- to provide grant funding to organizations to deliver projects leading to permanent employment for social assistance recipients; and
- to provide provincial and municipal social assistance recipients with an opportunity to gain the nec-

essary skills and work experience required to function in the workplace.

Projects combine formal classroom training in areas such as life skills, employment preparation and job search skills with on-the-job training and work experience, leading to full-time employment with private sector employers. Project participants receive a training wage equal to or greater than the provincial minimum wage. In 1991/92, Community Based Employability Projects provided grant funding to 12 organizations to deliver employment and training projects to 309 social assistance recipients. Nine of these projects were funded in conjunction with Employment and Immigration Canada, and three were totally provincially funded. In addition, one municipal project operated by the City of Brandon was funded by Employment and Immigration Canada and the municipality. This project served a total of 13 social assistance recipients.

09-5D-4 Employability Enhancement

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	549,700	14.00	547,000	(2,700)	
Total Other Expenditures	4,396,600		4,409,600	(13,000)	

Child and Family Services

The Child and Family Services Division is responsible for the delivery of a range of high-quality social services to strengthen and support Manitoba families. The primary goal of the divisional programs is to support family unity. However, when families are unable to fully carry out their responsibilities, divisional programs provide for the protection and well-being of family members. When the rights of children and families are in conflict, the Child and Family Services Division ensures that the needs of children are met.

The major objectives of this division are:

- to provide central program management for child and family service programs;
- to provide administrative, program, and funding support for child protection and family support services delivered by child and family service agencies, regional offices, and other specialized service agencies;
- to provide short-term care and shelter for youth who require a secure setting;
- to administer the Family Conciliation Program, which provides social service support to the Family Division of the Court of Queen's Bench;
- to provide program direction and funding support for services to families through a system of women's shelters, resource centres, crisis committees, and by specialized service agencies, and to administer the Women's Advocacy Program; and
- to provide program direction and funding support for services provided to children with mental and physical disabilities and their families.

The programs and services administered by the division are coordinated through five branches: Administration, Child and Family Support and Seven Oaks Centre, Family Conciliation, Family Dispute Services, and Children's Special Services.

Administration

The staff of the division's Administration Branch consists of the Assistant Deputy Minister of the division, and advisory and support staff. The objectives of the branch are to facilitate the development of effective management practices within divisional programs; to promote the external agency accountability necessary to ensure compliance with legislation, and the administrative and funding guidelines of the department; to coordinate the divisional budget process to ensure that adequate resources are available for divisional programs; and to coordinate divisional planning and policy development to ensure that the division's programs identify and meet changing client needs.

The objectives of the Child and Family Services Division are achieved through the following activities:

- provision of regular management consultation and support to individual program directors, to ensure that program commitments for 1991/92 are met;
- coordination of the divisional Estimates process in accordance with departmental and Treasury Board guidelines and target dates;
- provision of technical assistance and/or expertise to the programs in the completion of specific financial, budget and policy-related projects; and
- coordination of the development and implementation of short- and long-term program plans in response to the changing needs of client groups, to enable the Department to anticipate and respond to developing needs.

During 1991/92, accomplishments for the Administration Branch included:

- finalization and implementation of a Secretarial Procedures Guide for the division;
- improvement of timing and accuracy of correspondence and submissions regarding divisional activities;
- coordination of the 1991/92 and the 1992/93 Estimates processes for the division; and
- confirmation of a revised divisional organizational structure, which emphasizes improved management.

In addition to these accomplishments, ongoing activities in 1991/92 included:

- continuing development of a process to identify short- and long-term program plans and the tracking of those plans; and
- regular management consultation and provision of support to program branches, in order to assist them in meeting their objectives.

09-6A Divisional Administration

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	195,300	5.00	216,000	(20,700)	
Total Expenditures	19,100		23,000	(3,900)	

Child and Family Support and Seven Oaks Centre

Child and Family Support

The Child and Family Support Branch has responsibility for the administration of *The Child and Family Services Act*. Services under the Act include support of community groups, assistance to families, child protection, child placement, and services to minor and single parents. The branch is also responsible for the operation of the Seven Oaks Centre, a secure, protective residential facility for children.

The objectives of the Child and Family Support Branch include:

- to plan and develop a comprehensive continuum of child and family services throughout the province, designed to support, supplement, and, where necessary, substitute for parental care and supervision; and
- to ensure the delivery of high-quality services by external agencies and regional offices, in accordance with provincial statutory requirements, policy direction, and budgetary allocations.

The Child and Family Support Branch operates as a central directorate and provides administrative, program, and funding support to external agencies and regional offices to ensure the delivery of the following services:

- strengthening families to enable children to remain in their own homes;
- investigating allegations of child abuse;
- protecting children at risk of abuse and neglect;
- providing support to pregnant adolescents and young parents;
- providing substitute parental care, including foster and residential care homes; and
- placing children for adoption.

Child and family services are provided through a network of 15 external agencies and regional offices, which are mandated to provide services under *The Child and Family Services Act*, and by 36 ancillary and

related service organizations that provide a range of preventative and supportive services to children, families, and to minor and single parents.

There are 10 mandated external agencies in the province, as well as 5 regional offices staffed by the Regional Operations Branch of the Department of Family Services, as follows:

- Five Child and Family Service Agencies:
 - Winnipeg Child and Family Services
 - Child and Family Services of Central Manitoba
 - Child and Family Services of Western Manitoba
 - Jewish Child and Family Service
 - Churchill Health Centre
- Five Native Agencies:
 - Dakota Ojibway Child and Family Services
 - West Region Child and Family Services
 - Southeast Child and Family Services
 - Anishinaabe Child and Family Services (East Side and West Side)
 - Awasis Agency of Northern Manitoba
- Five Regional Offices:
 - Eastman
 - Interlake
 - Parklands
 - Norman
 - Thompson

The 36 non-mandated ancillary and related external agencies are:

- 14 Residential Group Home organizations
- Four Child Care Treatment Centres:
 - Children's Home of Winnipeg
 - Knowles Centre Inc.
 - Marymount Inc.
 - Macdonald Youth Services
- 12 Other Agencies:
 - Ma Mawi-Wi-Chi-Itata Centre, Inc.
 - Native Women's Transition Centre, Inc.
 - Manitoba Metis Federation Inc.
 - Villa Rosa Inc.

- The Salvation Army – Lindenvue Residence
- Family Services of Winnipeg Inc. (Homemaker Program)
- Health Sciences Centre (Child Protection Centre)
- Rossbrook House Inc.
- The Manitoba Foster Family Association, Inc.
- Pregnancy Distress Service Inc.
- The Pas Action Centre Inc.
- University of Manitoba (Psychological Services Centre)
- Six Big Brother/Sister organizations:
 - Big Brothers Association of Winnipeg Inc.
 - Big Sisters Association of Winnipeg Inc.
 - Big Brothers and Sisters of Brandon Inc.
 - Big Brothers/Big Sisters of Morden/Winkler and District Inc.
 - Big Brothers and Big Sisters of Portage la Prairie Inc.
 - Youth for Christ (Winnipeg) Incorporated.

The Child and Family Support Branch also centrally maintains the Central Adoption, the Post Adoption, and the Child Abuse Registries; and an Interprovincial Desk which facilitates the interprovincial movement of children, and the transmission of child protection alerts.

The Act provides for the licensing and funding of placement resources for children, including foster homes, group homes, and child care treatment centres. Foster homes are approved by the mandated agencies and regional offices; group homes and treatment centres are licensed by the department's Residential Care Licensing Branch, and are funded through the Child and Family Support Branch.

The majority of services and programs funded by the Child and Family Support Branch are cost-shared under the Canada Assistance Plan.

Activities carried out by the Child and Family Support Branch include:

- **Planning** – design and coordination of a strategic planning process for service providers and community agencies within the child and family services system, and the planning and development of a provincial Child and Family Service Information System;
- **Quality Assurance and Program Evaluation** – establishment of standards of service delivery and evaluation of agency programs in relation to these service standards;
- **Policy and Legislation** – identification of policy development issues, review of legislation, preparation of legislative changes and regulations, and implementation of new policies and legislation in the child and family services system;

- **Service Promotion and Support** – promotion of high-quality services delivered by agencies through consultation, training, research, and evaluation;
- **Budgeting and Funding** – funding of child and family services; development of budgets, funding mechanisms and contractual relationships; reviewing of financial requirements and results; and maintaining accountability for public funds; and
- **Centralized Provincial Services** – administration of centralized provincial services, including the Adoption and the Post Adoption Registries, and the Child Abuse Registry.

Planning:

The Child and Family Support Branch planning activities in 1991/92 reflected government priorities involving strategic service planning, tripartite discussions with Native groups and the federal government, reviews of child deaths by the Chief Medical Examiner, and a comprehensive approach to dealing with child abuse. Child and Family Support Branch activities resulted in the following accomplishments:

- the planning and implementation of improvements to the service delivery system for vulnerable children and families in Winnipeg through the creation of a new agency, Winnipeg Child and Family Services, which centralized the administration of six former Winnipeg-based agencies, but maintained a decentralized child and family service delivery system in the City of Winnipeg;
- the planning of a comprehensive service and funding continuum to reflect the needs of children in care, and the expectations placed upon care givers (e.g. foster parents); and
- the further development of an automated, province-wide Child and Family Service Information System to track children and cases throughout the province.

Quality Assurance and Program Evaluation:

Activities in this area included the development of standards, service audits and reviews, permanency planning reviews, and program evaluation. Significant accomplishments in 1991/92 included:

- a quality assurance program review of two child and family service agencies, assessing their capability of providing services consistent with the Act;
- the integration of the Workload Measurement Project within the Service Information System, and the finalizing of activities regarding the Neighbourhood Parenting Project;
- the development and implementation of a high-risk indicator assessment tool as an aid to front-line social workers in the assessment of, and planning for, children;

- the receipt of, and response to the Report of the Review into the Matters Related to Knowles Centre Inc. Handling of Allegations of Sexual Assault (Knowles Report); and
- the receipt of, and response to the Independent Review of Reporting Procedures in Children's Residential Care Facilities (P.C. Suche Report).

Policy and Legislation:

Activities in this area in 1991/92 involved the ongoing development and updating of standards, and continuing documentation of comments and recommendations for legislative change. The boundaries and by-laws of Winnipeg Child and Family Services were set out in Manitoba Regulation 139/91, which came into force on June 25, 1991.

Ongoing activities in the area of policy and legislation included input into the drafting of proposed legislation to establish the Office of the Children's Advocate.

Service Promotion and Support:

In 1991/92, there was continued emphasis upon the provision of support to agencies, regional offices, and other service organizations through ongoing activities such as consultation, meetings, workshops, records management, and forms distribution. Significant achievements resulting from this activity were:

- increased communication and collaboration in policy and program planning through joint consultation meetings with agency executive directors, regional directors, and senior staff; and
- the promotion of, and planning for, the Child and Family Service Information System.

Budgeting and Funding:

As part of an overall direction by government for improved financial management and increased accountability, the Child and Family Services Branch was involved in significant developments relating to the funding of external agencies and services, with the following projects having been accomplished:

- the approval of an improved funding model for foster care for the province-wide mandated child and family service system on a standardized, formula-driven basis which allowed for a rational and equitable distribution of funds;
- the refinement of criteria for the funding of exceptional child care costs;
- the planning and provision of funding for the development of a computerized Child and Family Services Information System;
- the conversion of funding for child care supervision fees for Native children in care of the Native agencies from a per diem payment to a grant; and
- the undertaking of a joint review of Aboriginal child and family services with the federal Department of

Indian Affairs, resulting in increased agency and program accountability.

Funding is categorized into two main components:

- **Maintenance of Children;** and
- **External Agencies Funding**

Maintenance of Children

Program funding for Maintenance of Children is directed towards services to support children in a range of placements, which include Regular and Special Rate Foster Care, and Residential Care. In addition, program funding is provided for Support Services.

Foster and Special Rate Foster Care program funding provides for the purchase of regular rate and special foster rate care placements, and for other special rate living situations and facilities (such as independent living arrangements and maternity homes). The foster care program recognizes a continuum of care ranging from regular rate foster care for those children who can readily adapt to family routine, to special rate foster care for emotionally disturbed children, and for developmentally and physically handicapped children. Funding was provided through Basic Maintenance per diem rates, Special Rate/Needs grants or allocations, and actual approved costs paid from the Exceptional Circumstances Fund.

In 1991/92, funding was provided in support of 1,032,695 foster care days.

Activities in this area resulted in:

- an increase in the basic maintenance rate paid to foster parents, consistent with the August 1988 Memorandum of Understanding between Manitoba and The Manitoba Foster Family Association, Inc.;
- the provision of special rate/needs funding to agencies and regions consistent with a proposed standardized service and funding model to achieve a rational and equitable distribution of funds; and
- the provision of assistance to agencies for exceptional circumstances entailing extraordinary placements or costs.

Residential Care program funding provides for the placement of children into group homes operated by child care treatment centres, mandated child and family service agencies, and 14 other private organizations. Funding was provided mainly by means of a per diem rate.

Activities in this area in 1991/92 resulted in:

- the funding of 101,391 residential care days for children in care; and
- the review by the Secure Admissions and Placement Panel of 139 requests for admission into Level IV and V residential care facilities (group homes and treatment centres), of which 121 were approved for placement.

Support Services program funding provides a range of services to strengthen and maintain families. These preventative services include homemaker services, respite services, and parent aides. Funding to agencies was provided by way of grants, rates, and allocations.

In 1991/92, approximately 9,600 individuals were provided support services by the mandated child and family service agencies and regional offices.

External Agencies Funding

The funding of the external agency service delivery system occurs through the provision of grants paid to mandated child and family service agencies, child care treatment centres, and to other service agencies.

Mandated child and family service agencies received grants for the following purposes:

- Service and Administration costs – for salary and related costs for the delivery of services to families, the placement and supervision of children in care, development of resources for children, and for central support and administration.
- Service Staff Projects – to provide funds for specific approved projects to work in a support (preventive) capacity with children in families at risk.
- Child Sexual Abuse Projects – to provide funds for specific initiatives to address issues in the province's Child Abuse Program.

Mandated Native child and family service agencies received funding for the following purposes:

- Service and Administration costs – during 1991/92, funding for the service costs related to the placement and supervision of children in care and development of resources for children who are a provincial responsibility, was converted from a per diem payment to a grant, the same funding mechanism as for non-native agencies.
- Off-Reserve Services – to provide funds for staff costs in support of transition services to Native families who have left the reserve.

Child Care Treatment Centres received funding for the following:

- Service and Administration costs – to provide funds in support of service and central support costs for residential treatment programs.
- Specialized Programs – to provide funds in support of community-based support programs, and day programs offered by some institutions.

Other service agencies, which offer ancillary and supportive services to children, families, and minor and single parents, received funds for a range of protective and preventive services and/or in recognition of an agency's service objectives.

Number of Children by Present Status Who Have Been Placed¹ By Reporting Agency

as at March 31, 1992 (numbers include both federal and provincial responsibility)

Service Providers	1989/90				1990/91				1991/92			
	Wards	VPA ²	Other	Total	Wards	VPA ²	Other	Total	Wards	VPA ²	Other	Total
Child and Family Services Agencies												
Winnipeg Child and Family Services	1,508	746	4	2,258	1,513	702	75	2,290	1,672	722	10	2,404
Child and Family Services of Central Manitoba	92	36	—	128	87	48	—	135	108	59	—	167
Child and Family Services of Western Manitoba	192	34	—	226	185	29	—	214	176	41	—	217
Jewish Child and Family Service	1	7	4	12	1	7	4	12	2	5	3	10
Churchill Health Centre	22	—	—	22	3	3	2	8	8	3	3	14
Sub-Total	1,815	823	8	2,646	1,789	789	81	2,659	1,966	830	16	2,812
Native Agencies												
Dakota Ojibway Child and Family Services	235	51	4	290	259	58	—	317	332	88	—	420
West Region Child and Family Services	136	53	8	197	164	90	—	254	149	95	—	244
Southeast Child and Family Services	—	—	—	N/A ³	—	—	—	N/A ³	75	182	—	257
Anishinaabe Child and Family Services – East	—	—	—	N/A ³	—	—	—	N/A ³	43	102	11	156
Anishinaabe Child and Family Services – West	—	—	—	N/A ³	—	—	—	N/A ³	97	128	4	229
Awasis Agency of Northern Manitoba	296	120	—	416	376	94	—	470	517	132	—	649
Sub-Total	667	224	12	903	799	242	—	1,041	1,213	727	15	1,955
Regional Offices												
Winnipeg (STOR) ⁴	6	1	—	7	2	—	—	2	1	—	—	1
Eastman	33	24	3	60	32	29	6	67	34	42	3	79
Interlake	45	56	2	103	51	58	1	110	63	55	2	120
Parklands	104	32	—	136	106	24	2	132	112	31	1	144
Norman	73	30	8	111	53	14	4	71	51	17	3	71
Thompson	182	19	—	201	217	23	—	240	216	14	—	230
Sub-Total	443	162	13	618	461	148	13	622	477	159	9	645
Total	2,925	1,209	33	4,167	3,049	1,179	94	4,322	3,656	1,716	40	5,412

1. "Placed" refers to those placements other than the home of the child's parents or persons in whose care the child has been at the time of agency/regional office placement.

2. Voluntary Placement Agreement.

3. N/A – Not available at time of printing.

4. The Winnipeg Region provides Services to Other Regions whose children are in placement in Winnipeg, and who require supervision.

Number of Children by Placement Placed by Reporting Agency

(as at March 31, 1992)

Service Providers	Regular Rate Foster Homes ²	Special Rate Foster Homes ²	Other Special Rate Placements ²	Treatment Centres in Manitoba ³	Selected Adoption Probation Placements ³	Other Non-Pay Care Living Arrangements ³	Total
Child and Family Services Agencies							
Winnipeg Child and Family Services	733	655	467	111	100	338	2,404
Child and Family Services of Central Manitoba	49	55	18	5	20	20	167
Child and Family Services of Western Manitoba	47	72	23	9	15	51	217
Jewish Child and Family Service	—	2	8	—	—	—	10
Churchill Health Centre	2	—	9	3	—	—	14
Sub-Total	831	784	525	128	135	409	2,812
Native Agencies							
Dakota Ojibway Child and Family Services	311	61	43	5	—	—	420
West Region Child and Family Services	115	69	56	2	—	2	244
Southeast Child and Family Services	196	51	7	1	—	2	257
Anishinaabe Child and Family Services – East	33	120	3	—	—	—	156
Anishinaabe Child and Family Services – West	188	39	—	2	—	—	229
Awasis Agency of Northern Manitoba	397	23	52	23	2	152	649
Sub-Total	1,240	363	161	33	2	156	1,955
Regional Offices							
Winnipeg (STOR) ¹	1	—	—	—	—	—	1
Eastman	46	8	4	—	1	20	79
Interlake	63	20	10	9	6	12	120
Parklands	69	44	4	3	4	20	144
Norman	32	15	10	4	4	6	71
Thompson	64	32	89	4	—	41	230
Sub-Total	275	119	117	20	15	99	645
Total	2,346	1,266	803	181	152	664	5,412

1. The Winnipeg Region provides Services to Other Regions whose children are in placement in Winnipeg, and require supervision.

2. These categories refer to those placements which are a direct cost to the agency or region.

3. These categories refer to those placements which are not a direct cost to the agency or region, but which may be funded through other sources.

Child Maintenance Provincial Days of Care

1991/92

Agency/Region	Foster and Special Rate Care			Residential Care ²	Seven Oaks Centre	Total
	Regular Rate	Special Rate	Sub-Total			
Child and Family Services Agencies						
Winnipeg Child and Family Services	264,364	363,556	627,920	70,857	5,767	704,544
Child and Family Services of Central Manitoba	13,765	22,433	36,198	2,381	121	38,700
Child and Family Services of Western Manitoba	15,240	28,887	44,127	6,791	—	50,918
Jewish Child and Family Service	118	1,073	1,191	1,830	—	3,021
Churchill Health Centre	364	292	656	1,451	4	2,111
Sub-Total	293,851	416,241	710,092	83,310	5,892	799,294
Native Agencies						
Dakota Ojibway Child and Family Services	7,713	7,537	15,250	366	113	15,729
West Region Child and Family Services	17,302	6,839	24,141	—	432	24,573
Southeast Child and Family Services	17,608	1,859	19,467	—	235	19,702
Anishinaabe Child and Family Services – East	28,206	9,373	37,579	333	14	37,926
Anishinaabe Child and Family Services – West	40,489	3,412	43,901	88	217	44,206
Awasis Agency of Northern Manitoba	24,779	1,810	26,589	—	608	27,197
Sub-Total	136,097	30,830	166,927	787	1,619	169,333
Regional Offices						
Winnipeg (STOR) ¹	459	—	459	—	—	459
Eastman	11,745	4,552	16,297	686	129	17,112
Interlake	19,312	7,508	26,820	1,511	196	28,527
Parklands	20,800	17,399	38,199	506	—	38,705
Norman	10,146	8,076	18,222	1,855	3	20,080
Thompson	26,963	28,716	55,679	12,736	687	69,102
Sub-Total	89,425	66,251	155,676	17,294	1,015	173,985
Total	519,373	513,322	1,032,695	101,391	8,526	1,142,612

1. The Winnipeg Region provides Services to Other Regions whose children are in placement in Winnipeg, and require supervision.

2. Includes Group Homes and Child Care Treatment Centres.

Provincial Caseload by Category

(as at March 31, 1992)

Service Providers	Number of Children In Care	Number of Families Receiving Services	Number of Unmarried Adolescent Parents	Total
Child and Family Services Agencies				
Winnipeg Child and Family Services	2,404	4,470	260	7,134
Child and Family Services of Central Manitoba	167	593	49	809
Child and Family Services of Western Manitoba	217	769	79	1,065
Jewish Child and Family Service	10	119	2	131
Churchill Health Centre	14	14	3	31
Sub-Total	2,812	5,965	393	9,170
Native Agencies				
Dakota Ojibway Child and Family Services	420	301	3	724
West Region Child and Family Services	244	605	N/A ²	849
Southeast Child and Family Services	257	192	33	482
Anishinaabe Child and Family Services – East	156	499	10	665
Anishinaabe Child and Family Services – West	229	N/A ²	5	234
Awasis Agency of Northern Manitoba	649	688	26	1,363
Sub-Total	1,955	2,285	77	4,317
Regional Offices				
Winnipeg (STOR) ¹	1	—	—	1
Eastman	79	215	9	303
Interlake	120	270	19	409
Parklands	144	390	30	564
Norman	71	158	5	234
Thompson	230	316	43	589
Sub-Total	645	1,349	106	2,100
Total	5,412	9,599	576	15,587

1. The Winnipeg Region provides Services to Other Regions whose children are in placement in Winnipeg, and who require supervision.

2. N/A – Not available at time of printing.

History of Funding (\$000)

Service Provider	1989/90	1990/91	1991/92
Child and Family Services Agencies			
Winnipeg Child and Family Services	36,553.8	41,016.8	43,152.5
Child and Family Services of Central Manitoba	2,523.1	2,786.4	3,068.7
Child and Family Services of Western Manitoba	3,748.5	4,106.6	4,258.6
Jewish Child and Family Service	138.2	145.8	127.0
Churchill Health Centre	60.9	69.5	68.4
Sub-Total	43,024.5	48,125.1	50,675.2
Native Agencies			
Dakota Ojibway Child and Family Services	712.0	659.1	743.8
West Region Child and Family Services	816.6	1,084.4	1,214.2
Southeast Child and Family Services	479.3	589.5	747.0
Anishinaabe Child and Family Services – East	1,235.2	1,336.1	1,735.5
Anishinaabe Child and Family Services – West	1,317.8	1,773.3	1,663.1
Awasis Agency of Northern Manitoba	1,102.3	1,029.4	1,250.3
Sub-Total	5,663.2	6,471.8	7,353.9
Regional Offices			
Winnipeg (STOR) ¹	71.5	52.9	20.4
Eastman	393.8	564.5	590.6
Interlake	736.2	877.9	904.1
Parklands	1,149.4	1,372.8	1,454.7
Norman	1,097.0	1,081.1	894.2
Thompson	1,305.5	1,722.5	2,447.6
Sub-Total	4,753.4	5,671.7	6,311.6
Mandated Agencies Sub-Total			
	53,441.1	60,268.6	64,340.7
Treatment Centres – Grants	2,931.7	3,605.0	3,603.0
Residential Care	11,592.8	12,288.3	12,946.4
Other Agencies/Programs	6,258.1	6,451.6	6,773.7
Total	74,223.7	82,613.5	87,663.8

1. The Winnipeg Region provides Services to Other Regions whose children are in placement in Winnipeg, and who require supervision.

Centralized Provincial Services

The Child and Family Support Branch has responsibility for coordinating or providing specific services, including the Central Adoption Registry, the Post Adoption Registry, the Child Abuse Registry, and the Interprovincial Desk.

In 1991/92, activities in this area resulted in:

- the placement of 121 children through the Central Adoption Registry;
- an increase of 304 new registrations on the Post Adoption Registry, and 73 reunions facilitated on behalf of registrants;

- the reporting to Manitoba agencies and regional offices of 2,140 alleged physically and sexually abused children;
- the recording, as at March 31, 1992, of a total of 425 abusers and 268 child victims on the Child Abuse Registry; and
- the processing of a total of 835 cases by the Interprovincial Desk.

Adoption Services

	1989/90	1990/91	1991/92
Selected Manitoba Placements ¹	116	98	119
Selected Out-of-Province Placements	5	2	2
Total Selected Adoptions	121	100	121
Private ² Placements Opened	42	60	34
<u>De Facto</u> ³ Placements Opened	38	15	19

1. *Selected Adoption* – A child is placed for adoption with approved applicants by the director or agency having permanent guardianship of the child.
2. *Private Adoption* – A child may be adopted by persons with whom he/she has been placed directly by the biological parent.
3. *De Facto* – A child may be adopted by persons who have had him/her in their custody without financial assistance for at least three years.

Report on Alleged Physically & Sexually Abused Children In Manitoba

Source	1989/90	1990/91	1991/92
Child and Family Services Agencies			
Winnipeg Child and Family Services	1,294	1,229	930
Child and Family Services of Central Manitoba	175	71	300
Child and Family Services of Western Manitoba	76	99	73
Jewish Child and Family Service	29	19	7
Churchill Health Centre	15	35	31
Sub-Total	1,589	1,453	1,341
Native Agencies			
Dakota Ojibway Child and Family Services	54	82	110
West Region Child and Family Services	42	79	8
Southeast Child and Family Services	71	74	42
Anishinaabe Child and Family Services – East	46	14	36
Anishinaabe Child and Family Services – West	N/A ²	N/A ²	20
Awasis Agency of Northern Manitoba	182	175	53
Sub-Total	395	424	269
Regional Offices			
Winnipeg (STOR) ¹	—	—	—
Eastman	41	31	40
Interlake	166	126	172
Parklands	117	57	2
Norman	71	62	155
Thompson	105	158	161
Sub-Total	500	434	530
Total	2,484	2,311	2,140
Age of Child			
Under 1 year	38	59	43
1 – 3 years	238	301	293
4 – 10 years	942	1,028	1,022
11 – 15 years	726	663	642
16 and over	235	173	138
Unknown	—	13	2
Total	2,179	2,237	2,140
Sex of Child			
Male	706	864	768
Female	1,473	1,373	1,372
Total	2,179	2,237	2,140

1. The Winnipeg Region provides Services to Other Regions whose children are in placement in Winnipeg, and who require supervision.

2. N/A – Not available at time of printing.

Seven Oaks Centre

The Seven Oaks Youth Centre is a provincial residential facility for children, designated as a place of safety under *The Child and Family Services Act*. The facility provides temporary emergency shelter, and secure and protective residential care for children who:

- present an immediate danger to themselves; and/or
- demonstrate an inability to live in a less secure setting.

Major activities during 1991/92 included:

- the receipt of, and response to a report prepared by the Ombudsman entitled Synopsis of Ombudsman's Investigation Into Seven Oaks Youth Centre; and
- the provision of care to 417 children.

Seven Oaks Centre Case Count

Residents	1989/90	1990/91	1991/92
Children Resident at April 1	45	28	24
Admissions	659	410	393
Discharges	676	414	395
Children Resident at March 31	28	24	22
Number of Days Care	14,942	8,994	8,526

09-6B Child and Family Support

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	1,894,300	47.26	1,874,400	19,900	
Other Expenditures					
— General Operating	2,397,900		2,566,900	(169,000)	
— Maintenance of Children and External Agencies	87,663,800		88,505,200	(841,400)	1
Total Other Expenditures	90,061,700		91,072,100	(1,010,400)	

1. The variance is primarily attributable to per diem and billing payments not increasing in volume as originally estimated in the Estimates process; offset partially by transition costs related to the restructuring of Winnipeg Child and Family Services, and to the conversion of Native Supervision Fees from a per diem to a grant method of payment.

09-6C Seven Oaks Centre

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	1,784,800	47.00	1,662,600	122,200	
Total Other Expenditures	266,700		282,100	(15,400)	

Family Conciliation

The Court of Queen's Bench, Family Division, was officially established in 1984/85. Family Conciliation is the social service component of that Court Division.

During 1989/90, the Family Division, Court of Queen's Bench, and Family Conciliation expanded their services throughout the Province. Family conciliation services are provided in Winnipeg directly by the Family Conciliation Branch, and in other areas of the Province by regional office staff (funded by the Regional Operations Branch of the department in Brandon, Flin Flon, The Pas, and Thompson).

The objective of Family Conciliation is to ensure the availability of a range of high-quality dispute resolution services to families disrupted by separation or divorce, and where continued parenting of the children is of primary concern.

The objectives of Family Conciliation are achieved through the following activities:

- administration of the Family Conciliation Program (Winnipeg), which provides social service support to the Family Division of the Court of Queen's Bench, including information/referral, court-ordered assessments, mediation, counselling, group programs, and the Access Assistance Program;
- development and monitoring of program policies and service standards across the province; and
- provision of training, consultation, and leadership in the development of regional services.

These activities involve the provision of the following services:

- **Information and Referral** is an intake service. Individuals and families are assisted in identifying problems and possible solutions, are informed of community services which may be appropriate to their situation, and are referred accordingly.
- **Conciliation Counselling** is brief, separation-related counselling focused on parents' and children's adjustment to family reorganization.
- **Mediation** is structured, short-term intervention to assist families in developing a parenting plan, to maintain a continuing relationship amongst children,

parents, and extended family, and to protect children from parental conflict. This is a preferred intervention for resolving custody/access conflicts.

- **Court-Ordered Assessment Reports** provide comprehensive family assessments, professional opinions and recommendations to the Court concerning the best interests of children in custody, access, and guardianship matters.
- **The Access Assistance Program** is a unique, Winnipeg-based, three-year demonstration project, jointly funded by the federal Department of Justice and the provincial Departments of Justice and Family Services. The program focuses on the children's needs in access conflicts, and on compliance with the Court Orders following divorce or separation. Specifically, it offers children an opportunity to maintain or re-establish a positive, continuing relationship with the non-custodial parent; a safe, non-threatening environment for access to take place; a buffer against parental hostility; and, ultimately, a reduction in parental hostility and resulting anxiety for the child. The Access Assistance Program staff includes a Program Coordinator and an Access Counsellor, with psychological services that are contracted out. Legal services and consultations are provided by the Family Law Branch of the Department of Justice. The program began serving clients in March 1989.
- **Orientation Seminars** are held weekly to orient parents to the services of Family Conciliation. Most importantly, the two-hour seminar educates and focuses parents on the needs of the children when their parents are divorcing. The seminar is an essential first step to mediation and has improved the outcome of the process.
- **Children's Workshops** assist children with the trauma, loss, and reorganization of divorce. Two models were used: monthly after-school workshops, and a six-week session for children living in families experiencing severe access conflict.
- **Mediation Training** is provided to other professionals working with families, particularly in the area of Child and Family Services. Four-day seminars are held twice annually.

Family Conciliation Group Programs – (Winnipeg Only)

No. of Participants	1989/90	1990/91	1991/92
Orientation Seminars	714	645	647
Children's Workshops	76	66	32

Family Conciliation Service Profile

Type of Service	1989/90			1990/91					1991/92					
	Winnipeg	Brandon	Total	Winnipeg	Brandon	Flin Flon	Thompson	Total	Winnipeg	Brandon	Flin Flon*	Thompson	The Pas**	Total
Information & Referral	780	13	793	831	30	—	—	861	821	164	3	43	1	1,032
Conciliation Counselling	76	20	96	43	13	12	7	75	81	16	—	6	—	103
Mediation	673	76	749	494	80	2	18	594	585	55	5	25	11	681
Court Ordered Assessment Report	141	51	192	168	31	4	9	212	152	50	2	19	7	230
Access Assistance Program***	81	—	81	70	—	—	—	70	76	n/a	n/a	—	n/a	76
Total	1,751	160	1,911	1,606	154	18	34	1,812	1,715	285	10	93	19	2,122

* Flin Flon operational for 6 months, October 1991 to March 1992.

** The Pas operational for 10 months, June 1992 to March 1992.

*** Access Assistance Program – A pilot program for Winnipeg only, begun in February 1989.

Family Conciliation Referral Sources (by percentage)

Referral Source	Winnipeg			Brandon			Flin Flon	Thompson*		The Pas
	1989/90	1990/91	1991/92	1989/90	1990/91	1991/92	1991/92	1990/91	1991/92	1991/92
Court	24%	33%	32%	64%	64%	47%	35%	43%	52%	37%
Lawyer	28%	22%	23%	33%	32%	32%	24%	43%	16%	25%
Self	38%	39%	40%	3%	3%	19%	24%	4%	16%	19%
Other	10%	6%	5%	0%	1%	2%	17%	10%	16%	19%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

* Thompson date represents service between September 1990 and March 31, 1991 only.

During 1991/92, accomplishments for the Family Conciliation Branch included:

- provision of high-quality family conciliation services, reaching more than 2,000 families;
- utilization of the conciliation counselling service by over 100 Manitoba families;
- provision of mediation services to over 650 families throughout the province, with the court referring 32 percent, the lawyers referring 23 percent, self-referrals making up 40 percent, and other referrals from community agencies comprising 5 percent;
- a total of 230 court-ordered assessment reports throughout the province in 1991/92, an increase of 18 over 1990/91;
- delivery of children's workshops and orientation seminars to nearly 680 clients; and
- introduction of conflict resolution training to other professionals working with families in conflict.

In addition to these accomplishments, ongoing activities in 1991/92 involved:

- continued public information and education, through numerous presentations and meetings, to inform the public of the service and the needs of divorcing families;
- continued education to describe the service to lawyers and the courts, to encourage more appropriate referral and utilization of the service;
- continued development of the Access Assistance Program, including:
 - ongoing recruitment and training of volunteers for the supervision of access;
 - quarterly meetings with a Community Consultation Group; and
 - delivery of a children's group aimed at eight-to-ten-year-olds; and,
- ongoing development and review of program guidelines.

09-6D Family Conciliation

Expenditures by Sub-Appropriation	Actual	SY	Estimate	Variance	Expl. No.
	1991/92		1991/92		
	\$		\$	Over/(Under)	
Total Salaries	631,600	17.00	673,800	(42,200)	
Total Other Expenditures	74,700		103,300	(28,600)	

Family Dispute Services

Family Dispute Services was created in 1985. The objectives of the branch are:

- to ensure that protection services are available to support families who are caught in the cycle of violence;
- to offer support services to women; and
- to plan and develop a continuum of services across the province which would better address the needs of battered women, their children, and those who batter.

The objectives of Family Dispute Services are achieved through the following activities:

- development of policies and program standards for wife abuse and women's resource centre services in Manitoba;
- provision of grants and monitoring agencies' financial operations and service delivery; and

- administration of the Women's Advocacy Program, which provides legal information and support to women whose spouses have been charged with assault.

These activities involve the provision of the following:

- **Wife Abuse Program**
- **Women's Resource Centres**
- **Women's Advocacy Program**

Wife Abuse Program

The purpose of the Wife Abuse Program is to support the development and maintenance of services to aid women who are victims of violence, through the provision of funding and consultation to community-based agencies which offer crisis and support services. The branch also develops and monitors program policies, and is engaged in the development of service standards for shelters.

The funding to community-based wife abuse services is provided by grants from Family Dispute Services, and per diem funding for residential bednights from Income Security and Regional Operations. Grants are in support of administration, short-term crisis services, counselling and/or public education. Other grants paid to specific agencies are in support of fee waiver bednights, crisis line operations, or follow-up services to support women in re-establishing themselves, independent of their abusers. Other specialized counselling and treatment programs for victims and abusers also receive grants.

The Family Dispute Services Branch funded a total of 25 family violence organizations throughout the province in the 1991/92 fiscal year:

- 11 Wife Abuse Shelters:
 - Eastman Crisis Centre Inc.
 - Flin Flon/Creighton Crisis Centre Inc.
 - Ikwe-Widdjitiwin Inc.
 - Parkland Crisis Centre Inc.
 - Portage Women's Shelter Inc.
 - Selkirk Cooperative on Abuse Against Women Inc.
 - South Central Committee on Family Violence Inc.
 - The Pas Committee for Women in Crisis Inc.
 - Thompson Crisis Centre Inc.
 - Y.M./Y.W.C.A. of Winnipeg Inc. (Osborne House)
 - Y.W.C.A. of Brandon (Westman Women's Shelter)

Crisis lines are operated by two of the above wife abuse shelters. The Winnipeg regional line is operated by Osborne House, and the provincial toll free line is operated by Ikwe-Widdjitiwin Inc.

- 3 Crisis Offices:
 - Evergreen Spouse Abuse Committee Inc.
 - L.E.A. Wife Abuse Committee Inc.
 - Swan Valley Crisis Centre Inc.
- 4 Committees:
 - Killarney & District Committee on Family Violence Inc.
 - Minnedosa and Area Committee Inc.
 - Russell Concerned Citizens Inc.
 - Snow Lake Centre on Family Violence Inc.
- 2 Second Stage Housing Programs:
 - Samaritan House Ministries Inc.
 - Women in Second Stage Housing Inc.
- 5 Urban Support Programs:
 - Age & Opportunity Inc. (Elder Abuse Resource Centre)
 - Immigrant Women's Association of Manitoba Inc.
 - Clinic Inc. (Evolve Program)
 - Ma Mawi-Wi-Chi-Itata Centre Inc.
 - Women's Post Treatment Centre Inc.

Number of Residential Bednights – Wife Abuse Services

Type of Agency	1989/90	1990/91	1991/92
Shelters	27,106	35,995	34,275
Crisis Offices	164	60	101
Committees	3	9	18
Total	27,273	36,064	34,394

Number of Abused Women and Their Children Accommodated by Crisis Services

Type of Agency	1989/90		1990/91		1991/92	
	Women	Children	Women	Children	Women	Children
Shelter	1,934	2,804	2,415	3,502	2,362	3,444
Crisis Office	21	36	10	25	25	26
Committee	1	2	4	5	4	14
Total	1,956	2,842	2,429	3,532	2,391	3,484

Number of Clients Using Other Wife Abuse Services

Type of Agency	1990/91	1991/92
Shelter (Non-residential)	7,147	7,899
Crisis Office (Non-residential)	384	739
Committee (Non-residential)	171	344
Second Stage	50	114
Urban Support Program	2,140	3,113
Total	9,892	12,209

Number of Calls Received by Crisis Lines

Type of Service	1989/90	1990/91	1991/92
Winnipeg Region	6,259	12,829	14,033
Provincial Toll Free*	1,271	12,114	17,248
Other Crisis Lines	35,485	37,123	38,495
Total	43,015	62,066	69,776

* Provincial toll free line operational for only part of 1989/90.

Women's Resource Centres

The women's resource centres provide information, programs, services, and training to assist women in making informed choices in their lives. Resource centres also undertake community development activities to assist women in the achievement of social, economic, and/or legal reforms.

For the 1991/92 fiscal year, the Family Dispute Services Branch funded four women's resource centres:

- Fort Garry Women's Resource Centre Inc.
- North End Women's Centre Inc.
- Northern Women's Resource Service Inc.
- Pluri-elles (Manitoba) Inc.

Number of Clients Served by Women's Resource Centres

	1989/90	1990/91	1991/92
Total	11,586	16,078	21,397

Women's Advocacy Program

The major focus of the Women's Advocacy Program (WAP) is the provision of legal information and support to women in Winnipeg whose spouses have been charged with assaulting them. WAP staff contact women by letter in situations where charges have been laid. After initial contact, services are offered on a vol-

untary basis. Once a woman contacts the program, she is offered a personal interview and counselling. Other women are referred to the service by the justice system when they are having difficulty understanding and participating in the legal process. The program also provides training on wife abuse issues to law enforcement officials and other professionals.

Number of Clients Served by the Women's Advocacy Program

Type of Service	1989/90	1990/91	1991/92
Victims Contacted	890	1,246	1,822
Clients Counsellled	N/A	468	694
No. of Training Events	17	16	12

During 1991/92, accomplishments for the Family Dispute Services Branch included:

- provision of financial support to 25 family violence service agencies which provide shelter, support and/or treatment for approximately 18,000 persons affected by family violence;
- provision of financial support to four women's resource centres for the delivery of services to approximately 21,000 women and their families;
- provision of legal information to approximately 1,800 victims, and further support to nearly 700 women

whose spouses have been charged with assault against their partners;

- provision of additional financial support to Parkland Crisis Centre Inc. for the opening of a new shelter in the Parkland Region;
- development of a new funding model for wife abuse shelters; and
- collaboration by the Women's Advocacy Program with the Family Violence Court on the provision of services to abused women whose spouses are to appear before the court on assault charges.

In addition to these accomplishments, ongoing activities in 1991/92 included:

- provision of ongoing consultation with 29 funded agencies to solicit input into major policy issues, and to resolve specific operational issues;
- development of a prototype service agreement for negotiation with funded agencies; and
- continued development of administrative and program standards for shelters, to ensure efficient and effective service delivery.

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

Category	1989/90	1990/91	1991/92
Shelters	1,003.7	1,030.5	992.6
Fee Waiver	33.4	70.8	62.5
Crisis Lines	365.4	402.7	402.7
Follow-Up Services	38.3	62.6	139.4
Shelter Sub-Total	1,440.8	1,566.6	1,597.2
Crisis Offices	53.5	53.5	53.5
Committees	16.9	16.9	16.9
Second Stage	89.7	104.2	142.4
Urban Support Program	586.8	672.3	772.8
Women's Resource Centres	456.2	479.7	479.7
Total	2,643.9	2,893.2	3,062.5

09-6E Family Dispute Services

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	434,700	11.00	461,600	(26,900)	
Other Expenditures					
— General Operating	83,200		109,400	(26,200)	
— External Agencies	3,062,500		3,219,600	(157,100)	
Total Other Expenditures	3,145,700		3,329,000	(183,300)	

Children's Special Services

The objectives of Children's Special Services are to plan, develop, and monitor programs for children with physical or mental disabilities, to support families to maintain children with disabilities in their own homes to the greatest extent possible, and to ensure that high-quality alternative resources are available for those children with disabilities who are receiving care outside their homes.

The objectives of Children's Special Services are achieved through the following activities:

- development of program policies and service guidelines for the delivery of services to Manitoba children with disabilities living with their families;
- provision of program consultation, monitoring, and funding support to St. Amant Centre, the Society for Manitobans with Disabilities, and Community Respite Services;
- support of the delivery of services by regional offices and agencies through consultation, training, research, and evaluation across government departments and programs;
- leadership in the development of resources to meet evolving demands (e.g. children with medically complex needs) within the context of current services; and
- provision of program consultation and funding support to external agencies and regional offices delivering therapy, respite services and family support services.

These activities involve the provision of the following services:

- **Community-Based Services to Families** caring for children with disabilities, including training, and consultation for regional staff; and
- **External Agencies** providing residential care, early intervention, and respite services.

Community-Based Services to Families

The Children's Special Services Branch develops guidelines and provides resources for such family supports as respite care; child development; supplies and equipment; transportation; and training of workers in rural, northern, and remote areas of the province.

Additional care and support for high-need families requiring specialized or intensive care for their children, is also available. High-need families include single-parent families caring for a disabled child, families with more than one disabled child, or families with a disabled child at risk of institutionalization (or other alternate placement) due to very high or complex needs.

Children's Special Services provided program direction and funding to support community living arrangements for 14 medically complex children in 1991/92.

The branch delivers services through the regional offices, staffed by the Regional Operations Branch of the Department of Family Services, and supports these services and staff by providing training, research, and evaluation. The branch consults with regional offices in the development of individualized care plans for families, and provides financial and program guidelines regarding service delivery.

Training and skill development were made available to approximately 40 regional workers in northern or rural areas, including Thompson and Norman Regions. These training and skill development supports help to ensure that a trained worker is available to a family in these areas.

In regions of the province where therapy services are not available, Children's Special Services contracted a mobile therapy program, which provides occupational and physiotherapy on an itinerant basis. This therapy is delivered in the home, at school, day care, or in nursery school programs.

External Agencies

Children's Special Services funds St. Amant Centre Inc. for the provision of residential care services to children and adults for whom no viable community care options currently exist.

Program consultation and funding support is also provided to the Society for Manitobans with Disabilities Inc., which offers assessment and early intervention including occupational therapy, speech therapy, and physiotherapy, early childhood education, and family counselling; and to Community Respite Services, which provides community based respite.

The branch works closely with the Child Day Care and Child and Family Support programs, the voluntary sector, hospitals, schools, and private external agencies. In addition, the branch acts in conjunction with the Department of Education and Training and the Department of Health to ensure program coordination.

Number of Families Accessing Service in the Community

Type of Service	1989/90	1990/91	1991/92
Family Support Service	1,191	1,275	1,360
• Additional Care and Support*	92	166	171
• Medically Complex*	8	14	14
Northern Workers Skill Development	15	40	40
Mobile Therapy	194	202	195

* Included in Family Support Service total.

St. Amant Centre Inc. Number of Residents

Year*	Number of Children	Number of Adults	Number of Residents	Children % of Residents
1988	151	112	263	57.4%
1989	142	120	262	54.2%
1990	133	124	257	51.8%
1991	112	137	249	45.0%
1992	108	138	246	43.9%

* As of March 31. The number of residents is based on long-term admissions.

During 1991/92, accomplishments of Children's Special Services included:

- provision of support to 1,360 children within their families through respite care, child development, supplies, special equipment, transportation and counselling;
- provision of mobile therapy services for 195 families in regions without appropriate therapy services; and
- funding of institutional care for over 100 children, and almost 140 adults for whom no community options existed.

In addition to these accomplishments, ongoing activities in 1991/92 included:

- coordination of early intervention resources through the inter-agency Service Evaluation and Program Planning Committee;
- cooperative service planning with the Society for Manitobans with Disabilities Inc. and the St. Amant Centre Inc.;
- discussions leading to the creation of the non-government Manitoba Consortium on Alternative and Adaptive Communication;
- development of inter-agency protocols for the delivery of services to medically complex children; and
- individualized case planning and resource-sharing consultations with various governmental and private agencies.

09-6F Children's Special Services

Expenditures by Sub-Appropriation	Actual 1991/92 \$	SY	Estimate 1991/92 \$	Variance Over/(Under)	Expl. No.
Total Salaries	279,900	6.00	259,800	20,100	
Other Expenditures					
— General Operating	44,700		89,900	(45,200)	
— Financial Assistance and External Agencies	19,750,500		19,854,300	(103,800)	
Total Other Expenditures	19,795,200		19,944,200	(149,000)	

Social Services Advisory Committee

The Social Services Advisory Committee is established by *The Social Services Administration Act* and appointed by the Lieutenant-Governor-in-Council. The Committee serves as an independent appeal board, to apply the legislation governing financial assistance programs and the licensing of day care centres and residential care facilities, as well as eligibility for the Vocational Rehabilitation of Disabled Persons Program.

The jurisdiction of the Committee as an appeal board for the social assistance programs, including Student Social Allowances and the Municipal Assistance Program, is set out in Section 9 of *The Social Allowances Act* and in Subsection 451(4) of *The Municipal Act*. It is in the capacity of an appeal board for these programs that the Committee hears appeals throughout Manitoba with regard to denial, cancellation, suspension and variance of amounts of assistance that have been granted. In addition, appeals concerning denial of the right to apply for assistance, and concerning unreasonable delay in the making of a decision are heard. Final orders or decisions of the Committee may be subject to appeal to the Court of Appeal, when permission has been obtained from a Judge representing that Court. Permission may be granted only when the jurisdiction of the Committee or a point of law are in question.

The Committee also hears appeals related to Child Day Care subsidies to parents and guardians, and appeals with respect to 55 Plus — A Manitoba Income Supplement.

In accordance with Section 13 of *The Social Services Administration Act*, appeals regarding the denial, suspension or cancellation of a license or letter of approval relating to a residential care facility or a child care facility (i.e., a day care centre or home, or a foster home) are heard by the Committee as well. These decisions of the Committee may be open to appeal to the Court of Queen's Bench.

The Committee also hears appeals with regard to the Vocational Rehabilitation of Disabled Persons Program, under Regulation 1/90 of *The Social Services Administration Act*. Appeals may be filed against the decision of the director to refuse an application on the grounds that the applicant does not meet the eligibility criteria.

In its advisory capacity, the Committee considers matters referred to it by the Minister, and responds by way of a report. The Committee also draws to the Minister's attention issues which arise from hearings that may have implications for the department.

During the hearings, or in its decision letters, the Committee may draw an appellant's attention to other available services. In this regard, the Committee members undertake to keep themselves informed about relevant agencies, programs and policies.

There has been a noticeable increase in appeals, with applicants or recipients of these programs utilizing their right to bring their concerns before an independent appeal board. In the last two years, the appeals received have increased by approximately 75 percent.

09-1H Social Services Advisory Committee

Expenditures by Sub-Appropriation	Actual	SY	Estimate	Variance Over/(Under)	Expl. No.
	1991/92 \$		1991/92 \$		
Total Salaries	106,100	3.0	100,600	5,500	
Total Other Expenditures	185,000		127,000	58,000	

Social Services Advisory Committee Appeals Received by Basis of Appeal and Disposition

1990/91 and 1991/92

Basis of	Disposition													
	Appeals Received		Allowed		Dismissed		Withdrawn		Did not Appear		Outside Jurisdiction		Appeals Pending	
	1990/91	1991/92	1990/91	1991/92	1990/91	1991/92	1990/91	1991/92	1990/91	1991/92	1990/91	1991/92	1990/91	1991/92
Not Allowed to Apply	2	3	1	—	—	1	1	2	—	—	—	—	—	—
Decision Delayed	5	6	1	1	1	2	3	3	—	—	—	—	—	—
Application Denied	307	344	21	24	111	131	150	155	16	23	9	10	—	1
Suspended/Withheld	237	182	9	6	88	78	101	80	34	16	5	2	—	—
Cancelled	143	219	8	15	51	111	68	71	6	11	8	8	2	3
Varied	32	44	1	4	10	17	18	20	1	3	2	—	—	—
Assistance Insufficient	229	320	24	23	71	136	111	124	13	20	10	14	—	3
None	16	29	—	—	—	—	3	4	—	—	13	25	—	—
Other***	2	1	1	—	1	—	—	1	—	—	—	—	—	—
Total	973*	1,148**	66	73	333	476	455	460	70	73	47	59	2	7

* Includes 28 appeals against the Child Day Care Program (including 7 licensing); 9 appeals against the office of Residential Care Licensing; 20 against 55 Plus - A Manitoba Income Supplement; 4 against the Vocational Rehabilitation of Disabled Persons Program; 2 against Homemaker Services, and 5 with respect to Acts over which the S.S.A.C. has no jurisdiction.

** Includes 44 appeals against the Child Day Care Program (including 2 licensing); 14 against the office of Residential Care Licensing; 14 against 55 Plus - A Manitoba Income Supplement; 2 against the Vocational Rehabilitation of Disabled Persons Program; 0 against Homemaker Services, and 3 with respect to Acts over which the S.S.A.C. has no jurisdiction.

*** Basis "OTHER": Represents Section 20(4) and Section 12(1) of The Child Day Care Standards Act.

Department of Family Services

Revenue Summary by Source (\$000)

for the year ended March 31, 1992

with comparative figures for the previous fiscal year.

Actual 1990-1991	Actual 1991-1992	Increases (Decreases)	Source	Actual 1991-1992	Estimate 1991-1992	Variance
Current Operating Programs:						
Other Revenue:						
\$ 209.8	\$ 209.8	\$ 0.0	(1) Levy for Local Government Welfare purposes in unorganized Territories.	\$ 209.8	\$ 210.0	\$ 0.2
1,559.6	1,506.2	(53.4)	(2) Vital Statistics	1,506.2	1,600.0	(93.8)
4,341.0	6,321.2	1,980.2	(3) Sundry Items	6,321.2	5,215.9	1,105.3
\$ 6,110.4	\$ 8,037.2	\$ 1,926.8	Sub-Total	\$ 8,037.2	\$ 7,025.9	\$ 1,011.3
Government of Canada:						
\$ 216,145.0	\$ 242,728.1	\$ 26,583.1	(1) Canada Assistance Plan	\$ 242,728.1	\$ 232,524.1	\$ 10,204.0
18,590.4	19,489.5	899.1	(2) Treaty Indians -- Social Allowances	19,489.5	18,800.0	689.5
3,697.1	—	(3,697.1)	(3) Treaty Indians -- Ward Maintenance	—	3,800.0	(3,800.0)
2,465.6	3,465.1	999.5	(4) Vocational Rehabilitation of Disabled Persons	3,465.1	2,200.0	1,265.1
632.0	311.7	(320.3)	(5) Other Items	311.7	297.5	14.2
\$ 241,530.1	\$ 265,994.4	\$ 24,464.3	Sub-Total	\$ 265,994.4	\$ 257,621.6	\$ 8,372.8
\$ 247,640.5	\$ 274,031.6	\$ 26,391.1	Total Revenue	\$ 274,031.6	\$ 264,647.5	\$ 9,384.1

Department of Family Services

Five-Year Expenditure and Staffing Summary by Appropriation (\$000)

for years ended March 31, 1988 — March 31, 1992

Appropriation	Actual / * Expenditures									
	1987-88		1988-89		1989-90		1990-91		1991-92	
	SY	\$	SY	\$	SY	\$	SY	\$	SY	\$
09-1 Administration & Finance	167.26	6,411.5	152.26	6,054.4	154.26	6,369.5	161.26	6,811.8	158.26	7,187.1
09-2 Registration & Licensing	39.00	1,201.8	39.00	1,293.3	39.00	1,395.0	39.00	1,393.4	39.00	1,468.1
09-3 Income Security & Regional Operations	610.15	230,492.9	609.05	247,629.8	623.27	265,691.7	613.27	295,651.9	603.01	339,936.3
09-4 Child Day Care	44.26	27,329.5	43.26	32,618.1	48.26	36,442.4	48.26	42,857.0	48.26	43,921.9
09-5 Rehabilitation & Community Living	889.06	68,218.3	877.01	71,805.5	870.31	75,630.2	874.31	77,595.5	866.31	77,471.2
09-6 Child & Family Services	126.00	84,801.0	137.00	88,119.4	138.00	100,764.4	135.26	111,125.8	133.26	118,583.7
Total	1,876.21	418,455.0	1,858.06	447,520.5	1,874.06	486,293.2	1,872.32	535,435.4	1,849.06	588,568.3

* Adjusted figures reflect historical data on a comparable basis in those appropriations affected by a reorganization, during the years under review.

Department of Family Services
Expenditure Summary

for fiscal year ended March 31, 1992 with comparative figures for the previous year.

Estimate 1991/92	Appropriation	Actual 1991/92	Actual 1990/91	Increase (Decrease)	Expl. No.
09-1 Administration and Finance					
\$ 20,600	(a) Minister's Salary	\$ 20,600	\$ 20,600	\$ 0	
	(b) Executive Support				
384,800	Salaries	383,000	359,000	24,000	
88,300	Other Expenditures	121,500	83,300	38,200	
	(c) Policy and Planning				
1,007,100	Salaries	1,002,000	957,500	44,500	
259,500	Other Expenditures	236,800	222,000	14,800	
	(d) Communications				
191,200	Salaries	190,200	228,100	(37,900)	
60,300	Other Expenditures	8,300	39,100	(30,800)	
	(e) Internal Audit				
289,200	Salaries	260,600	248,100	12,500	
17,200	Other Expenditures	12,000	11,700	300	
	(f) Agency Relations Bureau				
240,100	Salaries	239,400	126,500	112,900	
17,500	Other Expenditures	16,400	16,600	(200)	
	(g-1) Financial & Administrative Services				
1,948,600	Salaries	1,942,800	1,878,500	64,300	
340,300	Other Expenditures	311,300	316,000	(4,700)	
	(g-2) Program Budgeting & Reporting				
312,900	Salaries	295,300	275,400	19,900	
21,900	Other Expenditures	41,800	21,700	20,100	
	(g-3) Human Resource Services				
873,700	Salaries	848,800	829,600	19,200	
55,100	Other Expenditures	54,500	55,000	(500)	
	(g-4) Information Systems				
867,300	Salaries	872,500	824,200	48,300	
38,400	Other Expenditures	38,200	35,100	3,100	

Department of Family Services

Expenditure Summary (continued)

for fiscal year ended March 31, 1992 with comparative figures for the previous year.

Estimate 1991/92	Appropriation	Actual 1991/92	Actual 1990/91	Increase (Decrease)	Expl. No.
	(h) Social Services Advisory Committee				
100,600	Salaries	106,100	127,700	(21,600)	
127,000	Other Expenditures	185,000	136,000	49,000	
\$ 7,261,600	Total 09-1	\$ 7,187,100	\$ 6,811,700	\$ 375,400	
09-2 Registration & Licensing					
	(a) Vital Statistics				
\$ 902,500	Salaries	\$ 887,000	\$ 863,700	\$ 23,300	
246,200	Other Expenditures	238,200	204,300	33,900	
	(b) Residential Care Licensing				
309,100	Salaries	314,200	296,900	17,300	
28,700	Other Expenditures	28,700	28,400	300	
\$ 1,486,500	Total 09-2	\$ 1,468,100	\$ 1,393,300	\$ 74,800	
09-3 Income Security & Regional Operations					
	(a) Central Directorate				
\$ 1,162,300	Salaries	\$ 1,111,900	\$ 1,074,200	\$ 37,700	
670,900	Other Expenditures	625,600	528,200	97,400	
	(b) Income Maintenance Programs				
209,743,000	Social Allowances	210,010,600	189,623,600	20,387,000	1
14,065,300	Health Services	14,440,700	13,599,400	841,300	2
56,612,300	Municipal Assistance	74,606,000	51,525,300	23,080,700	3
	(c) Income Supplement Programs				
697,600	Salaries	686,800	590,500	96,300	
203,100	Other Expenditures	256,800	174,200	82,600	
8,190,000	Financial Assistance – 55 PLUS	8,197,800	8,603,900	(406,100)	
5,100,000	Financial Assistance – CRISP	5,315,900	5,334,900	(19,000)	
	(d) Regional Operations				
20,395,100	Salaries	20,281,700	19,939,200	342,500	
4,480,900	Other Expenditures	4,402,500	4,658,400	(255,900)	
\$ 321,320,500	Total 09-3	\$339,936,300	\$295,651,800	\$ 44,284,500	

Department of Family Services

Expenditure Summary (continued)

for fiscal year ended March 31, 1992 with comparative figures for the previous year.

Estimate 1991/92	Appropriation	Actual 1991/92	Actual 1990/91	Increase (Decrease)	Expl. No.
09-4 Child Day Care					
\$ 1,772,200	(a) Salaries	\$ 1,761,300	\$ 1,645,600	\$ 115,700	
434,700	(b) Other Expenditures	439,700	398,500	41,200	
41,717,200	(c) Financial Assistance and Grants	41,720,900	40,812,900	908,000	
\$ 43,924,100	Total 09-4	\$ 43,921,900	\$ 42,857,000	\$ 1,064,900	
09-5 Rehabilitation & Community Living					
\$ 673,600	(a) Administration				
209,300	Salaries	\$ 669,400	\$ 605,000	\$ 64,400	
	Other Expenditures	198,500	101,300	97,200	
882,800	(b) Community Living & Vocational Rehabilitation Programs				
393,300	Salaries	875,200	787,000	88,200	
31,126,300	Other Expenditures	391,400	444,200	(52,800)	
7,064,000	Financial Assistance	29,831,400	27,982,800	1,848,600	
	External Agencies	7,227,400	7,224,300	3,100	
19,617,800	(c) Manitoba Developmental Centre				
2,958,600	Salaries	19,991,300	19,471,300	520,000	
	Other Expenditures	2,937,100	2,873,600	63,500	
	(d) Special Employment Programs				
636,900	1 Branch Operations				
176,000	Salaries	670,600	711,300	(40,700)	
3,478,800	Other Expenditures	95,300	96,200	(900)	
	2 Youth Programs	3,283,400	6,661,300	(3,377,900)	4
1,064,600	3 Human Resources Opportunity Program				
152,000	Salaries	1,059,800	1,069,100	(9,300)	
132,800	Other Expenditures	158,800	166,000	(7,200)	
5,030,400	Financial Assistance	150,900	166,800	(15,900)	
(175,000)	Human Resource Opportunity Centres	5,178,100	5,012,100	166,000	
	Recoverable from Other Appropriations	(193,700)	(167,700)	(26,000)	

Department of Family Services
Expenditure Summary (continued)

for fiscal year ended March 31, 1992 with comparative figures for the previous year.

Estimate 1991/92	Appropriation	Actual 1991/92	Actual 1990/91	Increase (Decrease)	Expl. No.
547,000	4 Employability Enhancement				
	Salaries	549,700	476,500	73,200	
4,409,600	Other Expenditures	4,396,600	3,914,400	482,200	
\$ 78,378,800	Total 09-5	\$ 77,471,200	\$ 77,595,500	\$ (124,300)	
09-6 Child and Family Services					
\$ 216,000	(a) Administration				
	Salaries	\$ 195,300	\$ 178,500	\$ 16,800	
23,000	Other Expenditures	19,100	16,900	2,200	
	(b) Child & Family Support				
1,874,400	Salaries	1,894,300	1,927,700	(33,400)	
2,566,900	Other Expenditures	2,397,900	574,500	1,823,400	5
88,505,200	Maintenance of Children and External Agencies	87,663,800	82,613,500	5,050,300	6
	(c) Seven Oaks Youth Centre				
1,662,600	Salaries	1,784,800	1,842,400	(57,600)	
282,100	Other Expenditures	266,700	253,200	13,500	
	(d) Family Conciliation				
673,800	Salaries	631,600	674,800	(43,200)	
103,300	Other Expenditures	74,700	98,500	(23,800)	
	(e) Family Dispute Services				
461,600	Salaries	434,700	469,600	(34,900)	
109,400	Other Expenditures	83,200	83,900	(700)	
3,219,600	External Agencies	3,062,500	2,893,200	169,300	
	(f) Children's Special Services				
259,800	Salaries	279,900	254,900	25,000	
89,900	Other Expenditures	44,700	60,400	(15,700)	
19,854,300	Financial Assistance and External Agencies	19,750,500	19,183,800	566,700	
\$ 119,901,900	Total 09-6	\$ 118,583,700	\$ 111,125,800	\$ 7,457,900	
\$ 572,273,400	Total Family Services	\$ 588,568,300	\$ 535,435,100	\$ 53,133,200	

Explanation Number:

1. *A 2.1 percent increase in caseloads and increasing costs per case in the Social Allowances Program, plus partial year costs to implement the new supplementary benefits and the Income Assistance for the Disabled Program.*
2. *A 5.6 percent increase in Social Allowances Health Services caseloads and increasing per case costs.*
3. *A 34.7 percent gross increase in cases and a general price increase approximating 5.7 percent.*
4. *Reduction in grants for the CareerStart Program and the termination of the Northern Youth Corps Program.*
5. *Basic maintenance volume increase as per the Memorandum of Understanding with the Manitoba Foster Family Association Inc.; residential care rates increase to achieve wage parity with MGEA rates; and net cost of consolidation of Winnipeg Child and Family Services.*

NOTE: *1990/91 data has been reorganized to reflect the 1991/92 structure.*