

**DEPARTMENT OF FAMILIES CIRCULAR**

**Date:** May 5, 2020

**CIRCULAR NUMBER:** COVID #2020-78

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**To:** Program Managers/Regional Directors/Community Area Directors

**Subject:** Day services redeployment template examples

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**Type:**  Policy  
 Procedure  
 Rate  
 Information Only

**Effective Date:** Immediately

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**Purpose**

On April 24, a CLDS webinar was held to answer questions from the sector relating to the day services redeployment template that was distributed on April 19. This circular provides the practical scenarios that were discussed during the webinar to help complete the template.

**Completing the Template**

The template is a planning document to help agencies break down how their day services will operate, and it will assist the Department of Families in determining how to support agencies that continue to deliver critical day services.

The template is divided into three sections considering the three different scenarios that agencies may encounter:

- Section A focuses on critical day services where an individual continues to participate at their existing day service or continues to receive supports in the same manner.
- Section B focuses on identifying staff available to work but where there are no opportunities at the day service where they are employed.
- Section C focuses on staff who, for whatever reason, need to be laid off.

## Section A

We have asked agencies to identify participants who will continue to require day services due to a critical need and the staff that will support them. Service will be provided at the same location or at least in the same manner as previously. In this situation, *per diem* funding for the individual would remain unchanged.

This section would not be used if an individual who regularly attends a day service now receives supports at home, or if an individual receives support at a different location in a different manner.

A person is considered as having a critical need if:

- the individual lives with family members who could lose their employment if day services are not provided and do not have any other support options;
- individuals are supported by home share providers who cannot provide care during daytime hours, and where other daytime support options are not possible; or
- individuals cannot be safely supported in their residence during daytime hours.

As an example, an individual would have a critical need for day service if their home share provider must still go to work and there are no other options to be supported at home during the day. The individual was supported at a facility-based day service prior to COVID-19 with a *per diem* of \$100 per day.

The day service agency would continue to support the individual at the facility for the same per diem and continue to pay staff to support the individual as well as any others who also have a critical need.

There is no change in funding to the agency to support this individual as the supports have not changed.

## Section B

This focuses on day services staff who have little or no opportunity for work at their current day service but are available for re-deployment to provide direct support in a residential setting. This could include working in an agency home, providing additional supports to home-share providers and families, or providing additional supports to individuals living independently who rely on day services.

We have asked agencies to identify direct service staff and supervisors that are expected to be, or are already being, redeployed. We have requested that the average number of weekly hours worked be identified for each staff. This would be up to a maximum of 40 hours for full-time staff. We have also asked for a description of the re-deployment plan for each staff member as this is a planning document, but we understand if a plan is unknown at this time.

This information will be used to calculate the number of full-time equivalents (FTE). Therefore, two part-time staff that work an average of 20 hours per week would equal one FTE. For each FTE, we will provide a daily amount equal to the 1 : 1 rate using the day services funding guidelines. This is \$192.84 for most of Manitoba and an adjusted rate of \$202.48 for the north.

We chose this rate because it:

- supports eight hours of direct service per day;
- funds an average wage of \$15.11 per day;
- supports the cost of staff supervision; and
- includes funding for administration and other operating costs.

### **Examples Demonstrating How to Complete the Template**

#### **Example 1:**

A day services agency has limited day services operations and identified 10 full-time staff that are available to be redeployed in the field. A residential agency has a need for three daytime support staff that cannot entirely be filled using their own staff. The individuals at this residence normally attended a day service but will be temporarily supported at home due to COVID-19 measures.

The day services agency redeploys two full-time staff to assist the residential agency at one of its homes. The day services agency is funded \$192.84 per day for each of its 10 full-time staff and receives a lump sum of \$40,420.80 for the month of May based on 21 working days.

The residential agency is able to use one casual staff person from its staff pool for additional daytime staffing needs and agrees to a temporary increase in funding to support the one full-time casual staff and some additional costs for the daytime operations at the home.

#### **Example 2:**

A day services agency has limited day services and has identified eight part-time staff (or four FTEs) available to be redeployed in the field. Two different home-share providers are able to provide daytime support to individuals in their homes on a 24/7 basis, but require additional weekly support of eight hours in one home and 16 hours in the other due to the additional daytime support provided.

The day services agency redeploys two of its staff to assist the two home-share providers throughout the week. The day services agency is funded \$192.84 per day for each of its four FTE equivalents and receives a lump sum of \$16,190.16 for the month of May based on 21 working days.

### **Section C**

This focuses on staff who are laid off for various reasons due to COVID-19, such as no child care options, illness, or if a day services agency closes its operation as a preventative measure.

We have asked agencies to identify each direct service staff and supervisor who are expected to be laid off as a result of COVID-19. Like Section B, we have requested the average number of hours worked per week for each staff, up to a maximum of 40 hours for full-time staff. We have also asked for the date and a brief description of the reason for the lay-off.

For each FTE, a flat rate *per diem* of \$12.00 per day will be provided. This is intended to cover overhead, fixed operating and any necessary administrative costs.

For example, a day services agency decides to lay off two full-time staff due to school closures as the staff have no alternative child care options during the day and cannot come into work.

The two staff apply and receive the Canada Emergency Response Benefit. The day services agency is funded \$12.00 per day for each staff to offset its overhead and administration costs and receives a lump sum of \$504.00 for the month of May based on 21 working days, in addition to funding for any redeployed staff.

### **Planning for Redeployment**

This template is meant to be used as a planning document for agencies. However, in some instances, agencies will be able to re-deploy all staff to support residential services. In this case, we would consider continuing funding the agency at current levels. These agencies should contact their program managers in these situations so it can be considered.

If you have any questions when completing the template, please contact your regional program manager or Centralized Services in Winnipeg.

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Attachment: Webinar Q&A Document

cc: Distribution List