

**Manitoba Families**

---

**Familles Manitoba**

**Annual Report**  
**Rapport annuel**

**For the year ended March 31, 2024**

**Pour l'exercice terminé le 31 mars 2024**

## **LAND ACKNOWLEDGEMENT**

We acknowledge that Manitoba is located on the Treaty Territories and ancestral lands of the Anishinaabe, Anishinewuk, Dakota Oyate, Denesuline and Nehethowuk nations.

We acknowledge that Manitoba is located on the Homeland of the Red River Métis.

We acknowledge that northern Manitoba includes lands that were and are the ancestral lands of Inuit.

We respect the spirit and intent of Treaties and remain committed to working in partnership with First Nations, Inuit and Métis Peoples as we walk the shared path of truth and reconciliation.

## **RECONNAISSANCE TERRITORIALE**

Nous reconnaissons que le Manitoba se trouve sur les territoires visés par un traité et sur les terres ancestrales des peuples anishinaabe, anishinewuk, dakota oyate, denesuline et nehethowuk.

Nous reconnaissons que le Manitoba se situe sur le territoire des Métis de la Rivière-Rouge.

Nous reconnaissons que le nord du Manitoba comprend des terres qui étaient et sont toujours les terres ancestrales des Inuits.

Nous respectons l'esprit et l'intention des traités. Nous restons déterminés à travailler en partenariat avec les Premières Nations, les Inuits et les Métis alors que nous marchons ensemble vers la vérité et la réconciliation.

**Annual Report**

**2023-24**

**Manitoba Families**

**Rapport annuel**

**2023-2024**

**Familles Manitoba**

**Manitoba Families**

Street address: 205 - 114 Garry Street, Winnipeg R3C 4V4

Fax: 204-945-2156

Email: [ppldadm@gov.mb.ca](mailto:ppldadm@gov.mb.ca)

Electronic format: <http://www.gov.mb.ca/finance/publications/annual.html>

This publication is available in alternate formats, upon request, by contacting.

La présente publication est offerte en d'autres formats, sur demande.

Accessibility Coordinator, Kyle Pinheiro at 204-945-2623; [kyle.pinheiro@gov.mb.ca](mailto:kyle.pinheiro@gov.mb.ca)





---

**MINISTER OF FAMILIES**  
Room 357  
Legislative Building  
Winnipeg, Manitoba R3C 0V8  
CANADA

September 2024

Her Honour the Honourable Anita R. Neville, P.C., O.M.  
Lieutenant-Governor of Manitoba  
Room 235 Legislative Building  
Winnipeg, MB R3C 0V8

May it Please Your Honour:

I have the privilege of presenting, for the information of Your Honour, the Annual Report of Manitoba Families, for the fiscal year ending March 31, 2024.

Respectfully submitted,

*Original signed by*

Honourable Nahanni Fontaine  
Minister of Families  
Minister responsible for Accessibility  
Minister responsible for Women and Gender Equity







---

**MINISTRE DES FAMILLES**  
Palais législatif  
Bureau 357  
Winnipeg (Manitoba) R3C 0V8  
CANADA

Septembre 2024

Son Honneur l'honorable Anita R. Neville, P.C., O.M.  
Lieutenant-gouverneure du Manitoba  
Palais législatif, bureau 235  
Winnipeg (Manitoba) R3C 0V8

Madame la Lieutenant-Gouverneure,

J'ai l'honneur de vous présenter, à titre d'information, le rapport annuel du ministère des Familles du Manitoba pour l'exercice qui s'est terminé le 31 mars 2024.

Le tout respectueusement soumis,

Original signé par

Nahanni Fontaine  
Ministre des Familles  
Ministre responsable de l'Accessibilité  
Ministre responsable des Femmes et de l'Égalité des genres









## Families

### Deputy Minister

Room 351, Legislative Building  
Winnipeg, Manitoba, Canada R3C 0V8  
T 204-945-6700 F 204-945-1896  
[www.manitoba.ca](http://www.manitoba.ca)

September 2024

Honourable Nahanni Fontaine  
Minister of Families  
Room 357 Legislative Building  
Winnipeg, MB R3C 0V8

Dear Minister Fontaine:

I am pleased to present for your approval the 2023-24 Annual Report of the Department of Families.

Respectfully submitted,

*Original signed by*

Michelle Dubik  
Deputy Minister of Families







**Familles**  
**Sous-ministre**

Palais législatif, bureau 351  
Winnipeg (Manitoba) R3C 0V8  
CANADA

Tél. : 204 945-6700 Téléc. : 204 945-1896  
[www.manitoba.ca/index.fr.html](http://www.manitoba.ca/index.fr.html)

Septembre 2024

Madame Nahanni Fontaine  
Ministre des Famille  
Palais législatif, bureau 357  
Winnipeg (Manitoba) R3C 0V8

Bonjour,

J'ai le plaisir de soumettre à votre approbation le rapport annuel du ministère des Famille du Manitoba pour l'exercice 2023-2024.

Le tout respectueusement soumis,

*Original signé par*

Michelle Dubik  
Sous-ministre des Familles





# Table of Contents

- Minister’s Letter of Transmittal..... 3
- Lettre d’accompagnement de la ministre ..... 5
- Deputy Minister’s Letter of Transmittal ..... 7
- Lettre d’accompagnement de la sous-ministre..... 9
- Introduction ..... 13
- Department At a Glance – 2023-24 Results ..... 14
- Coup d’œil sur le ministère – Résultats en 2023-2024 ..... 15
- Department Responsibilities ..... 16
- Responsabilités ministérielles ..... 18
- Organizational Structure..... 20
- 2023-24 Key Achievement Highlights..... 21
- Principales réalisations de 2023-2024..... 24
- Department Performance Measurement..... 27
  - Vision ..... 27
  - Mission ..... 27
  - Values ..... 27
  - Provincial Themes and Department Objectives..... 27
- Mesure de la performance du ministère..... 29
  - Vision ..... 29
  - Mission ..... 29
  - Valeurs..... 29
  - Thèmes provinciaux et objectifs ministériels..... 29
- Department Performance Measurement - Details ..... 31
  - Lowering Costs for Families..... 31
  - Growing Our Economy ..... 32
  - Safer, Healthier Communities..... 33
  - A Government that Works for You ..... 38
- FINANCIAL DETAILS..... 41
  - Consolidated Actual Expenditures ..... 41
  - Summary of Authority..... 43
  - Part A: Expenditure Summary by Appropriation ..... 45
  - Revenue Summary by Source..... 49
- Departmental Program and Financial Operating Information ..... 51
  - Administration and Finance Division ..... 51

Community Service Delivery ..... 55

Corporate Services Division..... 77

Child and Youth Services Division ..... 95

Technology and Transformation Division ..... 114

Costs Related to Capital Assets (Non-Voted) ..... 118

Other Key Reporting ..... 119

    Regulatory Accountability and Red Tape Reduction..... 121

    The Public Interest Disclosure (Whistleblower Protection) Act..... 122

    Equity and Diversity Benchmarks..... 123

    Accessibility ..... 124

Appendices ..... 127

    Appendix A – Other Reporting Entities ..... 127

    Appendix B – Statutory Responsibilities ..... 128

    Appendix C – The Adult Abuse Registry Committee ..... 129

    Appendix D – The Adult Abuse Registry Registrar ..... 132

Glossary..... 133

# Introduction

This Annual Report fulfills the department reporting requirements described in the Financial Administration Act. The Annual Report is organized in accordance with departments' appropriation structure as at March 31, 2024, which reflects the authorized appropriations approved by the Legislative Assembly.

Consistent with the Supplement to the Estimates of Expenditure, the annual report includes the Manitoba Government Performance Measurement Framework to foster operational improvements by reinforcing transparency, urgency, alignment, and accountability. Performance Measurement aligns the departments' work to the government's mandate and strategic priorities. Departments then create operating plans that further translate strategy into day-to-day operations.

The Annual Report includes information on the department and its Other Reporting Entities (OREs) summary financial results, provides a more detailed breakdown on any changes to its voted budget, and also reports on the department's progress of achieving diversity milestones. The financial results and associated variance explanations continue to be provided at the sub-appropriation level. The Annual Report provides a comprehensive picture of the department's financial performance.

Le présent rapport annuel est présenté conformément à la structure des postes budgétaires du ministère au 31 mars 2024, qui tient compte des crédits autorisés approuvés par l'Assemblée législative.

En cohérence avec le budget complémentaire, le rapport annuel a été étoffé et comprend maintenant des tableaux de bord équilibrés qui favorisent l'amélioration sur le plan opérationnel en mettant l'accent sur la transparence, l'urgence, l'uniformité et la reddition de comptes. Maintenant que l'établissement des tableaux de bord équilibrés est achevé dans tous les ministères, les rapports antérieurs sur le rendement ne sont plus inclus en annexe.

Le rapport annuel contient les résultats financiers sommaires du ministère et de ses autres entités comptables, fournit une ventilation plus détaillée des changements apportés au budget des crédits votés et rend compte des progrès du ministère en matière de diversité. On continue à fournir les résultats financiers accompagnés d'explications sur les écarts au niveau des postes secondaires. Dans l'ensemble, le nouveau rapport annuel vise à offrir un portrait plus global du rendement financier du ministère.

# Department At a Glance – 2023-24 Results

<b>Department Name &amp; Description</b>	Manitoba Families is responsible for a wide range of programs and services that help keep Manitoba children, individuals, families and communities safe and secure, while supporting personal development, self-reliance, well-being and social inclusion.
<b>Minister</b>	Honourable Nahanni Fontaine
<b>Deputy Minister</b>	Michelle Dubik

<b>Other Reporting Entities</b>	<b>1</b>	<ul style="list-style-type: none"> <li>General Child and Family Services Authority</li> </ul>
---------------------------------	----------	---

<b>Summary Expenditure (\$M)</b>	
<b>2,061</b>	<b>2,512</b>
Authority	Actual

<b>Core Expenditure (\$M)</b>		<b>Core Staffing</b>
<b>2,112</b>	<b>2,606</b>	<b>1,827.80</b>
Authority	Actual	Authority



# Coup d'œil sur le ministère – Résultats en 2023-2024

Nom et description du ministère	Le ministère des Familles est responsable d'un large éventail de programmes et de services qui contribuent à assurer la sécurité des enfants, des personnes, des familles et des collectivités, tout en favorisant l'épanouissement personnel, l'autonomie, le bien-être et l'inclusion sociale.
Ministre	Madame Nahanni Fontaine
Sous-ministre	Michelle Dubik

Autres entités comptables	<b>1</b>	<ul style="list-style-type: none"> <li>Régie générale des services à l'enfant et à la famille</li> </ul>
---------------------------	----------	--

Dépenses globales (en millions de dollars)	
<b>2,061</b>	<b>2,512</b>
Dépenses autorisées	Dépenses réelles

Dépenses ministérielles (en millions de dollars)		Personnel ministériel
<b>2,112</b>	<b>2,606</b>	<b>1,827.80</b>
Dépenses autorisées	Dépenses réelles	Dépenses autorisées

# Department Responsibilities

Manitoba Families provides policy direction and planning, and co-ordinates departmental activities centred on the funding and delivery of services and programs that help keep children, individuals, families, and communities safe and secure, while supporting personal development, self-reliance, well-being and social inclusion.

The overall responsibilities of the minister and Manitoba Families include:

- Deliver social services and financial assistance programs to Manitobans, including income assistance programs and disability services for adults and children.
- Provide financial management and policy and program oversight for Community Living disABILITY Services, Children’s disABILITY Services and Employment, Income and Rental Assistance.
- Coordinate and deliver child and family services in Winnipeg and four rural regions on behalf of the General Child and Family Services Authority.
- Manage the Manitoba Developmental Centre.
- Provide policy direction, funding and support to the four child and family services authorities that provide a comprehensive continuum of child and family services delivered through mandated agencies.
- Administer centralized services that assist child and family services agencies and community organizations to provide for the well-being of children, youth and families.
- Support the transfer of service delivery of child and family services when an Indigenous Government exercises their inherent jurisdiction over child and family services.
- Lead the Manitoba government’s strategies on poverty reduction, sexual exploitation and Fetal Alcohol Spectrum Disorder.
- Support the independent offices of the Commissioner for Adults Living with an Intellectual Disability, the Social Services Appeal Board, and the Fair Practices Office.
- Support the implementation of The Accessibility for Manitobans Act.
- Support Women and Gender Equity Manitoba in its work to advance gender equity and ensure a safe and equitable Manitoba for people of all genders, by addressing barriers and eliminating gender-based violence.
- Provide policy direction and support to the Gender-Based Violence Program, in order to support the development of community programs that help stop gender-based violence.
- Provide funding to community-based organizations and agencies that offer special services for abused women and their children and for persons living with gender-based violence across Manitoba.
- Manitoba Families includes five divisions noted under appropriations 9.1 to 9.5.

**The Minister is also responsible for:**

- Accessibility Advisory Council
- Adult Abuse Registry Committee
- Adults Living with an Intellectual Disability Hearing Panel Roster
- General Child and Family Services Authority – Board of Directors
- Poverty Reduction Strategy Committee of Cabinet
- Social Services Appeal Board
- Women’s Advisory Council

**Honourable Nahanni Fontaine is also:**

- Minister responsible for Accessibility
- Minister responsible for Women and Gender Equity Manitoba

A listing of the statutory responsibilities of the Minister of Families has been provided in Appendix B.

# Responsabilités ministérielles

Familles Manitoba fournit une orientation et une planification stratégiques, et coordonne les activités ministérielles axées sur le financement et la prestation de services et de programmes qui contribuent à assurer la sécurité des enfants, des personnes, des familles et des collectivités, tout en favorisant l'épanouissement personnel, l'autonomie, le bien-être et l'inclusion sociale.

Les responsabilités générales de la ministre et du ministère des Familles sont les suivantes :

- Offrir des services sociaux et des programmes d'aide financière aux Manitobains, notamment des programmes d'aide au revenu et des services destinés aux adultes et aux enfants handicapés;
- S'occuper de la gestion financière et de la supervision des politiques et des programmes pour le Programme des services d'intégration communautaire des personnes handicapées, le Programme des services aux enfants handicapés et le Programme d'aide à l'emploi, au revenu et au loyer;
- Gérer le Centre manitobain de développement;
- Soutenir le transfert de responsabilités à la gouvernance autochtone en matière de services à l'enfance et à la famille;
- Fournir une orientation politique, du financement et du soutien aux quatre régions qui offrent un éventail exhaustif de services à l'enfant et à la famille par l'entremise de leurs offices autorisés;
- Administrer des services centralisés qui aident les offices de services à l'enfant et à la famille et les organismes communautaires à veiller au bien-être des enfants, des jeunes et des familles;
- Coordonner et offrir des services à l'enfant et à la famille à Winnipeg et dans quatre régions rurales au nom de la Régie générale des services à l'enfant et à la famille;
- Diriger les stratégies du gouvernement manitobain en matière de réduction de la pauvreté, de lutte contre l'exploitation sexuelle et de prévention de l'ensemble des troubles causés par l'alcoolisation fœtale;
- Apporter son aide aux bureaux indépendants suivants : Bureau du commissaire aux adultes ayant une déficience intellectuelle, Commission d'appel des services sociaux et Bureau des pratiques équitables;
- Soutenir la mise en œuvre de la Loi sur l'accessibilité pour les Manitobains;
- Soutenir les efforts du Secrétariat manitobain pour les femmes et l'égalité des genres afin de faire progresser l'égalité des genres et veiller à ce que le Manitoba soit sécuritaire et équitable pour toutes les personnes de tous genres en s'attaquant aux barrières et en éliminant la violence fondée sur le genre;
- Fournir une orientation stratégique et du soutien au Programme de prévention de la violence fondée sur le genre pour appuyer l'élaboration de programmes communautaires qui contribuent à faire cesser ce type de violence;
- Fournir du financement aux offices et aux organismes communautaires qui offrent des services destinés expressément aux femmes victimes de violence et à leurs enfants ainsi qu'aux personnes qui sont aux prises avec la violence fondée sur le genre au Manitoba.
- Le ministère des Familles du Manitoba comprend cinq divisions indiquées aux postes 9.1 à 9.5.

## **La ministre est également responsable des entités suivantes :**

- Conseil consultatif sur l'accessibilité
- Comité de protection contre les mauvais traitements infligés aux adultes
- Comités d'audience relatifs aux adultes vivant avec une déficience intellectuelle – Liste des membres
- Régie générale des services à l'enfant et à la famille – Conseil d'administration
- Comité de réduction de la pauvreté
- Commission d'appel des services sociaux
- Conseil consultatif des femmes du Manitoba

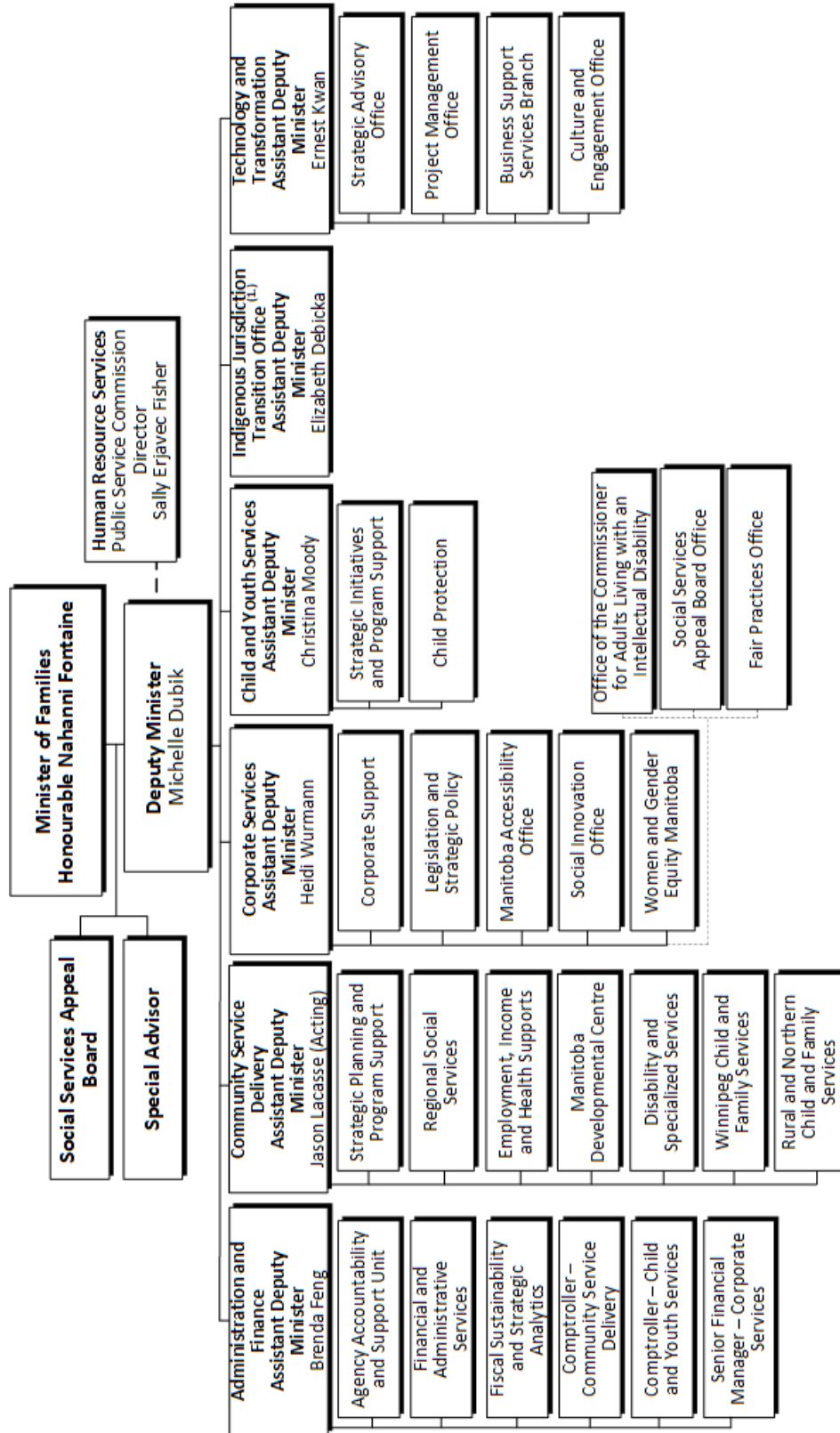
## **La ministre Nahanni Fontaine remplit aussi les fonctions suivantes :**

- Ministre responsable de l'Accessibilité
- Ministre responsable des Femmes et de l'Égalité des genres

L'annexe B portant sur les responsabilités législatives dresse la liste des lois qui relèvent de la personne occupant le poste de ministre (en anglais seulement).

# Organizational Structure

Department of Families as at March 31, 2024



(1.) The Indigenous Jurisdiction Transition Office is currently under the same appropriation as Child and Youth Services (9.4)

Other Reporting Entities Accountable to the Minister:  
General Child and Family Services Authority

# 2023-24 Key Achievement Highlights

During the fiscal year, the Department of Families accomplished the following:

- Worked to strengthen income assistance services in community offices for the general assistance population, ensuring that services are offered closer to citizens.
- Launched phase two of Manitoba Supports for Persons with Disabilities program on April 1, 2023, opening the program to all eligible Manitobans.
- In response to the Russian invasion of Ukraine, coordinated and administered the Temporary Assistance program, providing accommodations and meals for up to 30 days for Ukrainian nationals.
- Transitioned 45 individuals to their new homes within the community in 2023/24, 1 moved to a home share; 11 moved to a newly built residential home and 33 moved to existing residential resources within the community.
- Provided financial support through \$81.7M in new funding to increase funded wage rates for direct service workers delivering residential, day and agency-delivered and self-managed respite services to adults and children living with a disability and their families who are eligible for Community Living disABILITY Services and Children's disABILITY Services programs.
- Launched the Improving Quality of Life Employment Pilot Project. The pilot project will provide young adults living with an intellectual disability, particularly those aged 18 to 20, with greater access to employment supports that will assist them in finding competitive and meaningful employment in the community.
- Helped citizens in receipt of income assistance program supports apply for alternative benefits and access greater financial resources available through the Supports for Independence unit. In 2023/24, the unit assisted citizens in completing 574 applications for benefits such as Rent Assist, Pharmacare, Old Age Security, Guaranteed Income Supplement, and Canada Pension Plan.
- Funded Opportunities for Employment to deliver three employment and training programs: Maximum Opportunities, Stages of Change, and the Community Home Services Program. In 2023/24, these three programs helped a combined total of 357 participants secure employment while 40 participants accessed education or training programs.
- Families provided one-time, pilot funding for several community organizations to provide employment and training programs for citizens in receipt of Employment and Income Assistance to assist them in overcoming barriers to employment. The programs were developed and designed to target Indigenous youth, persons with justice involvement, and other individuals requiring additional training and supports to achieve paid employment opportunities.
- In September 2023, the department implemented a one-year Community Helpers pilot to assist vulnerable Manitobans with accessing services and programming offered through Manitoba Supports for Persons with Disabilities. In the 2023/24 fiscal year, the community helpers had approximately 355 interactions with 220 income assistance recipients.
- Established and held two meetings of an Elders Circle to provide ongoing guidance to the work of Manitoba's Fetal Alcohol Spectrum Disorder (FASD) Strategy.

- Completed the fourth year of a pilot project for adult FASD diagnostic assessment in Manitoba. The project provided assessment and support to a total of 37 young adults (ages 18 to 25) with justice system involvement.
- Represented Manitoba and supported senior management participation in the Federal/Provincial/Territorial Social Services Forum.
- The Five-Year Independent Review of the Accessibility for Manitobans Act was tabled and released to the public on December 5, 2023, the ten-year anniversary of when the act was created.
- Awarded \$890,000 in funding to 42 organizations with Manitoba Accessibility Fund grants.
- Announced upcoming changes to the Manitoba Prenatal Benefit that will see a doubling of the benefit for expectant parents and streamline processes that reduce access barriers.
- Funded \$1.3M for Klinik Community Health, who officially launched the Hummingbird program in January 2024. This community-based care model provides wrap-around supports for survivors including forensic nursing services, mental health services and counselling, advocacy, and Indigenous cultural supports, providing survivors with trauma-informed supports when they need them most.
- Implemented a new web-based platform for delivery and tracking of Gender-Based Violence crisis calls, including text and chat. Provincial toll-free Information/Crisis Line (1-877-977-0007) offers information and support 24 hours per day, seven days per week, to individuals seeking assistance due to gender-based violence.
- Established the Supports for Young Adults Grant to formalize measures used during the COVID-19 pandemic to expand eligibility for Child and Family Services supports for young adults who would otherwise have been ineligible for supports upon leaving care.
- Provided the Canada-Manitoba Housing Benefit to eligible youth (17-26 years of age) transitioning or have transitioned out of the care of a child and family services agency including Indigenous governing bodies.
- Amended The Child and Family Services Act and 10 other provincial acts to recognize Indigenous jurisdiction, support implementation of the federal legislation, and provide provincial Child and Family Services agencies with more tools to better support all children and families.
- Provided 42 training sessions on Licensing Standards for operators of licensed group care facilities to promote best practice and compliance.
- Supported SafeRide, a pilot program with All Nations Coordinated Response Network Inc., which provides transportation for children in care who are absent from placement and do not have their own means of returning. SafeRide provided 2,208 safe transportations in 2023/24.
- Launched a new service where an outreach nurse practitioner provides essential medical services to youth that would otherwise not have access to medical care. To date, the nurse practitioner has provided services to 26 youth.



- Engaged with Indigenous partners on legislative amendments and other provincial CFS matters through various forums such as the CFS Technician Table with representatives of the Assembly of Manitoba Chiefs, Southern Chiefs' Organization Inc., Manitoba Keewatinowi Okimakanak Inc., the Manitoba Métis Federation and Sioux Valley Dakota Nation.
- Worked collaboratively with the Southern First Nations Network of Care, the First Nations of Northern Manitoba Child and Family Services Authority, the General Child and Family Services Authority and the Métis Child and Family Services Authority, to begin modernizing the child and family services agency standards manual.
- Worked with Indigenous Nations exercising jurisdiction under the federal Act Respecting First Nations, Inuit and Métis children, youth and families to provide services to their children and families. Formal coordination agreement discussions were held with the Manitoba Métis Federation, Island Lake Anishinew Okimawin and Brokenhead Ojibway Nation towards restoring jurisdiction for child and family services.

# Principales réalisations de 2023-2024

Voici les réalisations du ministère des Familles durant l'exercice financier :

- Il a renforcé les services d'aide au revenu dans les bureaux communautaires pour la population bénéficiant de l'aide générale, afin de garantir que les services soient offerts plus près des citoyens.
- Il a lancé la deuxième phase du Programme manitobain de soutien pour personne handicapée le 1<sup>er</sup> avril 2023, ouvrant le programme à tous les Manitobains admissibles.
- En réponse à l'invasion russe en Ukraine, il a coordonné et administré le programme d'assistance temporaire, en fournissant aux ressortissants ukrainiens un hébergement et des repas pour une durée maximale de 30 jours.
- Il a procédé à la transition de 45 personnes vers leur nouveau domicile au sein de la communauté en 2023-2024; l'une d'entre elles a déménagé dans un service de cohabitation, 11 ont déménagé dans une résidence nouvellement construite et 33 ont déménagé dans des ressources résidentielles existantes au sein de la communauté.
- Il a fourni un soutien financier grâce à un nouveau financement de 81,7 M\$ visant à augmenter les taux de rémunération des prestataires de services directs qui fournissent des services de répit en établissement, de jour et des services de répit pour le compte de tiers, ainsi que des services de répit autogérés, aux adultes et aux enfants vivant avec un handicap et à leurs familles qui sont admissibles au Programme des services d'intégration communautaire des personnes handicapées et au Programme des services aux enfants handicapés.
- Il a lancé le Projet pilote d'amélioration de la qualité de vie grâce à l'emploi. Le projet pilote permettra aux jeunes adultes présentant une déficience intellectuelle, en particulier ceux âgés de 18 à 20 ans, d'avoir un meilleur accès au soutien à l'emploi qui les aidera à trouver un emploi intéressant et soumis à la concurrence au sein de la communauté.
- Il a aidé les participants au programme d'aide au revenu à demander d'autres prestations et à accéder à des ressources financières plus importantes par l'intermédiaire de la Section de soutien à l'autonomie. En 2023-2024, la Section a aidé les gens à remplir 574 demandes de prestations telles que l'allocation pour le loyer, le Régime d'assurance-médicaments, la Sécurité de la vieillesse, le Supplément de revenu garanti et le Régime de pensions du Canada.
- Il a financé Opportunities for Employment Inc. d'offrir trois programmes d'emploi et de formation : Maximum Opportunities, Stages of Change ainsi que le Programme d'aide et d'entretien ménager. En 2023-2024, ces trois programmes ont aidé un total combiné de 357 participants à trouver un emploi, tandis que 40 participants ont accédé à des programmes d'éducation ou de formation.
- Le ministère des Familles a fourni un financement pilote unique à plusieurs organismes communautaires pour qu'ils puissent offrir des programmes d'emploi et de formation aux participants bénéficiant de l'aide à l'emploi et au revenu afin de les aider à surmonter les obstacles à l'emploi. Les programmes ont été élaborés et conçus pour cibler les jeunes Autochtones, les personnes ayant des démêlés avec la justice et d'autres personnes ayant besoin d'une formation et d'un soutien supplémentaires pour obtenir des possibilités d'emploi rémunéré.
- En septembre 2023, le ministère a mis en œuvre une initiative pilote d'aidants communautaires pour un an visant à aider les Manitobains vulnérables à accéder aux services et aux programmes offerts par le

Programme manitobain de soutien pour personne handicapée. Au cours de l'exercice 2023-2024, les aidants communautaires ont eu environ 355 interactions avec 220 bénéficiaires d'aide au revenu.

- Il a organisé et tenu deux réunions d'un cercle d'aînés chargé de fournir une orientation continue aux travaux de la stratégie manitobaine relative à l'ensemble des troubles causés par l'alcoolisation fœtale.
- Il a achevé la quatrième année d'un projet pilote d'évaluation diagnostique relatif à l'ensemble des troubles causés par l'alcoolisation fœtale de chez l'adulte au Manitoba. Ce projet a permis d'évaluer et de soutenir 37 jeunes adultes (âgés de 18 à 25 ans) ayant des démêlés avec la justice.
- Il a représenté le Manitoba et soutenu la participation des cadres supérieurs au Forum des ministres fédéral, provinciaux et territoriaux responsables des services sociaux.
- L'examen indépendant quinquennal de la Loi sur l'accessibilité pour les Manitobains a été déposé et rendu public le 5 décembre 2023, soit lors du dixième anniversaire de la création de la loi.
- Il a octroyé un financement de 890 000 \$ à 42 organismes grâce aux subventions du Fonds pour l'accessibilité du Manitoba.
- Il a annoncé des changements à venir dans le programme d'allocations prénatales du Manitoba, qui permettront de doubler les prestations pour les futurs parents et de rationaliser les processus afin de réduire les obstacles à l'accès.
- Il a offert un financement de 1,3 M\$ à Klinik Community Health Centre, qui a officiellement lancé le programme Hummingbird en janvier 2024. Ce modèle de soins communautaires offre aux survivants un soutien global comprenant des services de soins infirmiers médico-légaux, des services de santé mentale et de conseil ainsi que des services de défense et de soutien culturel autochtone dans le but de leur procurer un soutien tenant compte des traumatismes au moment où ils en ont le plus besoin.
- Il a mis en place une nouvelle plateforme Web pour la diffusion et le suivi des appels de crise concernant la violence fondée sur le genre, y compris par messages texte et clavardage. Une ligne d'information et de crise provinciale sans frais (1 877 977-0007) offre de l'information et du soutien 24 heures sur 24, 7 jours sur 7, aux personnes qui cherchent de l'aide en raison de la violence fondée sur le genre.
- Il a créé la subvention de soutien aux jeunes adultes pour officialiser les mesures utilisées pendant la pandémie de COVID-19 pour élargir l'admissibilité aux mesures de soutien des Services à l'enfant et à la famille pour les jeunes adultes qui, autrement, n'auraient pas eu droit à cette aide lorsqu'ils ont quitté le système de prise en charge.
- Il a fourni l'allocation pour le logement Canada-Manitoba aux jeunes admissibles (âgés de 17 à 26 ans) qui quittent ou ont quitté les soins d'un office de services à l'enfant et à la famille, y compris les corps dirigeants autochtones.
- Il a modifié la Loi sur les services à l'enfant et à la famille et de dix autres lois provinciales afin de reconnaître la gouvernance autochtone, de soutenir la mise en œuvre de la législation fédérale et de fournir aux offices provinciaux de services à l'enfant et à la famille davantage d'outils pour mieux soutenir tous les enfants et toutes les familles.
- Il a organisé 42 séances de formation sur les conditions requises pour la délivrance d'un permis à l'intention des exploitants d'installations collectives de soins agréées, afin de promouvoir les meilleures pratiques et le respect des normes.

- Il a soutenu le programme pilote SafeRide avec Child and Family All Nations Coordinated Response Network Inc., qui fournit un transport sûr aux enfants pris en charge qui sont absents de leur lieu d'hébergement et qui ne peuvent rentrer chez eux par leurs propres moyens. SafeRide a fourni 2 208 transports sécurisés en 2023-2024.
- Il a lancé un nouveau service dans le cadre duquel une infirmière praticienne itinérante fournit des services médicaux essentiels à des jeunes qui n'auraient autrement pas accès à des soins médicaux. À ce jour, l'infirmière praticienne a fourni des services à 26 jeunes.
- Il a collaboré avec des partenaires autochtones sur des modifications législatives et d'autres questions provinciales relatives aux services à l'enfant et à la famille dans le cadre de divers forums tels que la table technique des services à l'enfant et à la famille avec des représentants de l'Assembly of Manitoba Chiefs, de la Southern Chiefs' Organization Inc., de Manitoba Keewatinowi Okimakanak Inc, de la Fédération métisse du Manitoba et de la Sioux Valley Dakota Nation.
- Il a collaboré avec la Régie des services à l'enfant et à la famille des Premières nations du sud du Manitoba, la Régie des services à l'enfant et à la famille des Premières nations du nord du Manitoba, la Régie générale des services à l'enfant et à la famille et la Régie des services à l'enfant et à la famille des Métis pour commencer à moderniser le manuel des normes des offices de services à l'enfant et à la famille.
- Il a collaboré avec les nations autochtones qui exercent leur compétence en vertu de la Loi fédérale concernant les enfants, les jeunes et les familles des Premières Nations, des Inuits et des Métis, afin de fournir des services à leurs enfants et à leurs familles. Des discussions officielles sur les accords de coordination ont eu lieu avec la Fédération métisse du Manitoba, Island Lake Anishininew Okimawin et Brokenhead Ojibway Nation en vue de rétablir la compétence en matière de services à l'enfant et à la famille.

# Department Performance Measurement

The departmental strategic objectives reflect the elected government priorities listed in the department mandate letters. The government identified five provincial themes: Lowering Costs for Families, Rebuilding Health Care, Growing Our Economy, Safer, Healthier Communities and A Government that Works for You, with the department's objectives listed under each of the themes.

## Vision

That all individuals served by the department are supported in their personal development, stability and independence.

## Mission

To help keep children, individuals, families, and communities safe and secure, while supporting personal development, self-reliance, well-being and social inclusion.

## Values

- Truth and Reconciliation
- Learning and Growth
- Innovation and Initiative
- Integrity
- Community
- Accountability

## Provincial Themes and Department Objectives

### Lowering Costs for Families

1. Help all Manitobans access the services and supports they need to thrive, including through access to French language services

### Growing Our Economy

2. Increase participation in the workforce

### Safer, Healthier Communities

3. Develop strong relationships with Indigenous governments, organizations and communities
4. Foster safe and healthy families and communities across our province

5. Listen to and work with Manitobans living with disabilities to build an inclusive province that allows everyone to participate equitably
6. Build a safe and equitable Manitoba for people of all genders, by seeking to address barriers and eliminate gender-based violence

### **A Government that Works for You**

7. Find efficiencies and enhance productivity to deliver on commitments in a responsible way

# Mesure de la performance du ministère

Les objectifs stratégiques ministériels reflètent les priorités du gouvernement élu, qui sont décrites dans les lettres de mandat. Le gouvernement a désigné cinq thèmes provinciaux (Réduire les coûts pour les familles, Rebâtir le système de soins de santé, Faire croître notre économie, Des collectivités plus sûres et plus saines et Un gouvernement qui travaille pour vous) sous lesquels sont répertoriés les objectifs ministériels.

## Vision

Faire en sorte que toutes les personnes qui reçoivent des services du ministère soient soutenues dans leur développement personnel et leur recherche de stabilité et d'indépendance.

## Mission

Assurer la sécurité des enfants, des personnes, des familles et des collectivités, tout en favorisant l'épanouissement personnel, l'autonomie, le bien-être et l'inclusion sociale.

## Valeurs

- Vérité et réconciliation
- Apprentissage et croissance
- Innovation et initiative
- Intégrité
- Communauté
- Reddition de comptes

## Thèmes provinciaux et objectifs ministériels

### Réduire les coûts pour les familles

1. Aider l'ensemble des résidents du Manitoba à accéder aux services et au soutien dont ils ont besoin pour s'épanouir, notamment à des services en français

### Faire croître notre économie

2. Accroître la participation au marché du travail

### Des collectivités plus sûres et plus saines

3. Établir des relations solides avec les gouvernements, les organismes et les communautés autochtones
4. Favoriser la santé et la sécurité des familles et des collectivités dans l'ensemble de la province

5. Être à l'écoute des personnes ayant un handicap et travailler avec elles pour bâtir une province inclusive qui offre à tout le monde les mêmes chances de participation
6. Bâtir un Manitoba sûr et équitable pour toute personne, peu importe son genre, en cherchant à éliminer les obstacles et la violence fondée sur le genre

### **Un gouvernement qui travaille pour vous**

7. Trouver des gains d'efficacité et améliorer la productivité pour tenir nos engagements d'une manière responsable



# Department Performance Measurement - Details

The following section provides information on key performance measures for Families for the 2023-24 reporting year. All Manitoba government departments include a performance measurement section in a standardized format in their annual reports.

Performance indicators in Manitoba government annual reports are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities and their impact on the province and its citizens.

## Lowering Costs for Families

### 1. Help all Manitobans Access the Services and Supports they need to Thrive, including Through Access to French Language Services

#### Key Initiatives

- **Supporting Young Adults Grant:** Provided \$4.7M in grant funding to extend supports to young adults who would otherwise be ineligible for ongoing supports from Child and Family Services agencies, up to March 31, 2025. The program aligns with government's commitment to helping ensure young adults successfully transition to adulthood while continuing to receive supports such as financial assistance, housing and specialized services.
- **French Language Services Audit of Frontline Offices:** The department audited its frontline offices' referral processes for French Language Service requests. Through this audit, the department improved its Active Offer processes by implementing a total of 68 recommendations across offices. Improvements made include more consistent use of Active Offer greetings and display of Active Offer signage, and the development of bilingual voicemails and phone navigation systems for offices that did not previously have them.
- **Designated Bilingual Social Services Agencies:** In February 2024, two additional agencies, Aspen Winds/Vents de Tremble and Community Respite Services received a bilingual designation. This brings the total to 10 designated bilingual agencies and completes the second phase of this initiative. Additional agencies will be designated in phase three, which is set to be completed by December 2025.
- **Translation of Existing Public Documents:** In March 2024, the department reviewed all of its existing public documents to identify any not available in French. The department has begun translating documents identified based on their order of importance and anticipates completing this work over the next two years.
- **Manitoba Supports for Persons with Disabilities:** On April 1, 2023, launched the Manitoba Supports for Persons with Disabilities program to the public. Manitoba Supports for Persons with Disabilities is a dignified, long-term income assistance program for persons with severe and prolonged disabilities. The program is responsive to the unique needs of persons with disabilities and offers enhanced supports to reduce barriers to access. It also provides enhanced benefits, as basic needs amounts are indexed annually to the rate of inflation each July.
- **Community Helper Pilot Project for the Manitoba Supports for Persons with Disabilities Program:** Through an Expression of Interest, signed an agreement with a community-based agency to act as

community helpers and identify and assist vulnerable persons to access services and programming offered through Manitoba Supports for Persons with Disabilities. The community helpers assist recipients with meeting their financial needs and building support systems in the community for greater inclusion. The pilot project ran from September 2023 to June 2024, and the result will determine future implementation plans of providing community helpers to assist potentially vulnerable persons to access services and programming.

- New Information Technology System for the Manitoba Supports for Persons with Disabilities Program:** Began the development of a new information technology system for the administration of benefits for the Manitoba Supports for Persons with Disabilities program. A new system with modern technology will improve accessibility of services for Manitobans receiving benefits from this program. Development will continue in 2024-25.

## Performance Measures

Measure	Baseline	2022-23 Actual	2023-24 Target	2023-24 Actual
1.e Increase the number of open and active disability services cases for both CLDS and CDS	13,688	15,098	14,685	<b>15,797</b>

**1.e Increase the number of open and active disability services cases for both CLDS and CDS:** This is the sum of individuals receiving services in the Community Living disABILITY Services (CLDS) and Children’s disABILITY Services (CDS) programs. Access to services supports children with disabilities and their families, as well as adults with an intellectual disability living in the community. The baseline data of 13,688 is from March 31, 2021.

## Growing Our Economy

### 2. Increase Participation in the Workforce

#### Key Initiatives

- Employment Supports for Employment and Income Assistance Recipients:** Continue to support Employment and Income Assistance recipients in overcoming barriers to employment through departmental-delivered services and community-based supportive programming.
  - Jobs on Market and Jobs on 9<sup>th</sup>, located in Winnipeg and Brandon and managed by Employment and Income Assistance, provides rapid supports to recipients through direct access to short-term training and employment programs offered by community organizations. Jobs on Market in Winnipeg has served over 18,252 participants and 8,059 participants have exited the program to independence since February 2017, while Jobs on 9th in Brandon has served more than 1,515 participants and 655 participants have exited the program to independence since inception in November 2019.
  - Funded several community organizations to develop and deliver employment and skills development programming that would meet the unique needs of specific recipients across Manitoba, including single parents, Indigenous youth, persons with justice involvement, and

recipients with complex needs or who face multiple barriers to independence. An evaluation framework has been developed in collaboration with the Social Innovation Office to review the results of the funded programs to identify priority groups for future funding decisions.

- On April 1, 2023, introduced the Supportive Planning Incentive for persons enrolled in the medical barriers to full employment category. Individuals who choose to participate in supportive planning will receive a \$25 monthly benefit. Supportive planning includes a range of activities from rehabilitative treatment to relevant education and training programs, with the goal of supporting recipients with disabilities to move forward in their journey to independence.
- **Improving Quality of Life Employment Pilot Project:** In 2023-24, Manitoba launched the two-year Improving Quality of Life Employment Pilot Project. This initiative will provide young adults living with an intellectual disability with increased opportunities for personal growth, skill development and meaningful employment. The pilot project will provide Community Living disABILITY Services-funded employment services to up to 30 adults aged 18-20 who are otherwise not eligible for these services until reaching the age of 21. The pilot project will also support an indeterminate number of adults aged 21-25 by providing an opportunity to refocus their programming on employment services.

## Performance Measures

Measure	Baseline	2022-23 Actual	2023-24 Target	2023-24 Actual
1.c Number of Manitobans receiving income assistance who find employment, every quarter	2,841	2,956	-	3,156

**1.c Number of Manitobans receiving income assistance who find employment, every quarter:** This measure tracks the number of income assistance cases with earnings. The measure totals the number of Employment and Income Assistance (EIA) and Manitoba Supports cases who either have reported employment or self-employment earnings in a given month or who have left EIA or Manitoba Supports after having had employment or self-employment earnings in the previous month. EIA provides program participants with employment support and resources with the goal of either finding new or more suitable employment or maintaining employment. This, in turn, reduces recipients’ reliance on EIA and promotes personal wellness and independence. The measure is an indicator of how successful the department’s efforts are in supporting recipients in their employment journey.

It should be noted that the data will consistently underrepresent the number of income assistance cases who are employed or who leave for employment, particularly in the EIA general assistance category. This is because once a recipient leaves to employment, they are under no obligation to report their earnings or employment status to the program.

## Safer, Healthier Communities

### 3. Develop Strong Relationships with Indigenous Governments, Organizations and Communities

## Key Initiatives

- **Supporting Indigenous Jurisdiction for Child and Family Services:**
  - Manitoba collaborates with Indigenous governments through discussion and relationship building as they enact their own child and family services laws and exercise jurisdiction over services.
  - As of March 31, 2024, Manitoba is actively participating in Indigenous Law negotiation tables with the purpose of entering into coordination agreements to transfer responsibility for child and family services to Indigenous governments and ensure ongoing systematic coordination between provincial services and child protection services delivered under Indigenous laws.
  - In 2023-24, Manitoba provided Peguis First Nation with a \$10.81M contribution for the delivery of child and family services under the Peguis First Nation Honouring Our Children Families and Nation Act.
- **Legislative Amendments:** To engage with Indigenous partners, established the Technician Table with representatives from the Assembly of Manitoba Chiefs, Manitoba Métis Federation, Southern Chiefs' Organization Inc., Manitoba Keewatinowi Okimakanak and Sioux Valley Dakota Nation. The Technician Table informs proposed legislative amendments in response to emergent Indigenous Child and Family Services laws and advises on other matters related to the delivery of provincial child and family services.
- **Support to the Indigenous College Enrolment Initiative:** In 2023-24, the Social Innovation Office (SIO) worked with Red River College Polytechnic (RRC Polytech) and two consulting firms to develop strategies for Indigenous student success at RRC Polytech. This initiative contributes to the development of strong relationships with Indigenous governments, organizations and communities by promoting cross-sector collaboration and problem-solving. The SIO assisted RRC Polytech in their project goals by building connections with community partners and government departments, hosting the project kick-off event, and providing a safe space to discuss the root factors for Indigenous student success. As next steps, the SIO will help the project team identify social financing options and other supports to secure the ongoing future of the project.
- **Safe Ride:** In partnership with the Child and Family All Nations Coordinated Response Network, Manitoba renewed \$1.7M in funding for the Safe Ride program. Safe Ride facilitates the safe return of absent and missing youth in care and reduces the risks for youth in care by ensuring they always have access to safe transportation. In 2024-25 the program's hours will be expanded to include a third team. This program model operates across Child and Family Services Authorities, agencies and placement resources to centralize resources and provide innovative approaches to addressing absent youth in care.
- **Technician Table Informing Child and Family Services (CFS) Initiatives:** Manitoba is engaged with Indigenous partners, established the Technician Table with representatives from the Assembly of Manitoba Chiefs, Manitoba Métis Federation, Southern Chiefs' Organization Inc., Manitoba Keewatinowi Okimakanak and Sioux Valley Dakota Nation. The Technician Table informed, implemented and proposed legislative amendments in response to emergent Indigenous Child and Family Services laws. It advises on other matters related to the delivery of provincial child and family services. It is also responsible for the ongoing consultations regarding new care agreements as Manitoba works towards the decolonization of the provincial child welfare system.

- **Support for Indigenous Organizations:** Manitoba provided \$605,000 funding in 2023-24 to enhance cultural supports and capacity at Blue Thunderbird Family Care Inc. and Ndinawemaaganag Endaawaad Inc. (Ndinawe). These Indigenous-owned and operated organizations are creating long-term solutions to promote culture and identity as part of a reconciliation journey that will result in long-term healing.

## Performance Measures

Measure	Baseline	2022-23 Actual	2023-24 Target	2023-24 Actual
2.b Number of staff who participated in reconciliation training	374	398	370	<b>258</b>

**2.b Number of staff who participated in reconciliation training:** Activities included in this measurement are the department's Indigenous History and Culture training and other departmental learning events, and reconciliation training delivered by Learning and Development and by external organizations. The baseline data of 374 is from 2021-22. The target of 370 was not met because training was paused to identify a pre-qualified external facilitator to co-facilitate the Indigenous History and Culture training sessions.

## 4. Foster Safe and Healthy Families and Communities across our Province

### Key Initiatives

- **Increased funded wage and benefit rates in the disability sector:** In 2023-24, Manitoba implemented \$81.7M in new funding to support funded wage and benefit increases for direct service workers, their supervisors and program support staff delivering residential, day and agency-delivered and self-managed respite services to adults and children living with a disability and their families who are eligible for Community Living disABILITY Services and Children's disABILITY Services respectively.

## Performance Measures

Measure	Baseline	2022-23 Actual	2023-24 Target	2023-24 Actual
1.a Percentage of children living in poverty in Manitoba as per the Market Basket Measure, annually	11%	9.5% (2021)	11%	<b>13.3% (2022)</b>
1.b Increase the proportion of Family Connection Placement	27.5%	30.68%	31%	<b>30.24%</b>

**1.a Percentage of children living in poverty in Manitoba as per the Market Basket Measure (MBM), annually:** The Poverty Reduction Strategy Act requires the Manitoba government to implement a poverty reduction strategy and establish poverty indicators. In addition, the act requires that an annual report on the progress of the strategy using the established poverty indicators be published on the government website after it is tabled in the Legislative Assembly. Manitoba uses the MBM, Canada's official poverty measure, as the indicator for measuring the strategy's primary target of reducing Manitoba's child poverty by 25 per cent by 2025 compared to the baseline year of 2015.

Statistics Canada calculates and reports MBM low-income data, including the child low-income rate, which is Manitoba's child poverty rate. The poverty rate is the percentage of the population who cannot afford the cost of the basket of goods and services representing the basic needs for a modest standard of living (also called the MBM threshold) for specific communities across the country. If individuals or families cannot afford the cost of the basket in their community, they are considered to be living below the MBM threshold or living in poverty.

Statistics Canada produces the MBM data with a two-year lag. The most recent MBM data (2022 data) shows that Manitoba exceeded the strategy's primary target of reducing the child poverty rate by 25 per cent by 2025, compared to the 2015 baseline. In 2022, the child poverty rate in Manitoba was 13.3 per cent, reflecting a 31 per cent improvement from the 2015 rate of 19.3 per cent. There were 14,000 fewer Manitoba children living in poverty in 2022 compared to 2015.

Child poverty rates increased in every province in 2022 and may be attributed to the discontinuation of federal benefits relating to the COVID-19 pandemic and the removal of pandemic-related modifications to the Employment Insurance program, as well as the increased inflation rate in 2022 (for example, Canada's inflation rate increased from 3.4 per cent in 2021 to 6.8 per cent in 2022).

In 2017, Manitoba's child poverty rate improved to 12.8 per cent from 19.3 per cent in 2015, or a 34 per cent improvement. As Manitoba exceeded its primary target by achieving a 34 per cent reduction in 2017 compared to the 2015 baseline, it had set an aspirational target of further reducing the child poverty rate against a 2017 baseline. Beginning in 2023-24, Manitoba further raised its performance standard by reducing its child poverty rate aspirational baseline to 11 per cent. On January 18, 2024, Statistics Canada released an Income Research Paper which predicted an increase in the poverty rate for Canada overall. Considering this projection, and 2022 data, Manitoba will keep the poverty reduction target at 11 per cent for 2024-25. The department identifies this measure as a Key Performance Indicator.

**1.b Increase the proportion of Family Connection Placement:** Children in care of child and family services (under 18 years old) in own home placements, family placements and select adoption placements divided by the total number of children in care. The number of children living with their families also supports the objective of increasing lifelong connections for children and families, an essential objective of Manitoba's CFS Transformation. The baseline data of 27.5 per cent is from 2018-19.

## **5. Listen to and Work with Manitobans Living with Disabilities to Build an Inclusive Province that Allows Everyone to Participate Equitably**

### **Key Initiatives**

- **Manitoba Accessibility Fund Grants:** Awarded \$890,000 in grants to 42 organizations from the Manitoba Accessibility Fund. The Manitoba Accessibility Fund is an endowment fund that provides one-time grants of up to \$50,000 to eligible business, community, and public sector organizations to complete projects reducing barriers and supporting compliance with Manitoba's accessibility legislation and related standards.
- **Accessibility for Manitobans Act (AMA) Review:** The AMA sets a path to remove and prevent barriers by developing accessibility standards in fundamental areas of daily living. The AMA requires regular reviews to occur every five years; the second review took place in 2023-24. As part of the review, in-

person public forums were held in Brandon, Thompson, and Winnipeg. A virtual option was also available for people unable to attend in-person. The department allocated \$25,000 for public consultation on the AMA.

- **Manitoba Supports for Persons with Disabilities Continuous Improvement:** Once the program launched in April 2023, it continued to review and amend Manitoba Supports for Persons with Disabilities policies, to ensure the services and supports offered are tailored to the unique needs of recipients.
- **Manitoba Supports for Persons with Disabilities Public Information Sessions:** Hosted monthly virtual information sessions to share information and answer questions about policy and supports offered. In 2024-25, will continue to engage with the public to ensure feedback received from Manitobans with disabilities is used when designing disability support programs and developing policies.
- **Empowered adults living with an intellectual disability:** In 2023-24, Manitoba continued to respond to recommendations stemming from the Vulnerable Persons Living with a Mental Disability Task Force, including supporting the Community Based Assisted Decision Making Pilot Project with 120 Maryland Group, which has objectives including “developing peer support networks for families, increasing capacity for the use of support networks, motivating the use of community-based assisted decision-makers and assisted decision-making, and reducing reliance on the Public Guardian and Trustee.
- **Integrated Adult Services Pilot Project:** In 2023-24, the Department of Families and Department of Health, Seniors and Active Living, in partnership with the Winnipeg Regional Health Authority and members of the disability community with lived experience, continued to deliver the Integrated Adult Services (IAS) Pilot Project, which aims to address gaps and barriers in services for adults with complex disability-related needs. The IAS pilot supports 30 adults, living in the Winnipeg Health Region, who have both a medical diagnosis and complex disability needs, and are experiencing gaps in services and supports that prevent their full participation in home and community life.

## **6. Build a Safe and Equitable Manitoba for People of All Genders, by Seeking to Address Barriers and Eliminate Gender-Based Violence**

### **Key Initiatives**

- **StreetReach:** The StreetReach Program, funded through Tracia’s Trust: Manitoba’s Strategy to Prevent Sexual Exploitation and Sex Trafficking, is dedicated to locating and returning at risk youth to their placement; building safe, trusting relationships; identifying high risk areas where children are harboured or placed at direct risk of victimization; and identifying offenders who are luring/grooming youth for sexual exploitation and making referrals for investigation to Child and Family Services agencies and law enforcement. The Manitoba Government is engaged in an innovative redesign process for modernizing the program. Consultations have included voices of youth, persons with lived experience of sexual exploitation, Indigenous elders and knowledge keepers. Their recommendations have been put forward for consideration.

# A Government that Works for You

## 7. Find Efficiencies and Enhance Productivity to Deliver on Commitments in a Responsible Way

### Key Initiatives

- **Redesigning the Prenatal Benefit and Child Benefit Programs:** In 2023, the Employment, Income, and Health Supports Branch engaged the Social Innovation Office (SIO) to redesign the Manitoba Prenatal Benefit program. The evaluation of both programs resulted in several recommendations, including increasing the prenatal benefit amount. In response, the Manitoba government has doubled the maximum amount for eligible applicants by including an additional \$800,000 in Budget 2024 to ensure the prenatal benefit program continues to have a real impact in making life more affordable for expectant parents.
- **Employment and Income Assistance – Community Project Evaluation:** In January 2024, SIO designed an evaluation framework to review the work of 25 organizations implementing Employment and Income Assistance – community pilot projects. The goal of this evaluation framework is to identify successful initiatives that align with provincial priorities, promote equity and positive employment outcomes, and address the needs of the Indigenous population to foster stronger connections to the labor market. Following the value-for-money model, this evaluation framework conducts a comprehensive investigation with an emphasis on cost savings and economic justification.
- **Evaluating the Access to Menstrual Products Initiative:** In 2023-24, SIO conducted the year one evaluation of the Access to Menstrual Products Initiative, a three-year pilot project partnership between the Department of Families, the Department of Education and Early Childhood Learning, and Shoppers Drug Mart that aims to eliminate barriers to menstrual products and reduce the impacts of period poverty.

The evaluation intends to measure the initiative's success and find areas of improvement based on participants' feedback. Year one evaluation consisted of three surveys, two focus groups and two interviews targeting students, school leaders, and domestic violence agencies staff and people using their services totaling 493 participants. Evaluation results showed that access to free menstrual products positively impacted participants' sense of health and wellbeing, reduced cost burdens, and supported gender equality. Evaluation of the initiative aligns with Manitoba's objective of finding efficiencies and enhancing productivity to deliver commitments in a responsible way. Next steps include an interim evaluation for year two and a final evaluation for year three, which will assess the effectiveness of the project and inform the future of the initiative beyond the three-year pilot period.

- **Redesigning the Provincial Placement Referral Process:** In 2023-24, SIO worked closely with the Child and Youth Services Division to redesign the Provincial Placement Referral Process for group and foster care placements. The redesign goal was to streamline and standardize the process in order to better address the needs and challenges of staff, partners, and youth while prioritizing the safety, wellbeing and long-term care plan of the children and youth. This initiative focused on finding efficiencies and enhancing productivity by streamlining processes for submitting information, improving data quality, and reducing the likelihood of privacy breaches. Redesign recommendations were informed by interviews conducted and a collaborative solutions lab. As next steps, SIO will provide a final report



including recommendations based on findings from literature reviews and feedback received during interviews and the solutions lab.

- Redesigning the StreetReach Winnipeg Program:** In January 2023, SIO collaborated with Neecheewam, an Indigenous organization, to review the StreetReach Winnipeg Program. StreetReach Winnipeg is a program run by the Child and Youth Service Division that aims to prevent the sexual exploitation of children and youth through the delivery of a rapid and coordinated multi-system responses to identify, locate, and assist high-risk victims. SIO and a representative from Neecheewam conducted a series of semi-structured interviews and focus groups with 30 youth participants from April to August 2023. Through the evaluation, SIO assessed the economy, efficiency, and effectiveness of the current program and its relevance to the priorities of each organization and provided recommendations on the future governance and structure of the program based on its findings.

## Performance Measures

Measure	Baseline	2022-23 Actual	2023-24 Target	2023-24 Actual
3.a Number of service provider and stakeholder collaborations and trainings facilitated annually to support financial oversight, strengthen board governance and ensure compliance with the terms of the Service Purchase Agreement	338	872	450	<b>1,348</b>
4.a Number of active continuous improvement events	-	23	25	<b>52</b>
6.a Continue to deliver public engagement initiatives	6	9	10	<b>10</b>
10.a Work within operating budget	100%	103%	100%	<b>123%</b>
10.b Work within capital budget	100%	35.8%	100%	<b>81%</b>
10.c Paper and print reduction	20%	4.2%	6%	<b>13.9%</b>
11.a Percentage of agencies funded by the department that submitted annual budgets as per financial reporting requirements on time	47%	87%	80%	<b>68%</b>
11.b Percentage of agencies funded by the department that submitted prior year audited financial statements as per financial reporting requirements on time	50%	90%	80%	<b>79%</b>

**3.a Number of service provider and stakeholder collaborations and trainings facilitated annually to support financial oversight, strengthen board governance and ensure compliance with the terms of the Service Purchase Agreement:** This measure counts the number of meetings/visits and training sessions with stakeholders and agencies funded by the department. This ensures that agencies are equipped with the skills needed to improve governance to support day-to-day operations, meet the terms of their Service Purchase Agreements, improve stewardship of provincial funding, and improve decision making and agency sustainability. The target of 1,200 was established using the 2022-23 actual data of 872 and a projection of 2023-24 results to determine a two-year average. The increase to the target is due to an increase to the number of meetings, visits and stakeholder collaborations, in combination with an adjustment to reporting methods. This performance measure was previously listed as “Increase agency and stakeholder collaborations and trainings”.

**4.a Number of active continuous improvement events:** Innovation and improvement helps keep department processes and policies current, find innovative solutions to issues and engage staff. These improvements generate savings for government and improve services the department provides to Manitobans. The department is actively working on lean, solution labs, strategic planning and idea fund initiatives. This is a new measure that will report on the data collected from these two previous measures: “Increase the number of active formal improvement events” that had a 2022-23 target of 15 and “Increase the number of active Idea Fund initiatives” that had a targeted increase of two for 2022-23.

**6.a Continue to deliver public engagement initiatives:** This is the total number of departmental engagements using all channels of communication (in-person, virtual, EngageMB). Public engagement ensures that the department produces work informed by the population it serves. It provides transparency and seeks input from the public. The baseline data of 6 is from 2021-22.

**10.a Work within operating budget:** These measures account for actual spending as published in the public accounts or annual reports, compared to published budget.

**10.b Work within capital budget:** These measures account for actual spending as published in the public accounts or annual reports, compared to published budget.

**10.c Paper and print reduction:** Reporting on the quantity of office paper used. A 6 per cent annual reduction was identified as a reasonable target for this measure. There was a reduction of 20 per cent in 2021-22.

**11.a Percentage of agencies funded by the department that submitted annual budgets as per financial reporting requirements on time:** This measure monitors the percentage of agencies that have submitted their annual budgets by the deadline, as per the terms of their Service Purchase Agreement with the department. Agencies’ financial reporting increases the department’s ability to monitor the agency’s financial performance and contractual compliance, to ensure the agency is utilizing the funding for its intended purpose. The 2021-22 actual was significantly lower than prior years due to the pandemic situation. The department has been working with service providers to enhance the timelessness, resulting in 2022-23 actual submissions exceeding the target.

**11.b Percentage of agencies funded by the department that submitted prior year audited financial statements on time:** This measure monitors the percentage of agencies that have submitted their prior year financial statements by the deadline, as per the terms of their Service Purchase Agreement with the department. Agencies financial reporting increases the department’s ability to monitor the agency’s financial performance and contractual compliance, to ensure the agency is utilizing the funding for its intended purpose. The 2021-22 actual was significantly lower than prior years due to the pandemic situation. The department has been working with service providers to enhance the timelessness, resulting in 2022-23 actual submissions exceeding the target.

# FINANCIAL DETAILS

## Consolidated Actual Expenditures

This table includes the expenditures of the department and Other Reporting Entities that are accountable to the minister and aligns to the Summary Budget.

### Manitoba Families includes the following OREs:

- General Child and Family Services Authority is consolidated with the Child and Family Services appropriation

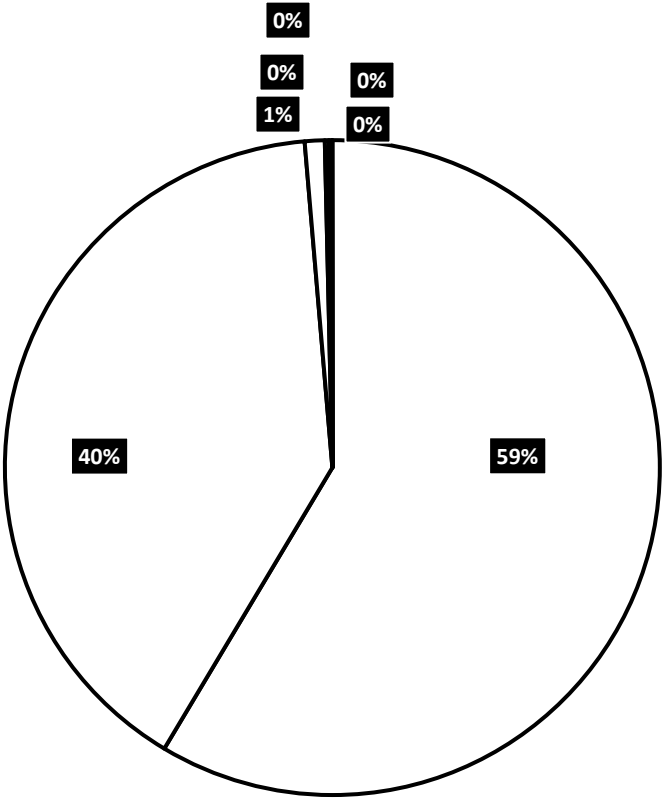
### Consolidated Actual Expenditures

For the fiscal year ended March 31, 2024, with comparative figures for the previous fiscal year \$(000s)

Main Appropriations	Part A - Operating	Other Reporting Entities	Consolidation and Other Adjustments	2023-24 Actual	2022-23 Actual
Administration and Finance	4,991			4,991	4,247
Community Service Delivery	1,539,958		(68,600)	1,471,358	1,313,528
Corporate Services	40,700		(16,000)	24,700	21,887
Child and Youth Services	1,016,452	24,492.0	(34,521)	1,006,423	566,078
Technology and Transformation	3,791			3,791	2,390
Costs Related to Capital Assets (NV)	107	4.0	-	111	170
General Eliminations			800	800	2,400
<b>TOTAL</b>	2,605,999	24,496	(118,321)	2,512,174	1,910,700

NV – Non-Voted

**Percentage Distribution of Consolidated Actual Expenditures  
by Operating Appropriation,  
2023-24, Actuals**



- 59%      Community Service Delivery
- 40%      Child and Youth Services
- 1%        Corporate Services
- 0%        Administration and Finance
- 0%        Technology and Transformation
- 0%        Costs Related to Capital Assets (NV)
- 0%        General Eliminations

# Summary of Authority

Part A - Operating	2023-24 Authority \$(000s)
<b>2023-24 MAIN ESTIMATES - PART A</b>	2,057,503
<b>Allocation of funds from:</b>	54,026
Enabling Appropriations <b>Subtotal</b>	2,111,529
<b>In-year re-organization from:</b>	
N/A	-
<b>Subtotal</b>	-
<b>2023-24 Authority</b>	<b>2,111,529</b>

## Detailed Summary of Authority by Appropriation \$(000s)

Detailed Summary of Authority	Printed Estimates 2023-24	In-Year Re-organization	Virement	Enabling Authority	Authority 2023-24	Supplementary Estimates
<b>Part A – Operating (Sums to be Voted)</b>						
Administration and Finance	4,946		45	-	4,991	
Community Service Delivery	1,487,988		1,544	50,426	1,539,958	
Corporate Services	40,043		657	-	40,700	
Child and Youth Services	520,438		(2,571)	3,600	521,873	
Technology and Transformation	3,872		(81)	-	3,791	
<b>Subtotal</b>	<b>2,057,287</b>	-	-	<b>54,026</b>	<b>2,111,313</b>	-
<b>Part A – Operating (NV)</b>	216		-	-	216	
<b>TOTAL Part A – Operating</b>	<b>2,057,503</b>	-	-	<b>54,026</b>	<b>2,111,529</b>	-
Costs Related to Capital Assets						
<b>Part B – Capital Investment</b>						
General Assets		-	-	-	-	-
<b>Part C – Loans and Guarantees</b>						
<b>Part D – Other Reporting Entities Capital Investment</b>						

NV – Non-Voted

## Part A: Expenditure Summary by Appropriation

### Departmental Actual Expenditures

For the fiscal year ended March 31, 2024, with comparative figures for the previous fiscal year \$(000s)

Authority 2023-24	Appropriation	Actual 2023-24	Actual 2022-23	Increase (Decrease)	Expl. No.
<b>09.1 Administration and Finance</b>					
50	(a) Minister's Salary	50	44	6	
	Salaries and Employee Benefits				
1,139	(b) Executive Support	1,139	1,000	139	
89	Salaries and Employee Benefits	89	74	15	
	Other Expenditure				
1,237	(c) Agency Accountability and Support Unit	1,237	1,094	143	
46	Salaries and Employee Benefits	46	24	22	
	Other Expenditure				
1,836	(d) Financial and Administrative Services	1,965	1,719	246	
225	Salaries and Employee Benefits	96	206	(110)	1
	Other Expenditure				
362	(e) Fiscal Sustainability and Strategic Analytics	362	81	281	2
7	Salaries and Employee Benefits	7	5	2	
	Other Expenditure				
4,991	Subtotal 09.01	4,991	4,247	744	
<b>09.2 Community Service Delivery</b>					
1,076	(a) Strategic Planning and Program Support	1,401	1,268	133	
291	Salaries and Employee Benefits	390	771	(381)	3
	Other Expenditure				
37,240	(b) Regional Social Services	39,563	37,734	1,829	
5,414	Salaries and Employee Benefits	4,726	4,219	507	4
	Other Expenditure				
13,901	(c) Employment, Income and Health Supports	15,201	13,612	1,589	5
17,768	Salaries and Employee Benefits	25,098	16,704	8,394	6
3,543	Other Expenditure	3,424	3,349	75	
747,571	Grant Assistance	744,042	681,171	62,871	7
	Financial Assistance				
20,326	(d) Manitoba Developmental Centre	17,150	18,495	(1,345)	
2,305	Salaries and Employee Benefits	2,097	2,931	(834)	8
	Other Expenditure				

10,446	(e) Disability Specialized Services					
736	Salaries and Employee Benefits	11,583	10,718	865		
	Other Expenditure	881	662	219		
1,735	(f) Community Living DisABILITY Services					
1,290	Other Expenditures	1,735	1,735			
598,807	Grant Assistance	1,290	1,302	(12)		
	Financial Assistance	596,900	500,394	96,506		9
23,611	(g) Children's DisABILITY Services					
10	Other Expenditures	23,608	23,610	(2)		
14,927	Grant Assistance	-	2,407	(2,407)		10
	Financial Assistance	15,973	11,287	4,686		11
21,670	(h) Winnipeg Child and Family Services					
2,517	Salaries and Employee Benefits	19,185	19,777	(592)		
	Other Expenditure	2,170	2,517	(347)		
9,529	(i) Rural and Northern Child and Family Services					
1,245	Salaries and Employee Benefits	10,380	9,819	561		
	Other Expenditure	1,161	1,386	(224)		
4,000	(j) Employment and Income Assistance Transformation					
	Other Expenditures	2,000	1,961	39		
1,539,958	Subtotal 09.02	1,539,958	1,367,828	172,130		
<b>Authority</b>		<b>Actual</b>	<b>Actual</b>	<b>Increase</b>		<b>Expl.</b>
<b>2023-24</b>	<b>09.3 Corporate Services</b>	<b>2023-24</b>	<b>2022-23</b>	<b>(Decrease)</b>		<b>No.</b>
2,357	(a) Corporate Support					
3,072	Salaries and Employee Benefits	2,569	2,294	275		
146	Other Expenditures	3,002	823	2,179		12
	Grant Assistance	146	2,220	(2,074)		13
1,423	(b) Legislation and Strategic Policy					
86	Salaries and Employee Benefits	1,349	1,256	93		
560	Other Expenditure	149	434	(285)		14
	Grant Assistance	515	5,061	(4,546)		15
590	(c) Commissioner for Adults Living with an Intellectual Disability Office					
99	Salaries and Employee Benefits	617	543	74		
	Other Expenditure	87	106	(19)		
402	(d) Social Services Appeal Board					
65	Salaries and Employee Benefits	378	373	5		
	Other Expenditure	41	61	(20)		



	(e) Manitoba Accessibility Office				
744	Salaries and Employee Benefits	822	711	111	
228	Other Expenditure	178	205	(27)	
788	Grant Assistance	879	756	123	
	(f) Social Innovation Office				
1,387	Salaries and Employee Benefits	1,215	1,126	89	
557	Other Expenditure	161	385	(224)	16
	(g) Women and Gender Equity Manitoba				
1,178	Salaries and Employee Benefits	1,254	1,014	240	
21,097	Other Expenditure	21,032	17,897	3,135	17
4,139	Grant Assistance	4,139	118	4,021	18
1,782	Financial Assistance	2,167	2,204	(37)	
40,700	Subtotal 09.03	40,700	37,587	3,113	
<b>Authority 2023-24</b>	<b>09.4 Child and Youth Services</b>	<b>Actual 2023-24</b>	<b>Actual 2022-23</b>	<b>Increase (Decrease)</b>	<b>Expl. No.</b>
	(a) Strategic Initiatives and Program Support				
2,976	Salaries and Employee Benefits	2,819	2,193	626	19
151	Other Expenditure	163	145	18	
	(b) Child Protection				
5,972	Salaries and Employee Benefits	5,664	4,565	1,099	20
31,911	Other Expenditure	532,300	34,801	497,499	21
7,729	Grant Assistance	7,537	7,479	58	
78,232	Financial Assistance	73,385	79,463	(6,078)	22
	(c) Child and Family Services Authorities				
2,062	Salaries and Employee Benefits	1,906	1,969	(63)	
345,977	Grant Assistance	345,977	339,177	6,800	23
45,997	Financial Assistance	46,121	42,500	3,621	24
	(d) Indigenous Jurisdiction Transition Office				
810	Salaries and Employee Benefits	546	341	205	25
56	Other Expenditures	34	15	19	
521,873	Subtotal 09.04	1,016,452	512,648	503,804	
<b>Authority 2023-24</b>	<b>09.5 Technology and Transformation</b>	<b>Actual 2023-24</b>	<b>Actual 2022-23</b>	<b>Increase (Decrease)</b>	<b>Expl. No.</b>
	(a) Transformation Management Office				
678	Salaries and Employee Benefits	649	669	(20)	
39	Other Expenditures	8	13	(5)	
	(b) Project Management Office				
671	Salaries and Employee Benefits	582	495	87	
100	Other Expenditure	8	5	3	

	(c) Business Support Services Branch				
751	Salaries and Employee Benefits	882	743	139	
1,552	Other Expenditure	1,662	465	1,197	26
3,791	Subtotal 09.05	3,791	2,390	1,401	
		<b>Actual</b>	<b>Actual</b>	<b>Increase</b>	<b>Expl.</b>
<b>*NV</b>	<b>09.6 Costs Related to Capital Assets</b>	<b>2023-24</b>	<b>2022-23</b>	<b>(Decrease)</b>	<b>No.</b>
216	(a) General Assets	107	166	(59)	
<b>2,111,529</b>	<b>Total Expenditures</b>	<b>2,605,999</b>	<b>1,924,866</b>	<b>681,133</b>	

Explanation(s):

1. The variance is primarily due to a decrease in project costs.
2. The variance is primarily due to higher staffing level in 2023/24.
3. The variance is primarily due to lower COVID-19 related costs in 2023/24.
4. The variance is primarily due to higher IT costs in 2023/24.
5. The variance is primarily due to increases in the Manitoba Supports for Persons with Disabilities program support.
6. The variance is primarily due to changes in the methodology for accounting adjustments.
7. The variance is primarily due to an increase in caseload numbers.
8. The variance is primarily due to expenditure management.
9. The variance is primarily due to increases to funded wages for direct service workers and price and volume increases in CLDS.
10. The variance is primarily due to one-time funding of a pilot project in 2022/23.
11. The variance is primarily due to an increase in support on the respite services to families.
12. The variance is primarily due to the reallocation of programs.
13. The variance is primarily due to the reallocation of programs
14. The variance is primarily due to expenditure management.
15. The variance is primarily due to one-time grant funding to various organizations in 2022/23
16. The variance is primarily due to delayed project initiatives in 2023/24.
17. The variance is primarily due to increased expenditure for Gender-Based Violence Shelters.
18. The variance is primarily due to grant spending under the Canada-Manitoba Agreement on Gender-Based Violence National Action Plan.
19. The variance is primarily due to higher staffing levels in 2023/24.
20. The variance is primarily due to higher staffing levels in 2023/24.
21. The variance is primarily due to contingent liabilities.
22. The variance is primarily due to delayed project initiatives in 2023/24.
23. The variance is primarily due to payments to the Authorities for transfers of children into their care.
24. The variance is primarily due to payments to the Authorities for transfers of children into their care.
25. The variance is primarily due to higher staffing levels in 2023/24.
26. The variance is primarily due to higher IT cost in 2023/24.

## Revenue Summary by Source

### Departmental Actual Revenue

For the fiscal year ended March 31, 2024, with comparative figures for the previous fiscal year \$(000s)

Actual 2022-23	Actual 2023-24	Increase/ (Decrease)	Expl. No.	Source	Actual 2023-24	Estimate 2023-24	Variance Over/(Under)	Expl. No.
<b>Other Revenues</b>								
4,945	4,942	(3)		a. Children's Special Allowance Recoveries	4,942	6,216	(1,274)	5
1,378	1,378	-		b. Cost Recovery from Municipalities	1,378	1,378		
11,838	6,537	(5,301)	1	c. Income Assistance Recoveries	6,537	12,245	(5,708)	6
210	201	-		d. Levy for Local Government Welfare Purposes in Unorganized Territory	210	210	-	
5,876	8,316	2,440	2	e. Sundry	8,316	4,086	4,230	7
<b>24,247</b>	<b>21,383</b>	<b>(2,864)</b>		<b>Subtotal</b>	<b>21,383</b>	<b>24,135</b>	<b>(2,752)</b>	
<b>Government of Canada</b>								
-	350	350	3	a. Canada-Manitoba Agreement on Crisis Hotline	350	350	-	
-	3,548	3,548	4	b. CANADA-MB Contribution Agreement on National Action Plan to end gender-based violence	3,548	3,548	-	
-	3,898	3,898		Subtotal	3,898	3,898	-	
<b>24,247</b>	<b>25,281</b>	<b>1,034</b>		<b>Total Revenue</b>	<b>25,281</b>	<b>28,033</b>	<b>(2,752)</b>	

Explanation(s):

1. The variance is primarily due to lower than projected recoveries.
2. The variance is primarily due to new recoveries in 2023/24.
3. The variance is primarily due to revenues from the new bi-lateral agreement.
4. The variance is primarily due to revenues from the new bi-lateral agreement.
5. The variance is primarily due to lower than projected benefit recoveries.
6. The variance is primarily due to lower than anticipated recoveries.
7. The variance is primarily due to new recoveries in 2023/24.

# Departmental Program and Financial Operating Information

## Administration and Finance Division

The Administration and Finance Division provides executive planning, management, agency accountability, financial planning and management services including budget review and comptrollership, fiscal sustainability and strategic analytics, and overall administrative support to the department.

Sub-appropriations	2023-24 Actual	2023-24 Authority	
	\$(000s)	FTEs	\$(000s)
Minister's Salary	50	1.00	50
Executive Support	1,228	10.00	1,228
Agency Accountability and Support Unit	1,283	15.00	1,283
Financial and Administrative Services	2,061	26.00	2,061
Fiscal Sustainability and Strategic Analytics	369	4.00	369
<b>TOTAL</b>	<b>4,991</b>	<b>56.00</b>	<b>4,991</b>

### Minister's Salary

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

#### 09.1A Minister's Salary

Expenditures by Sub-Appropriation	2023-24 Actual \$(000s)	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
		FTEs	\$(000s)		
Salaries and Employee Benefits	50	1.00	50	-	
<b>Total Sub-Appropriation</b>	<b>50</b>	<b>1.00</b>	<b>50</b>	<b>-</b>	

### Executive Support

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

## 09.1B Executive Support

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	1,139	10.00	1,139	-	
Other Expenditures	89	-	89	-	
<b>Total Sub-Appropriation</b>	<b>1,228</b>	<b>10.00</b>	<b>1,228</b>	-	

### Agency Accountability and Support Unit

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

The AASU is the central system for the administration of departmental contracts with service provider agencies and individuals, including Service Purchase Agreements. The AASU provides leadership and management in the development and coordination of the contracts and examines the use of funds provided to deliver the services.

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

### Key Results Achieved

- Monitored agencies for compliance with the department's Financial Reporting Requirements.
- Analyzed the financial performance of agencies, investigated areas of concern and performed operational reviews.
- Improved collaboration and information sharing across the department for publicly funded agencies and provided timely and comprehensive financial analysis and reviews to senior management regarding the financial and contractual performance of these agencies.
- Completed 92 agency scheduled meetings to provide financial consultations and comptrollership to foster collaborative working relations with services providers, address, prevent and mitigate financial and management risks and build partnerships for improved communication.
- Mentored and supported both internal and external stakeholders through financial and contractual management.
- Improved coordination between financial, program and services oversight resulting in a more holistic consistent approach to building an organization's capacity.
- Completed ongoing Board Governance consultations and support for the publicly funded Not-for-Profit agencies under the Department of Families.
- Completed the follow-up on recommendations included in the formal financial review.
- Provided prompt and accurate reporting and financial analysis to all divisions and Senior Management for strategic planning and monitoring.

## 09.1C Agency Accountability and Support Unit

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	1,237	15.00	1,237	-	
Other Expenditures	46	-	46	-	
<b>Total Sub-Appropriation</b>	<b>1,283</b>	<b>15.00</b>	<b>1,283</b>	<b>-</b>	

### Financial and Administrative Services

Financial and Administrative Services maintains a strong comptrollership presence throughout the department by proactively ensuring that financial and administrative policies, services and reporting systems are developed, maintained, coordinated and effectively administered to meet financial controls, accountability, and reporting standards as well as to safeguard and protect the financial and physical assets under the department's stewardship. This is accomplished through departmental financial administration and management activities; coordination of comprehensive estimates planning; financial forecasting and reporting; disbursements and revenue accounting; and effective and efficient use of the allocated resources in accordance with government set priorities.

### Key Results Achieved

- Developed and maintained internal SharePoint site and training materials to enhance department financial and administrative staff's financial management capacity.
- Maintained, monitored and reviewed financial and administrative procedures for ongoing comptrollership functions.
- Continued to analyze existing operations and expanded on the continuous improvement practice to ensure operations are working as intended.
- Ensured that the Comptrollership Plan encompasses effective and efficient methods that strengthen accountability and meet government comptrollership framework.
- Monitored financial activities of the department and prepared comprehensive financial reports, including detailed explanations to accurately portray the driving factors behind variances to budget.
- Supported financial decision-making of key stakeholders through enhancements to fiscal management tools including improvements in monitoring, accountability and control components.
- Supported Department Audit Committee in conducting audits to ensure expenditures are in compliance with Financial and Administrative Manual and General Manual of Administration.
- Continued to support government's proactive contract disclosure through regular and active monitoring of contract criteria application, purchase order processes, and reporting procedures.
- Continued mentoring and supporting division/branch management and staff through delivery of analytical, consultative and evaluative advice on financial, policy and planning proposals and provided department-view interpretation of central government directives and policies.
- Ensured budgeting and reporting processes of Other Reporting Entities with core government reporting requirements to comply with consolidated summary budget and financial reporting.

### 09.1D Financial and Administrative Services

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	1,965	26.00	1,836	129	
Other Expenditures	96	-	225	(129)	
<b>Total Sub-Appropriation</b>	<b>2,061</b>	<b>26.00</b>	<b>2,061</b>	<b>-</b>	

### Fiscal Sustainability and Strategic Analytics

Provides research and technical support with respect to the sustainability of the department's current spending in its programs, and advice and policy analysis with respect to a broad range of economic and fiscal matters including revenue and expenditure policies.

### 09.1E Fiscal Sustainability and Strategic Analytics

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	362	4.00	362	-	
Other Expenditures	7	-	7	-	
<b>Total Sub-Appropriation</b>	<b>369</b>	<b>4.00</b>	<b>369</b>	<b>-</b>	

### Key Results Achieved

- Technology and Transformation (T&T) division's operational activities stayed within their budget.
- Developed financial and administrative policies for the department to improve accountability and enhance departmental processes.
- Collaborated with Financial and Administrative Services Branch (FASB) in developing and launching the new Administration and Finance intranet site. The site will serve as a centralized hub for all administration and finance related resources like policy documents, procedures, etc.
- Enhanced the department's technical capabilities by organizing training sessions on topics like finance, Systems Applications and Products, and Microsoft Excel for departmental staff.
- Provided technical support on data analytics and funding reviews to various divisions in the department to help them achieve their program goals.
- Provided support to streamline financial processes across the department to improve efficiency and accountability.



## Community Service Delivery

The Community Service Delivery Division provides policy and financial oversight and delivers many of the department's social service programs that are offered to the public, including income supports and disability services for adults and children through person- and family-centred, assessment informed practices. Services for eligible Manitobans are provided through community-based offices across the province, with many services being provided through ACCESS centres, health, and social services centres in partnership with the Winnipeg Regional Health Authority. The division also coordinates and delivers child and family services in Winnipeg and four rural regions on behalf of the General Child and Family Services Authority. It also oversees the operations of the Manitoba Developmental Centre.

In addition, the division delivers Emergency Social Services across the province and coordinates social service responses to disasters when called upon by the Emergency Measures Organization and/or local governments. It works with non-governmental organizations to ensure Manitobans are supported in times of crisis.

Sub-appropriations	2023-24	2023-24 Authority	
	Actual	FTE	\$(000s)
	\$(000s)		
Strategic Planning and Program Support	1,791	12.00	1,367
Regional Social Services	44,289	486.30	42,654
Employment, Income and Health Supports	787,765	194.50	782,783
Manitoba Developmental Centre	19,247	312.00	22,631
Disability and Specialized Services	12,464	118.30	11,182
Community Living disABILITY Services	599,925	-	601,832
Children's disABILITY Services	39,581	-	38,548
Winnipeg Child and Family Services	21,355	273.50	24,187
Rural and Northern Child and Family Services	11,541	119.70	10,774
Employment and Income Assistance Transformation	2,000	-	4,000
<b>TOTAL</b>	<b>1,539,958</b>	<b>1,516.30</b>	<b>1,539,958</b>

### Strategic Planning and Program Support

The Strategic Planning and Program Support Branch provides corporate support for the assistant deputy minister's office. It also provides issues management and cross-program support for the division.

The branch provides policy and project management and stakeholder relations leadership for initiatives involving multiple branches, as well as key divisional priorities.

The branch supports comptrollership and financial management for the division, including the coordination of budgeting, forecasting and financial reporting.

## Key Results Achieved

- Provided effective corporate, financial and administrative oversight and management to the division, including leading issues management and providing project management and strategic policy support for key divisional priorities.
- Ensured open and ongoing communication between senior management and all divisional leaders through regular webinars with the Assistant Deputy Minister.

### 09.2A Strategic Planning and Program Support

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	1,401	12.00	1,076	325	1
Other Expenditures	390	-	291	99	
<b>Total Sub-Appropriation</b>	<b>1,791</b>	<b>12.00</b>	<b>1,367</b>	<b>424</b>	

1. The variance is primarily due to an increase in staffing cost.

## Regional Social Services

The Regional Social Services (RSS) Branch delivers Children’s disABILITY Services (CDS), including autism early intervention services, Community Living disABILITY Services (CLDS), Residential Care Licensing, and Employment and Income Assistance (EIA) to eligible Manitobans in three rural and northern regions in the province and 12 community areas within the City of Winnipeg in partnership with the Winnipeg Regional Health Authority.

The branch provides supports for Emergency Social Services and assistance to local governments in the event of an emergency or disaster.

RSS also engages with community partners throughout the province to share information, consult and/or collaborate on needs, priorities, or issues related to service delivery.

## Key Results Achieved

- Worked in collaboration with the Employment, Income and Health Support Branch to strengthen services in community offices for the general assistance population, ensuring that services are offered closer to citizens.
- Working in partnership with the Employment, Income and Health Supports Branch, RSS further supported the enrolment of individuals eligible for the Manitoba Support for Persons with Disabilities.
- In response to the Russian invasion of Ukraine, RSS and its Emergency Social Services team, coordinated and administered the Temporary Assistance program, providing accommodations and meals for up to 30 days for Ukrainian nationals.

## 09.2B Regional Social Services

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	39,563	486.30	37,240	2,323	
Other Expenditures	4,726	-	5,414	(688)	1
<b>Total Sub-Appropriation</b>	<b>44,289</b>	<b>486.30</b>	<b>42,654</b>	<b>1,635</b>	

1. The variance is primarily due to expenditure management.

### Employment, Income and Health Supports

The Employment, Income and Health Supports (EIHS) Branch delivers income assistance programs and income supplements to Manitobans across the province, while also providing leadership and fiscal management through the development of policy and program supports to ensure the successful delivery of programs. These programs are consistent with departmental policy and program objectives and are intended to be responsive to the changing needs of Manitobans.

#### Employment and Income Assistance Program

The Employment and Income Assistance (EIA) program provides financial, health, and employment supports to eligible low-income Manitobans. The program provides supports for basic needs, shelter, and medical supplies and equipment. EIA also provides referral services to support recipients to move to employment.

The Centralized Services EIA office delivers central intake services for all individuals seeking to enrol on EIA or the Manitoba Supports for Persons with Disabilities program within Winnipeg. Other key components of services provided by this office include a rapid response model for participants who are assessed as ready to engage in employment and training activities in Winnipeg, as well as a provincial orientation and training team that delivers technical training to all newly hired EIA counsellors throughout Manitoba.

#### Manitoba Supports for Persons with Disabilities

Manitoba Supports for Persons with Disabilities (MSPD) provides financial, health, and community navigation supports to Manitobans with severe and prolonged disabilities. The program is more responsive to the unique needs of persons with enduring disabilities, with enhanced benefits and supports and reduced administrative barriers to access.

#### Income Assistance for Persons with Disabilities

The Income Assistance for Persons with Disabilities benefit provides additional financial assistance for adults with disabilities enrolled under both the EIA and MSPD programs in recognition of the additional costs associated with living with a disability.

#### Provincial Services

The Provincial Services area of operation administers a number of income supplement benefits and housing subsidies across the province, including the delivery of health services benefits.

Provincial Services also administers the delivery of disability and health-related supplies and equipment, including diet and nutritional supplements through the Disability and Health Supports Unit for individuals enrolled in income assistance programs, Community Living disABILITY Services and Children’s disABILITY Services. The unit also procures transportation for income assistance participants where a medical need exists and administers the Child Care Subsidy program on behalf of Manitoba Education and Early Childhood Learning.

### **Health Services**

The Health Services program includes the Rewarding Work Health Plan and provides essential drug, dental and optical services to income assistance participants and to children in care.

### **55 PLUS**

55 PLUS provides quarterly supplements to low-income persons 55 years of age and over who do not receive income assistance. The Senior Component is for persons eligible to receive certain levels of benefits under the federal Old Age Security programs. The Junior Component is for low-income persons 55 years of age and over who are not eligible for federal Old Age Security benefits.

### **Manitoba Child Benefit**

The Manitoba Child Benefit provides monthly supplements to low-income families who do not receive income assistance and is intended to assist with the cost of raising their children.

### **Rent Assist**

Rent Assist provides financial help with shelter-related costs for Manitobans living in eligible accommodations. For income assistance participants, this assistance is included in the household total monthly income assistance. Rent Assist is also available to households not in receipt of income assistance who live in eligible rental accommodations.

### **Healthy Baby Program**

The Healthy Baby program supports women during pregnancy and child infancy (up to 12 months) with financial assistance, social support, and nutrition and health education. Healthy Baby is a two-part program that includes Healthy Baby Community Support Programs and the Manitoba Prenatal Benefit.

### **Key Results Achieved**

- Provided monthly income assistance benefits to an average of 41,162 households (32,125 EIA households and 9,037 MSPD households). This is an increase of 5.4 per cent from the 2022/23 average of 39,039 households.
- Launched phase two the MSPD program on April 1, 2023, opening the program to all eligible Manitobans.
- Delivered rapid employment supports through a ‘Jobs On’ model designed to connect EIA participants assessed as employment ready. Jobs on 9th in Brandon has served more than 1,515 participants and 655 participants have exited the program to independence since inception in November 2019, while Jobs on Market in Winnipeg has served over 18,252 participants and 8,059 participants have exited the program to independence since February 2017.

- Helped citizens in receipt of income assistance program support apply for alternative benefits and access greater financial resources available through the Supports for Independence unit. In 2023/24, the unit assisted citizens in completing 574 applications for benefits such as Rent Assist, Pharmacare, Old Age Security, Guaranteed Income Supplement, and the Canada Pension Plan.
- Funded Opportunities for Employment to deliver three employment and training programs: Maximum Opportunities, Stages of Change, and the Community Home Services Program. In 2023/24, these three programs helped a combined total of 357 participants secure employment while 40 participants accessed education or training programs.
  - Provided further funding to Opportunities for Employment in Winnipeg for the 2023/24 fiscal year. The department funded the implementation of pilot programs, including: Single Parent Employment Program, Community Health Support Program for Single Parents, Sustainable Employment Program, and Demand Led Program that targets single parents and those who have complex needs or who possess multiple barriers to independence. These four programs helped a combined total of 293 participants secure employment.
  - Funded Opportunities for Employment to administer Ready, Set, Work Program during 2023/24 to train employment-ready participants and help participants to find employment. This program helped 234 participants secure employment.
- Provided one-time, pilot funding for several community organizations to provide employment and training programs to individuals in receipt of EIA to assist them in overcoming barriers to employment. The programs were developed and designed to target Indigenous youth, persons with justice involvement, and other individuals requiring additional training and supports to achieve paid employment opportunities. The Indigenous youth Initiative, for example, funded six community organizations to deliver programming to 168 participants, while the Community Supports Initiative funded eight organizations to provide services to 307 participants with justice involvement. The Department also provided one-time funding to a total of 10 organizations to deliver employment services and one-on-one training through the Journey to Independence Fund. In total, 638 participants were served through the initiative.
- The Clan Mothers Healing Village carpentry program received transformation funding for the education portion of their program. The contract is held with the Women and Gender Equity Manitoba.
- Funded Supporting Employment and Economic Development (SEED) Winnipeg to work with partner community groups to recruit and provide support and services to 29 EIA participants and 32 non-participants enrolled in the Individual Development Account program, which supports low-income Manitobans to save for the future. In addition, 91 EIA participants and 164 non-participants were recruited and active in the Saving Circle programs provided by SEED Winnipeg and its community partners.

## Income Assistance Programs

### Employment and Income Assistance

#### Average Monthly Number of Cases<sup>1</sup> and Participants<sup>1</sup> by Category

Category	2021/22		2022/23		2023/24	
	Cases	Participants	Cases	Participants	Cases	Participants
Children	12	17	11	22	8	18
Single Parents	7,085	22,905	7,257	23,374	7,144	23,025
Aged	153	213	195	271	255	344
Crisis Facility Cases	113	194	190	334	154	320
General Assistance	8,459	13,404	9,620	14,416	11,106	15,694
Special Cases	0	0	0	0	0	0
Persons with Disabilities*	21,003	25,215	19,824	24,106	13,458	17,241
<b>Total</b>	<b>36,825</b>	<b>61,948</b>	<b>37,097</b>	<b>62,523</b>	<b>32,125</b>	<b>56,642</b>

<sup>1</sup> Cases refers to the number of households receiving EIA benefits; Participants refers to the number of individuals receiving EIA benefits.

#### Employment and Income Assistance Expenditures by Category (\$000s)

Category	2021/22	2022/23	2023/24
Children	\$ 59	\$ 81	\$ 61
Single Parents	111,900	116,883	117,140
Aged	1,802	1,998	3,220
General Assistance	80,190	91,084	106,058
Special Cases	35	728	61
Other	1,066	2,242	1,381
Persons with Disabilities*	222,915	221,075	166,775
<b>Total</b>	<b>\$417,967</b>	<b>\$434,091</b>	<b>\$394,696</b>

\* In January 2023, approximately 7,000 cases moved to the new Manitoba Supports for Persons with Disabilities program.

## Employment and Income Assistance Employment Income – Average Monthly Number of Participants Reporting Employment Income

Category	2021/22	2022/23	2023/24
Single Parents	431	532	471
General Assistance	434	483	536
Persons with Disabilities	1,976	1,647	1,515
<b>Total</b>	<b>2,841</b>	<b>2,662</b>	<b>2,522</b>

## Manitoba Supports For Persons with Disabilities

### Average Monthly Number of Cases<sup>1</sup> and Participants<sup>1</sup> by Category

Category	2022/23*		2023/24	
	Cases	Participants	Cases	Participants
Persons with Disabilities	7,765	8,416	9,037	9,990

<sup>1</sup> Cases refers to the number of households receiving MSPD benefits; Participants refers to the number of individuals receiving MSPD benefits.

\* For the period of January 1, 2023 to March 31, 2023 inclusive.

## Manitoba Supports for Persons with Disabilities Expenditures (\$000s)

Category	2022/23*	2023/24
Persons with Disabilities	\$ 21,717	\$ 106, 755

\* For the period of January 1, 2023, to March 31, 2023 inclusive.

## Manitoba Supports for Persons with Disabilities

Average Monthly Number of Participants Reporting Employment Income	2022/23*	2023/24
Persons with Disabilities	<b>1,011</b>	<b>1,175</b>

\* For the period of January 1, 2023, to March 31, 2023 inclusive.

## Income Assistance for Persons with Disabilities Caseload

	2021/22	2022/23	2023/24
Average Monthly Caseload	20,914	21,676	22,389

## Income Assistance for Persons with Disabilities Expenditures (\$000s)

	2021/22	2022/23	2023/24
Total	\$26,692	\$27,657	\$28,565

## Health Services

<b>Caseload and Expenditures</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
Average Monthly Number of Cases	41,178	41,852	42,952
Average Monthly Number of Participants	60,741	61,516	62,469
Average Monthly Number of Children in Care	11,664	11,279	11,139
Dental	\$ 9,182	\$ 9,611	\$ 9,863
Drugs	\$72,798	\$75,331	\$78,604
Optical	\$ 747	\$ 823	\$ 862
<b>Total Expenditures (\$000s)</b>	<b>\$82,727</b>	<b>\$85,765</b>	<b>\$89,329</b>

## Employment and Income Assistance

### Average Monthly Number of Cases Receiving Rewarding Work Health Plan Benefits

<b>Category</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
Single Parents	535	425	423
General Assistance	902	704	604
Persons with Disabilities	499	414	509
<b>Total</b>	<b>1,936</b>	<b>1,543</b>	<b>1,536</b>

## 55 PLUS – A Manitoba Income Supplement Caseload and Expenditures

<b>Average Quarterly Number of Participants</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
Senior Component	7,341	7,787	7,615
Junior Component	1,259	1,359	1,362
<b>Total Participants</b>	<b>8,600</b>	<b>9,146</b>	<b>8,977</b>
<b>Total Expenditures (\$000s)</b>			
Senior Component	\$3,746	\$3,965	\$3,816
Junior Component	\$ 962	\$953	\$978
<b>Total</b>	<b>\$4,708</b>	<b>\$4,918</b>	<b>\$4,794</b>

## Manitoba Child Benefit Caseload and Expenditures

	<b>2021/2<sup>1</sup></b>	<b>2022/23</b>	<b>2023/24</b>
Average Monthly Number of Cases	1,550	1,363	1,793
Average Monthly Number of Children	4,178	3,673	4,460
<b>Total Expenditures (\$000s)</b>	<b>\$1,665</b>	<b>\$1,539</b>	<b>\$1,894</b>

<sup>1</sup> Averages for 2021/22 calculated including May caseload which does not reflect the actual caseload due to a batching issue.



### Rent Assist Households Renting in the Private Market and Not Receiving EIA

Fiscal Year	Average Number of Households Per Month	Number of Active Households at March 31	Total Number of Households
2021/22	6,966	6,950	10,925
2022/23	7,318	8,204	10,957
2023/24	9,009	10,429	13,137

### Rent Assist Expenditures for Households Renting in the Private Market and Not Receiving EIA

Fiscal Year	Average Monthly Benefits Paid (Senior)	Average Monthly Benefits Paid (Family)	Average Monthly Benefits Paid (Disability)	Average Monthly Benefits Paid (General)	Expenditures Total \$000s
2021/22	\$294	\$524	\$365	\$340	\$36,360
2022/23	\$307	\$652	\$386	\$399	\$41,993
2023/24	\$321	\$659	\$384	\$402	\$58,157

### 09.2C Employment, Income and Health Supports

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	15,201	194.50	13,901	1,300	
Other Expenditures	25,098	-	17,768	7,330	1
Grant Assistance	3,424	-	3,543	(119)	
Financial Assistance	744,042	-	747,571	(3,529)	2
<b>Total Sub-Appropriation</b>	<b>787,765</b>	<b>194.50</b>	<b>782,783</b>	<b>4,982</b>	

\* The 2023/24 Authority includes a \$1,544 virement transfer from Child and Youth Services.

1. The variance is primarily due an accounting adjustment related to doubtful accounts.
2. The variance is primarily due to less that projected volumes from the Manitoba Supports Persons with Disabilities program.

### Manitoba Developmental Centre

Manitoba Developmental Centre (MDC) is an accredited residential care facility that provides care, support and developmental programs for persons living with an intellectual disability. The Centre focuses on enhancing the quality of life of residents by providing individualized plans and resident-centred clinical services.

MDC is one of two remaining Developmental Centres in Canada. While MDC residents continue to receive a high standard of care from the dedicated and skilled staff, both provincial legislation and best practices support the shift towards community living for individuals living with an intellectual disability. On January 29, 2021, the government announced the decision to transition all residents who reside at MDC to community living within three years. MDC is in the process of transitioning all residents to homes within the community and is set to close by fall 2024.

MDC provides a variety of professional support and in-house training for its personnel, departmental staff members, and community agencies and partners supported by the Community Living disABILITY Services program (CLDS). The Centre also provides student practicum placements through affiliation agreements with Manitoba post-secondary institutions.

### **Key Results Achieved**

- Implemented person-centred transition planning which included identifying a community agency to support each individual with their upcoming move to community living.
- Transitioned 45 individuals to their new homes within the community in 2023/24, 1 moved to a home share; 11 moved to a newly built residential home and 33 moved to existing residential resources within the community.
- Maintained partnerships with CLDS, the Public Guardian and Trustee Office and others within the department to form the Resident Transition Team and began the initial planning for the remaining residents to transition to community living.
- Held regular Community Transition External Advisory Committee meetings comprised of advocacy group representatives, community service providers and family members of residents from the MDC, to provide advice to support the transition of the residents to alternative supportive living arrangements in the community.
- Continued ongoing planning with the Workforce Adjustment Team to strategize recruitment and retention of employees, review employee impact and explore options for future employment opportunities within the public sector.

## Manitoba Developmental Centre Admissions and Separations

2003/03 to 2023/24

Fiscal Year	Opening Population	Admissions			Discharges			Deaths	Closing Population
		New	Re-Admission	Respite	Community	St.Amant	Respite Ended		
2003/04	422	3	1	0	6	0	0	11	<b>409</b>
2004/05	409	2	2	0	5	2	0	11	<b>395</b>
2005/06	395	2	1	0	8	1	0	15	<b>374</b>
2006/07	374	2	1	1	10	0	1	11	<b>356</b>
2007/08	356	1	2	0	12	4	0	10	<b>333</b>
2008/09	333	0	1	0	9	1	0	10	<b>314</b>
2009/10	314	1	0	0	15	0	0	13	<b>287</b>
2010/11	287	0	0	2	5	1	2	15	<b>266</b>
2011/12	266	2	0	0	3	0	0	7	<b>258</b>
2012/13	258	1	0	0	16	0	0	17	<b>226</b>
2013/14	226	0	0	0	7	0	0	13	<b>206</b>
2014/15	206	1	0	0	6	0	0	10	<b>191</b>
2015/16	191	0	2	0	14	0	0	6	<b>173</b>
2016/17	173	2	1	0	5	0	0	8	<b>163</b>
2017/18	163	2	2	0	0	0	0	11	<b>156</b>
2018/19	156	2	1	0	0	0	0	5	<b>154</b>
2019/20	154	5	0	0	1	0	0	16	<b>142</b>
2020/21	142	0	0	0	1	0	0	8	<b>133</b>
2021/22	133	0	1	0	8	0	0	11	<b>115</b>
2022/23	115	0	0	0	22	0	0	10	<b>83</b>
<b>2023/24</b>	<b>83</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>45</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>34</b>

### 09.2D Manitoba Developmental Centre

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	17,150	312.00	20,326	(3,176)	1
Other Expenditures	2,097	-	2,305	(208)	
<b>Total Sub-Appropriation</b>	<b>19,247</b>	<b>312.00</b>	<b>22,631</b>	<b>(3,384)</b>	

1. The variance is primarily due to vacancies within the branch.

## **Disability and Specialized Services**

The Disability and Specialized Services (DSS) Branch provides leadership and direction on strategic planning, issues management, agency relations, and funding oversight for the Community Living disABILITY Services (CLDS) program, adult disability services, the Children's disABILITY Services (CDS) program, and specialized services that support disability programs. As part of its protection mandate, the branch conducts investigations of abuse and/or neglect under The Adults Living with an Intellectual Disability Act.

The branch is responsible for reviewing and developing CLDS policies regarding residential services, day services, transportation between residential and day programs, respite, crisis intervention and clinical services and oversees budget management, resource development and service provider relations for CLDS providers.

The branch is also responsible for triage and determination of eligibility, and behavioural psychology and psychiatry services for the CLDS program, and coordinates residential, day services and transportation for program participants.

Responsibility for the licensing and monitoring of residential care facilities on behalf of the CLDS and Community Mental Health Services (CMHS) sits within the branch, as well as reviewing and developing legislation, policies, practices and standards that support Residential Care Licensing.

Staff in service provider organizations are sponsored to attend training and other educational events in critical areas such as Non-Violent Crisis Intervention, First Aid, principles of The Adults Living with an Intellectual Disability Act, protection from abuse and neglect, and accredited certificate and diploma-level education programs.

The Provincial Alternative Support Services program is managed by the branch in partnership with Manitoba Health, Seniors and Long Term Care (HSLTC) and Manitoba Justice. Provincial Alternative Support Services is designed to support individuals who present a serious risk to themselves or to the community, and who are not otherwise eligible for CLDS or CMHS.

The branch provides administrative and program guidance to Spectrum Connections Services and Rural Connections Fetal Alcohol Spectrum Disorder Services. These services support youth and adults with a diagnosis of fetal alcohol spectrum disorder who are not otherwise eligible for CMHS or CLDS.

The branch is responsible for policy and program development to support children with disabilities, their families and caregivers. Children's disABILITY Services offers a variety of resources and supports to parents to assist them to care for their children at home in their own communities, where children grow and thrive. This may include case management, respite, early intervention child development services, equipment, supplies, after-school care for adolescents, summer skills programming and other supports.

The branch provides leadership and support to Regional Social Services staff, external agencies and other service partners in promoting effective and efficient program practices in the delivery of services for children with developmental and/or lifelong physical disabilities. It also promotes the development and delivery of appropriate services through collaboration and consultation with other programs including Child and Family Services (CFS) and the departments of Education and Early Childhood Learning (EECL), and Health.

In collaboration with the departments of HSLTC and EECL, the branch provides policy direction and financial support for the implementation of the Children's Therapy Network of Manitoba (CTNM). This initiative includes children's occupational therapy, physiotherapy, speech and language therapy and audiology services. The CTNM provides a coordinated approach to the delivery of therapy services in order to maximize

services for children. Therapy services are delivered through the Regional Health Authorities, school divisions and service agencies.

The branch funds external agencies that deliver Outreach Therapy for Children, as well as specialized therapy services, such as augmentative and adaptive communication devices, auditory-verbal therapy, clinical outreach and assistive technology clinics in rural settings.

The branch also funds early intervention autism services. St.Amant Autism Programs deliver applied behaviour analysis (ABA) services, an intensive behavioural intervention for young children diagnosed with autism spectrum disorder, and department staff deliver the Autism Outreach service.

### **Key Results Achieved**

- Provided financial support through \$81.7M in new funding to increase funded wage and benefit rates for direct service workers, their supervisors and program support staff delivering residential, day and agency-delivered and self-managed respite services to adults and children living with a disability and their families who are eligible for CLDS and CDS.
- In partnership with the Department of Health, Seniors and Long-Term Care and the Winnipeg Regional Health Authority, continued to deliver the Integrated Adult Services Pilot Project for 30 individuals, which aims to address gaps and barriers in services for adults with complex disability-related needs.
- Supported ongoing training and professional development opportunities for service provider employees. Approximately 2,957 employees received First Aid certification, 1,515 individuals completed training on Protection from Abuse and Neglect, 1,316 attended orientation to The Adults Living with an Intellectual Disability Act, 421 attended training in Non-violent Crisis Intervention, and 153 individuals participated in post-secondary courses and diploma programs at RRC Polytechnic.
- Developed and launched a web page dedicated to the Provincial Protection Investigation Unit and its responsibilities related to investigating allegations of abuse and neglect. The web page provides a description of the unit, contact information and a new online form to enable quicker reporting for the public through a more streamlined process.
- Oversaw the delivery of a two-year Out-of-Home Respite Pilot Project and the Bridge Program for Children and Youth with Disabilities supporting families and their children with complex needs.
- Provided funding for applied behaviour analysis autism programs. In 2023/24, St.Amant Autism Programs served 195 children in the Early Learning Program. St.Amant provided Enhanced Consultative Services to 49 children in schools and to 43 at home.
- Provided program direction and funding to support the delivery of provincial Autism Outreach services for 219 children. Autism Outreach provides consultation and training to parents and caregivers to help them support their children with autism in a way that meets the unique needs of the child and the family.
- Oversaw the transition of case management services for families raising children with autism to St.Amant. St.Amant provides case management to up to 3,000 CDS eligible children with autism.

## 09.2E Disability and Specialized Services

Expenditures by Sub-Appropriation	2023-24	2022-23 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	11,583	118.30	10,446	1,137	1
Other Expenditures	881	-	736	145	
<b>Total Sub-Appropriation</b>	<b>12,464</b>	<b>118.30</b>	<b>11,182</b>	<b>1,282</b>	

1. The variance is primarily due to increase in staffing costs.

### Community Living disABILITY Services

#### Statistics and Expenditures

#### Intakes for Community Living disABILITY Services<sup>1</sup>

as at March 31

Community Area	2022/23			2023/24		
	Completed Intakes	Pending Intakes	Total Intakes	Completed Intakes	Pending Intakes	Total Intakes
Access Fort Garry/River Heights	49	43	92	41	62	103
Access River East/Transcona	72	64	136	52	77	129
Access Winnipeg West	48	27	75	30	42	72
Downtown/Point Douglas	158	94	252	114	71	185
Seven Oaks/Inkster	81	42	123	65	42	107
St. Vital/St. Boniface	64	40	104	52	42	94
Rural and Northern	1	1	2	2	1	3
<b>Total</b>	<b>473</b>	<b>311</b>	<b>784</b>	<b>356</b>	<b>337</b>	<b>693</b>

<sup>1</sup> Figures reflect intakes processed in the Winnipeg region. Intakes processed in rural and northern regions are not tracked centrally.

### Community Living disABILITY Services

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

as at March 31

Type of Facility	2021/22		2022/23		2023/24	
	Facilities	Beds	Facilities	Beds	Facilities	Beds
Licensed	101	680	95	645	91	592
Approved	1,431	3,066	1,403	2,998	1,431	3,070
<b>Total</b>	<b>1,532</b>	<b>3,746</b>	<b>1,498</b>	<b>3,643</b>	<b>1,522</b>	<b>3,662</b>

## Community Living disABILITY Services

### Annual Reports of Alleged Abuse and Neglect at Each Stage of Investigation Process<sup>1</sup>

as at March 31

Stage of Investigation Process	2021/22	2022/23	2023/24 <sup>2</sup>
Reports of Alleged Abuse and Neglect	945	939	1,035
Total Investigations into Allegations of Abuse and Neglect	373	453	471
Referred to Police or RCMP	118	182	193
Substantiated Departmental Cases of Abuse and Neglect	44	34	42
Persons Charged under the Criminal Code	22	44	38
Persons Charged under The Adults Living with an Intellectual Disability Act	0	0	0

<sup>1</sup> Reports to the Adult Abuse Registry Committee are included in Appendix C of this report.

<sup>2</sup> Factors contributing to the increase in reports and total investigations include a streamlined referral process making reporting easier, improved staff training as well as an increase in the program caseload resulting in an increase in the number of referrals and events.

## Community Living disABILITY Services

### Annual Investigated Reports of Alleged Abuse and Neglect by Type<sup>1</sup>

as at March 31

	2023/24					
	TYPES OF ALLEGED ABUSE AND NEGLECT INVESTIGATED <sup>2</sup>					
	Physical Abuse	Sexual Abuse	Emotional Abuse	Financial Abuse	Neglect	Total Investigations <sup>3</sup>
<b>Total</b>	211	63	103	74	167	618

<sup>1</sup> Amendments to The Adults Living with an Intellectual Disability Act proclaimed on January 1, 2024, included changes to the definitions of both abuse and neglect.

- a. Under the Act, the new definition of abuse includes the use of physical force resulting in pain, discomfort or injury, the intentional causing of emotional or psychological harm; sexual contact, activity or behaviour between an adult living with an intellectual disability and an individual in a position of trust or authority; non-consensual sexual contact or theft or destruction of the property of an adult living with an intellectual disability.
- b. Under the Act, the new definition of neglect means an act or omission that causes or is reasonably likely to cause the death of an adult living with an intellectual disability, physical or psychological harm to an adult living with an intellectual disability, or significant loss to their property.

<sup>2</sup> Number of allegations investigated under section 22.1 of The Adults Living with an Intellectual Disability Act. This number reflects the number of investigations completed. Active investigations are not included in this count.

<sup>3</sup> A single investigation may involve more than one type of allegation. The total is the number of unique investigations conducted and completed during the fiscal year.

## Community Living disABILITY Services

### Total Active Caseload by Region

as at March 31

Region	2021/22 Active Files	2022/23 Active Files	2023/24 Active Files
Central	784	728	727
Eastman	760	771	784
Interlake	430	455	452
Northern	241	262	266
Parkland	157	0 <sup>1</sup>	0
Westman	582	763 <sup>1</sup>	790
Winnipeg	4,738	4,969	5,170
<b>Total</b>	<b>7,692</b>	<b>7,948</b>	<b>8,189</b>

<sup>1</sup> As of 2022/23 the Parkland region caseload is managed by the Westman region.

## Community Living disABILITY Services

### Total Active Caseload by Age Group

as at March 31, 2024

Age Group	18-21	22-25	26-35	36-45	46-55	56-65	66+	Total
Caseload	1,549	1,273	2,136	1,122	828	735	546	<b>8,189</b>

## Community Living disABILITY Services

### Number of Individuals on Caseload Receiving Funded Services by Type of Service<sup>1</sup>

as at March 31

Funded Service Type	2021/22	2022/23	2023/24
Residential Services	5,376	5,498	5,679
Day Services	4,405	4,583	4,429 <sup>2</sup>
Transportation Services	2,977	3,252	3,156
Supports to People at Home with Family (Respite)	1,205	1,232	1,284
Crisis Intervention	791	501	176 <sup>3</sup>
In the Company of Friends	63	66	65

<sup>1</sup> Individuals may receive more than one type of service.

<sup>2</sup> Decrease can be attributed to a dedicated effort to improve data integrity for this funded service type and does not reflect a service reduction.

<sup>3</sup> The need for crisis intervention increased in 2020/21 as a result of the COVID-19 pandemic. These numbers continue to return to the pre-pandemic trajectory.



**Community Living disABILITY Services**  
**Age of Majority and Transitional Youth Accessing Services**  
as at March 31

	2021/22	2022/23	2023/24
Age of Majority Youth Accessing Residential Services <sup>1</sup>	65	68	51
Transitional Youth Accessing Day Services <sup>2</sup>	135	174	184

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

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

**Community Living disABILITY Services**  
**Number of Individuals on Caseload Receiving Funded Services by Residential Type<sup>1</sup>**  
as at March 31

Residential Type	2021/22	2022/23	2023/24
Agency Care Facility	2,283	2,248	2,314
Home Share	1,108	1,131	1,109
Supported Independent Living	2,047	2,147	2,260
Agency Supports in Family Home	550	535	608
Other Residential Supports (Specialized Supplies and Equipment)	101	83	93

<sup>1</sup> Individuals may be funded for more than one type of residential service during the year.

**Spectrum Connections Services and Rural Connections FASD Services**  
**Number of Individuals Receiving Services**  
as at March 31

	2021/22	2022/23	2023/24
<b>Total</b>	151	148	152

**Provincial Alternative Support Services**  
**Number of Individuals Receiving Services by Type**  
as at March 31

Service Type	2021/22	2022/23	2023/24
Program Funding	115	107	101
Case Management Support	3	13	8
<b>Total</b>	<b>118</b>	<b>120</b>	<b>109</b>

## 09.2F Community Living disABILITY Services

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Other Expenditures	1,735	-	1,735	-	
Grant Assistance	1,290	-	1,290	-	
Financial Assistance	596,900	-	598,807	(1,907)	
<b>Total Sub-Appropriation</b>	<b>599,925</b>	<b>-</b>	<b>601,832</b>	<b>(1,907)</b>	

## Children's disABILITY Services Statistics and Expenditures

### Number of Children Served by Region

Region	2021/22	2022/23	2023/24
Central	624	591	620
Eastman	674	745	719
Interlake	303	319	331
Northern	269	283	306
Western <sup>1</sup>	647	689	743
Winnipeg	4,170	4,523	4,889
<b>Total</b>	<b>6,687</b>	<b>7,150</b>	<b>7,608</b>

<sup>1</sup> Includes Westman and Parkland regions.

## Applied Behaviour Analysis (ABA) Programs

### Number of Children Served

	2021/22	2022/23	2023/24
Early Learning Program	211	200	195
Enhanced Consultative Service	124	93	92

## Autism Outreach Program

### Number of Children Served

	2021/22	2022/23	2023/24
Autism Outreach	198	200	219

## 09.2G Children’s disABILITY Services

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Other Expenditures	23,608	-	23,611	(3)	
Grant Assistance	-	-	10	(10)	
Financial Assistance	15,973	-	14,927	1,046	
<b>Total Sub-Appropriation</b>	<b>39,581</b>	<b>-</b>	<b>38,548</b>	<b>1,033</b>	

## Winnipeg Child and Family Services

The Winnipeg Child and Family Services (WCFS) Branch provides a comprehensive continuum of child protection, early intervention and family support services in accordance with The Child and Family Services Act and The Adoption Act. The branch provides protection services to children at risk of abuse or neglect, and works with community partners to support children remaining safely with their families. Services to children in care include reunification services, kinship care, foster care, and specialized placement services. The branch partners with community groups to provide supports that ease the transition of children coming into care and youth planning to live independently. The branch provides adoption, post-adoption services to children and guardianship responsibilities to children, youth and families when reunification is no longer an option.

### Key Results Achieved

- WCFS Occupational Therapy Services for children and youth experiencing barriers to participation at home or in the community, supported 13 families, caregivers and kinship providers and 22 children/youth. The goals of this service are to enhance safety, timely reunifications and permanency for children/youth; support family and care providers in meeting the child/youth’s individual needs; bring stability to the family unit; and equip family and care providers with tools and resources to meet the child’s needs.
- Facilitated two seventeen-week sessions of the Caring Dads™ program, helping fathers in the Winnipeg region gain increased awareness of child-centred fathering and improve their relationship with their children and their children’s mother. Sixty-four percent of participants completed the program, and 33 children were positively impacted by the Caring Dads™ initiative.
- Launched a twelve-week Mothers in Mind Child Protection Collaboration Model group for mothers who have experienced trauma (e.g., domestic violence, childhood abuse, neglect, sexual assault) and have children between the ages of 0-3 years old. This program is a trauma-informed mother-child therapeutic group where the children attend with the mother. Mothers in Mind supports mothers in exploring diverse ways to be kind to and take care of themselves while reflecting on and gaining strategies to respond sensitively to the needs of their young children.
- Operated the clinical support team, in collaboration with the General Child and Family Services Authority and Rural and Northern Child and Family Services and with community partner The Link. This service provides wrap-around services for children, youth and families accessing agency services, and clinical consultation for agency workers.

- During the 2023-2024 fiscal year, 158 cases were opened and received services from The Link’s clinical team. These cases were opened to support the safety and well-being of all children, youth and families when and where it was most needed, including providing targeted interventions to stabilize family units and support timely reunification.
- Clinical team members include a psychologist, occupational therapist, addictions and behavioural specialists, crisis support, Indigenous knowledge keepers and cultural supports.
- Developed the two-day Family Network Facilitation Training in collaboration with the General Child and Family Services Authority, Rural and Northern Child and Family Services, and other agencies and stakeholders. Four training cycles were offered providing training to 70 WCFS staff members.
- Partnered with psychologist Dr. Adrienne Leslie-Toogood to support WCFS staff with leadership development, critical incident debriefing, and staff and agency wellness. Approximately 121 WCFS staff members received support from the psychologist over the last fiscal year.

### 09.2H Winnipeg Child and Family Services

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	19,185	273.50	21,670	(2,485)	1
Other Expenditures	2,170	-	2,517	(347)	
<b>Total Sub-Appropriation</b>	<b>21,355</b>	<b>273.50</b>	<b>24,187</b>	<b>(2,832)</b>	

1. The variance is primarily due to the vacancies.

### Rural and Northern Child and Family Services

The Rural and Northern Child and Family Services (RNCFS) Branch provides a comprehensive continuum of child protection, early intervention and family support services in accordance with The Child and Family Services Act and The Adoption Act, from 15 locations across rural Manitoba. The branch is the Designated Intake Agency in several areas of the province, providing first point of contact for child and family services matters, including After Hours emergency response. RNCFS provides protection services to children at risk of abuse or neglect, and works with community partners to support children remaining safely with their families.

Services to children in care include reunification supports, kinship care, foster care, and specialized placement services. The branch partners with community groups to provide supports to prevent children coming into care and to assist youth living independently. The branch provides adoption and post-adoption services to children, and guardianship responsibilities to children, youth and families when reunification is no longer an option.

## Key Results Achieved

- Facilitated the Caring Dads™ program for men living in Eastman and Interlake regions. The program is intended to support fathers who harmed their children or whose children witnessed domestic violence against their mothers. The program helped fathers gain increased awareness of child-centred fathering and improve their relationship with their children.
- Partnered with community settlement services to offer summer programming to the children of newcomer families residing in Swan River and The Pas to support integration into the community.
- The Family Finding Model strengthens family connections and builds natural networks. To support this initiative, the agency has dedicated staff to support the implementation and training/coaching of service delivery staff across RNCFS. These dedicated staff provide internal refresher work and participation in the General Child and Family Services Authority's Community of Practice group.
- Provided clinical supports in collaboration with Winnipeg Child and Family Services and the General Child and Family Services Authority.
- Launched the Rapid Access Family Therapy (RAFT) program in Steinbach, and further expanded to Beausejour and Selkirk throughout 2023/24. RAFT provides brief therapy intervention to assist families in crisis, to address immediate needs, thereby avoiding children being placed into care.

### 09.21 Rural and Northern Child and Family Services

Expenditures by Sub-Appropriation	2023-24	2023/24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	10,380	119.70	9,529	851	
Other Expenditures	1,161	-	1,245	(84)	
<b>Total Sub-Appropriation</b>	<b>11,541</b>	<b>119.70</b>	<b>10,774</b>	<b>767</b>	

## Employment and Income Assistance Transformation

Employment and Income Assistance (EIA) undertook a number of transformation initiatives to improve services to participants in which it provided temporary financial assistance paired with the delivery of person-centred supports and services to help participants advance along a path to financial independence and improved quality of life.

Families provided one-time, pilot funding for several community organizations to provide employment and training programs for individuals supported by EIA to assist them in overcoming barriers to employment. The programs were developed and designed to target Indigenous youth, persons with justice involvement, and other individuals requiring additional training and supports to achieve paid employment opportunities. An evaluation framework has since been developed to review the results of the completed pilots and to identify priority groups for future funding decisions.

### Community Helpers pilot initiative

As result of a public selection process, in September 2023 the department entered into a one-year agreement with a community organization to provide support to Manitobans accessing the Manitoba Supports for Persons with Disabilities program. The service provides for community-based assistance to income assistance programs' applicants and recipients, including provision of referrals to available supports and benefits, assistance to build support networks, perform needs assessments and supportive planning, undertake community outreach and provide support to increase community inclusion. The pilot initiative will run from September 2023 to June 2024.

### Key Results Achieved

- In the 2023/24 fiscal year, the community helpers had approximately 355 interactions with 220 income assistance recipients, and helped them complete applications for provincial disability benefits, connected them to income assistance staff, and helped them accessing other community resources, such as housing, food, and mental health supports.

### 09.2J Employment and Income Assistance Transformation

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Other Expenditures	2,000	-	4,000	(2,000)	1
<b>Total Sub-Appropriation</b>	<b>2,000</b>	<b>-</b>	<b>4,000</b>	<b>(2,000)</b>	

1. The variance is primarily due to lower than budgeted project costs.

## Corporate Services Division

The Corporate Services Division provides centralized internal services to the department in the areas of corporate services, accessibility, legislation and strategic policy, intergovernmental relations, information services and social innovation. The division leads the government-wide poverty reduction and Fetal Alcohol Spectrum Disorder strategies. The division also supports the Adult Abuse Registry Committee as well as the independent offices of the Commissioner for Adults Living with an Intellectual Disability, the Social Services Appeal Board and the Fair Practices Office. It provides for the operation of Women and Gender Equity Manitoba, including the Gender Based Violence Program. Until October 2023, the division led the Homelessness Strategy and provided for the operation of the Francophone Affairs Secretariat.

Sub-appropriations	2023-24 Actual	2023-24 Authority	
	\$(000s)	FTEs	\$(000s)
Corporate Support	5,717	27.00	5,575
Legislation and Strategic Policy	2,013	16.00	2,069
Commissioner for Adults Living with an Intellectual Disability Office	704	6.50	689
Social Services Appeal Board	419	4.00	467
Manitoba Accessibility Office	1,879	9.00	1,760
Social Innovation Office	1,376	17.00	1,944
Women and Gender Equity Manitoba	28,592	13.00	28,196
<b>TOTAL</b>	<b>40,700</b>	<b>92.50</b>	<b>40,700</b>

### Corporate Support

The Corporate Support Branch provides centralized leadership, direction and coordination for a range of core corporate functions. The branch ensures government policy and legislated requirements are met for business continuity planning, workplace safety and health (WSH); coordinates space planning, French Language Services and responses to access to information and protection of privacy requests; and provides centralized training and skill development support. The branch manages departmental web services, coordinates internal communication activities and is the lead for the department's Performance Measurements reporting.

The branch develops department-wide policies, forms and training related to privacy.

The branch includes Manitoba's Accessibility Compliance Secretariat, which monitors compliance of accessibility legislation among stakeholders in the private, non-profit and public sectors. The Accessibility Compliance Secretariat also works with organizations to raise awareness about accessibility, and promotes compliance of legislative and regulatory requirements.

The branch provides funding through grants for two non-profit organizations, Santé en français and Volunteer Manitoba. Corporate Support provides oversight to ensure the granted organizations are using the funds to support services in their communities as outlined in the service purchase agreements.

Corporate Support also provides centralized financial support and administration for the division, including financial planning and review, coordination of estimates and other budget material, monitoring of cash flow, budget preparation and monitoring, and processing of accounts payable/receivable.

**Key Results Achieved**

- Established and held two meetings of an Elders Circle to provide ongoing guidance to the work of Manitoba’s Fetal Alcohol Spectrum Disorder (FASD) Strategy. The Elders Circle aims to increase culturally-grounded and Indigenous-led FASD initiatives, and responds to the Truth and Reconciliation Commission’s Calls to Action #33 and #34.
- Completed the fourth year of a pilot project for adult FASD diagnostic assessment in Manitoba. The project provided assessment and support to a total of 37 young adults (ages 18 to 25) with justice system involvement. Evaluation showed improved outcomes for people served by the project including reduced justice system involvement, and increased capacity for adult FASD assessment services in Manitoba. This project responds to the Truth and Reconciliation Commission’s Call to Action #34.
- Provided leadership, coordination, training and consultation to the department’s 47 worksites, numerous Manitoba Housing and Renewal Corporation locations, and 36 WSH committees to ensure that the department complies with the Workplace Safety and Health Act and Regulations.
- Delivered seven Manager Series courses.
- Designed and delivered new Introduction to Sexual Exploitation and Human Trafficking of Youth training.
- Delivered new Psychological Safety training for leaders.
- Responded to the Truth and Reconciliation Commission’s Call to Action #57 by:
  - delivering Blanket Exercise training
  - delivering Indigenous History and Culture training that includes experiential teachings provided by an Indigenous Elder
  - delivering new employee orientation training that includes content on the Truth and Reconciliation Commission’s Calls to Action and the legacy of residential schools
  - delivering Trauma and Resilience training that includes content on residential schools and inter-generational trauma

<b>Department Training Activities – 2022/23</b>	<b>Number of Sessions</b>	<b>Number of Staff Trained</b>
Program Specific and Core Skills Training	112	2,131
New Employee Orientation	12	225
<b>Total</b>	<b>124</b>	<b>2,356</b>

- Began implementation of the new 2023-2028 Families French Language Services (FLS) Plan.
- Introduced Club Café – a language skills training program that provides staff the opportunity to practice their French in an informal setting.



- Conducted an audit of Families frontline offices' referral processes for French Language Services and implemented recommendations for improvements.
- Developed a checklist to determine FLS requirements for Information Technology upgrade and replacement projects.
- Provided technical and operational leadership for a wide range of information support activities that include web services for internal and external websites.
- Provided technical and operational leadership for a wide range of information support activities that include web services for internal and external websites.
- Implemented the provincial [accessibility compliance framework](#) that describes the different steps in Manitoba's accessibility compliance process, including education and awareness raising, conducting reviews and inspections and issuing sanctions.
- Issued 80 formal Achieving Compliance Plans to organizations, which cited the identified area of non-compliance with accessibility legislation, included free instructional tools and resources, and outlined the date by which compliance would be re-assessed by The Accessibility Compliance Secretariat.
- Supported large and small public sector organizations, including school divisions, health authorities and municipalities, to update their unique accessibility plans, in accordance with The Accessibility for Manitobans Act.
- Communicated and collaborated with professional and other types of associations and unions to raise awareness, promote compliance, and expand outreach capacity.
- Provided direct support to organizations that are required to comply with accessibility requirements by sharing tools and resources, answering questions, and sending notices in relation to compliance deadlines.
- Facilitated the appointment of inspectors for compliance and enforcement purposes, under The Accessibility for Manitobans Act.
- Undertook a number of research initiatives geared toward expanding compliance activities in response to emerging regulations and additional requirements under The Accessibility for Manitobans Act, as well as the 2023 [independent review of The Accessibility for Manitobans Act](#).
- Responded to public requests for information according to The Freedom of Information and Protection of Privacy Act (FIPPA) and The Personal Health Information Act (PHIA).
- Continued to enhance and deliver Access and Privacy training.
- Updated departmental forms and policies in accordance with PHIA and FIPPA.
- The Privacy Management Committee continues to ensure that compliance with privacy legislation is built into all of the department's programs, services and processes.
- Took measures to ensure departmental compliance with accessibility requirements, including coordinating the department's implementation of the Manitoba Government Accessibility Plan and accessibility standards across divisions.

## Freedom of Information (FIPPA) Requests

FAMILIES Divisions	2022/23		2023/24	
	Total	Percentage	Total	Percentage
Administration and Finance	4	3%	2	2%
Child and Youth Services	20	16%	15	16%
Community Service Delivery	58	46%	41	43%
Corporate Services	42	34%	28	29%
Technology and Transformation	Nil	Nil	Nil	Nil
<i>Transfers to other departments</i>	1	1%	10	10%
<b>TOTAL Applications</b>	<b>125</b>	<b>100%</b>	<b>96</b>	<b>100%</b>

Type of Applicant	Total	Percentage	Total	Percentage
Private Citizen	59	48%	53	55%
Political Party	44	36%	11	12%
Organization	11	8%	3	3%
Media	11	8%	29	30%
<b>TOTAL Applications</b>	<b>125</b>	<b>100%</b>	<b>96</b>	<b>100%</b>

## Fair Practices Office

The Fair Practices Office (FPO) provides confidential, impartial assistance to Manitobans applying for or receiving services under certain Department of Families programs, who feel they have not been treated fairly. The FPO investigates complaints and mediates disputes. It also helps identify repetitive complaint patterns that may require systemic changes and makes recommendations to the department on how to improve service delivery and enhance program fairness.

The FPO carries out its duties independently and at arms-length from the department.

## Key Results Achieved

- Received and responded to 483 complaints from participants of departmental programs under its mandate as follows:
  - Employment and Income Assistance – 412
  - Manitoba Supports for Persons with a Disability - 44
  - Children’s disABILITY Services – 3
  - Community Living disABILITY Services – 13
  - Other – 11
- Provided training to staff and senior management on fair practices and the services of the Fair Practices Office.

### 09.3A Corporate Support

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	2,569	27.00	2,357	212	
Other Expenditures	3,002	-	3,072	(70)	
Grant Assistance	146	-	146	-	
<b>Total Sub-Appropriation</b>	<b>5,717</b>	<b>27.00</b>	<b>5,575</b>	<b>142</b>	

### Legislation and Strategic Policy

The Legislation and Strategic Policy Branch provides advice, decision-making support and policy management services to the minister and deputy minister, as well as to each of the divisions on a range of issues that affect the department and the delivery of social services to Manitobans.

The branch leads the development of departmental legislation. It coordinates Manitoba's participation in the Federal/Provincial/Territorial (FPT) Social Services Forum and represents Manitoba at intergovernmental meetings. The branch develops corporate information, departmental planning documents and supporting materials for legislative debates and estimates review. The branch provides policy development services, as well as coordinates and assists with interdepartmental activities. The branch supports the government-wide poverty reduction strategy and provides support to the Poverty Reduction Committee of Cabinet.

### Key Results Achieved:

- Led or supported project management of departmental legislative work, serving as key liaison among internal and external partners to manage the department's legislative agenda. Legislative initiatives included:
  - Passage of Bill 23 that updated The Vulnerable Persons Living with a Mental Disability Act, which provided more modern and inclusive language to reference adults living with an intellectual disability (including retitling the act to The Adults Living with an Intellectual Disability Act), and included amendments to several other acts to reflect the new terminology.
  - Proclaiming sections of Bill 23 to remove the concept of "serious harm" from the definitions of "abuse" and "neglect" in The Adults Living with an Intellectual Disability Act and The Protection of Persons in Care Act, which will reduce the threshold for investigating and substantiating cases. Related amendments to regulations under both acts came into force along with the proclamation.
  - Passage of Bill 32 that amended several child and family services-related acts to support the implementation of federal legislation that affirms the right of First Nations, Inuit and Métis peoples to exercise jurisdiction in relation to child and family services in their communities.
  - Proclaiming section 21 of The Advocate for Children and Youth Act (ACYA) to enable the reporting of serious injuries to children and youth receiving a reviewable service. The Serious Injury Reporting Regulation under the ACYA, and related amendments to the Critical Incident Reporting Regulation under The Child and Family Services Act to align serious injury reporting with the ACYA, came into force along with the proclamation.

- Coming into force of the Accessible Transportation Standard, a regulation under The Accessibility for Manitobans Act (AMA).t
- Coming into force of amendments to the Designated Public Sector Bodies Regulation under the AMA to update the public sector bodies that are required to prepare annual accessibility plans, and consequential amendments to AMA accessibility standard regulations for customer service, employment, and information and communication.
- Coming into force of amendments to the Disability Support Regulation and the Assistance Regulation to update income and shelter assistance payment amounts.
- Coming into force of amendments to the Assistance Regulation to exempt several sources of income, such as one-time payments and compensation awards, from consideration in determining financial eligibility for income supports.
- Researched, analyzed and provided strategic advice to executive and divisional management on departmental trends, policies, programs and legislative initiatives.
- Provided support to cross-departmental initiatives, including the implementation of recommendations from the [Vulnerable Persons Living with a Mental Disability Task Force](#).
- Coordinated and provided key information, decision support activities and recommendations to the minister, deputy minister and senior management, including the preparation of briefing and planning materials, authority seeking documents, option papers and public reporting documents, in a timely and accurate fashion.
- Represented Manitoba and supported senior management participation in the Federal/Provincial/Territorial (FPT) Social Services Forum, including discussions on a broad range of topics related to persons with disabilities, income supports, children and youth in care, and poverty. Manitoba continued as the provincial co-chair of the FPT Persons with Disabilities Advisory Committee.
- Coordinated meetings of the Intellectual Disability Issues Advisory Council, which provides advice to the minister about improving services for adults with an intellectual disability, including following up on recommendations by the Vulnerable Persons Living with a Mental Disability Task Force.
- Established a Training Subcommittee of the Intellectual Disability Issues Advisory Council to identify gaps and develop a comprehensive training strategy for the sector.
- Provided leadership for the department with regard to Regulatory Accountability requirements.

### **The Adult Abuse Registry Committee**

The Department of Families provides operation and coordination support to The Adult Abuse Registry Committee to ensure statutory requirements are met. The committee was established by The Adult Abuse Registry Act on January 15, 2013.

The committee reviews reports of suspected abuse or neglect of specified adults for determination and potential referral of names to the Adult Abuse Registry (AAR) in accordance with the provisions of The Adults Living with an Intellectual Disability Act and The Protection for Persons in Care Act. An individual's name will also be listed on the AAR if they have been found or pleaded guilty to an offence involving the abuse or neglect of an adult living with an intellectual disability as a result of a court proceeding.

The Adult Abuse Registry Committee report is available in Appendix C of this report.

### 09.3B Legislation and Strategic Policy

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	1,349	16.00	1,423	(74)	
Other Expenditures	149	-	86	63	1
Grant Assistance	515	-	560	(45)	
<b>Total Sub-Appropriation</b>	<b>2,013</b>	<b>16.00</b>	<b>2,069</b>	<b>(56)</b>	

1. The variance is primarily due to increase in IT costs.

#### Commissioner for Adults Living with an Intellectual Disability Office

The Commissioner for Adults Living with an Intellectual Disability Office (CALIDO) ensures that the rights of individuals with intellectual disabilities to make decisions affecting their lives are respected and protected through the implementation of the substitute decision making provisions of The Adults Living with an Intellectual Disability Act (ALIDA).

CALIDO develops and implements policies related to the substitute decision making provisions of the ALIDA; conducts preliminary investigations for the appointment of substitute decision makers (SDMs); makes decisions on applications, and where warranted, appoints SDMs; maintains a register of SDMs; provides advice, consultation and training on the SDM provisions of ALIDA; and provides information to adults living with an intellectual disability, their families and the public.

CALIDO carries out its statutory duties independently and at arms-length from the department.

#### Key Results Achieved

- Made decisions on:
  - 161 new applications for the appointment of an SDM for an adult living with an intellectual disability:
    - 81 applications for the appointment of an SDM for adults living with an intellectual disability were referred to a Hearing Panel
    - 69 applications for the appointment of an SDM for adults living with an intellectual disability were not referred to a Hearing Panel
    - 22 applications for the appointment of an SDM for an adult living with an intellectual disability were withdrawn
    - 4 applications for the appointment of an SDM for an adult living with an intellectual disability were dismissed
  - 40 applications for the appointment of an emergency SDM for adults living with an intellectual disability
  - 24 applications requesting changes during the term of SDM appointments
- Issued 11 reasons for decision.
- Maintained a register of SDM appointments for 2,352 adults living with an intellectual disability.

- Reviewed and monitored financial reports prepared by 1,023 family members and friends who act as SDMs for adults living with an intellectual disability on matters related to property.
- Conducted reviews of 574 adults living with an intellectual disability whose appointment of an SDM was expiring, to determine if the appointment should be renewed. One review led to the appointment being allowed to lapse without renewal and 91 led to the appointment being renewed with variances.
- Provided orientation, training, or informational presentations to 332 family, agency and community service workers, panel members, and other interested parties.

### 09.3C Commissioner for Adults with an Intellectual Disability Office

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	617	6.50	590	27	
Other Expenditures	87	-	99	(12)	
<b>Total Sub-Appropriation</b>	<b>704</b>	<b>6.50</b>	<b>689</b>	<b>15</b>	

### Social Services Appeal Board

The Social Services Appeal Board (SSAB) ensures that Manitobans have access to a fair, impartial and formal appeal process for decisions made by social services and programs administered by the Province of Manitoba.

The SSAB hears appeals on decisions made by a wide range of programs and services that include financial assistance programs and programs for persons with disabilities. Under provisions of The Social Services Appeal Board Act, the SSAB also hears appeals related to the licensing of child care facilities, private adoption agencies and residential care facilities. Hearings are convened within time frames specified in legislation, and written decisions are provided within 15 working days of each hearing.

The SSAB carries out its statutory duties independently and at arms-length from government. The SSAB acts in an advisory capacity to the minister on matters of policy, changes in legislation, issues arising out of hearings and other matters referred to the SSAB by the minister.

The Social Services Appeal Board publishes an annual report that may be obtained from the Appeal Board's office or online at [http://www.gov.mb.ca/fs/ssab/annual\\_reports.html](http://www.gov.mb.ca/fs/ssab/annual_reports.html).

### Key Results Achieved

- Received and processed 468 appeals.

### 09.3D Social Services Appeal Board

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	378	4.00	402	(24)	
Other Expenditures	41	-	65	(24)	
<b>Total Sub-Appropriation</b>	<b>419</b>	<b>4.00</b>	<b>467</b>	<b>(48)</b>	

#### Manitoba Accessibility Office

The Manitoba Accessibility Office (MAO) supports the Minister responsible for Accessibility and the Accessibility Advisory Council in the development and implementation of accessibility standards under the Accessibility for Manitobans Act (AMA).

The MAO contributes to policy and regulatory change to increase accessibility and inclusion of Manitobans with disabilities. The MAO promotes public awareness about accessibility and creates tools and training to help organizations comply with the AMA and related accessibility standards. The MAO also manages the Manitoba Accessibility Fund, an annual grant program that provides project-based grants of up to \$50,000 to eligible organizations. The MAO acts as a liaison between community organizations and government.

#### Key Results Achieved

##### AMA and Accessibility Standards:

- The Five-Year Independent Review of The Accessibility for Manitobans Act, which began in March 2023 concluded in July 2023. The final report was tabled and released to the public on December 5, 2023, the ten-year anniversary of when the act was created.
- The Accessibility Advisory Council's recommendations stemming from the Five-Year Review of the Accessible Customer Service Standard are almost all implemented. As of December 31, 2023, 18 out of 22 were fully implemented, with the remaining four recommendations currently in progress with a plan to complete in 2024. The interdepartmental working group will continue to report on progress in the Manitoba Government Accessibility Plan.
- The Accessible Information and Communication Standard (IC standard) Regulation was enacted on May 1, 2022. The Manitoba government and many public sector organizations (including government agencies, health authorities, cities, educational institutions and libraries) are currently required to comply with the standard. Private sector, non-profit organizations and small municipalities will be required to comply with the standard by May 1, 2025.
- New public-facing resources on the IC standard have been posted on [AccessibilityMB.ca](https://www.accessibilitymb.ca). These include a handbook on the standard and a resource explaining the principles of plain language writing.
- MAO chaired a cross-departmental working group, which included representatives from Manitoba Finance's Communication and Engagement Division and the Public Service Commission. This group established and implemented an action plan to adopt the IC standard within government. The four key areas of the action plan included required updates to web applications, providing accessible information,

formats and the feedback process, training for employees and the development and documentation of policies.

- A 60-day consultation of the Accessible Transportation Standard Regulation concluded April 2023. The Accessibility Advisory Council reviewed the feedback and comments before presenting their final recommendations on the standard to government in June 2023.
- The Accessible Transportation Standard Regulation was enacted on January 1, 2024. Conventional transportation providers, paratransit providers, municipalities, schools, and vehicles-for-hire must comply by January 1, 2027. Conventional transit operators have until January 1, 2042, to upgrade existing buses to meet physical accessibility requirements. Any new buses purchased after January 1, 2027 are required to meet accessible design requirements.
- Public-facing materials to inform Manitobans about the new Accessible Transportation Standard were posted on [AccessibilityMB.ca](https://www.accessibilitymb.ca). This includes general information on the standard, the official regulation, and a frequently asked questions document.

#### Manitoba Accessibility Fund (MAF)

- Awarded a total of \$890,000 in funding to 42 organizations during the second intake for MAF grant funding, to complete accessibility-related projects in 2023/24. Recipients were announced at an event in July 2023.
- Hosted the third intake of MAF from January 8 to February 16, 2024. Over 190 organizations submitted applications and eligible projects were assessed by the six-member MAF Selection Committee. The Minister responsible for Accessibility will announce the grant recipients in 2024/25.

#### Manitoba Accessibility Office (MAO)

- Collaborated with the Procurement Centre of Excellence in the Department of Consumer Protection and Government Services, to include accessible procurement considerations within Manitoba's Procurement Administration Manual.
- Participated in the Pan-Canadian Forum, hosted by Accessibility Standards Canada and British Columbia in April 2023. The forum promoted sharing best practices, research and tools to promote stronger accessibility standards for all Canadians.
- Signed a Memorandum of Understanding with Accessibility Standards Canada, in May 2023, to collaborate on the development and implementation of accessibility standards. Sharing knowledge and best practices reduces and eliminates the duplication of resources and efforts to the benefit of all Canadians. The harmonizing of accessibility standards seeks to ensure consistency between federal and provincial jurisdictions.
- Published a print ad in the Manitoba Chamber of Commerce, Partners in Prosperity Magazine in January 2024. The ad promoted awareness of the Accessibility for Manitobans Act and standards. This publication was mailed directly to over 10,000 Manitoba organizations.
- Organized celebratory webinars and supporting social media posts for Manitoba Access Awareness Week (MAAW) and International Day of Persons with Disabilities (IDPD). Over 400 attendees logged on to watch the MAAW webinar and 342 attended the IDPD webinar. Celebrated and recognized Disability Employment Awareness Month and Indigenous Disability Awareness Month with social media posts on the Manitoba government's social media channels.



- Added a new training module on the Accessible Information and Communication Standard to the AMA learning portal. Continued to offer organizations the option to download training modules. These modules could be integrated into an organization’s pre-existing training system. In total 149 Manitoba organizations have downloaded one or more of the accessibility training modules.
- Provided updates on standard development, new tools, and Manitoba-specific accessibility information to nearly 1,800 subscribers of the monthly electronic newsletter, Accessibility News.
- Presented at various Manitoba conferences including the Advertising Association of Winnipeg, Safety Services Manitoba, the Association of Manitoba Municipalities, the Westman Practitioners Recreation Association, University of Manitoba Medical Students, Chartered Professional in Human Resources Conference, Commitment to Opportunity, Diversity and Equity Conference and the Manitoba Bar Association.
- Launched the refreshed website, [AccessibilityMB.ca](https://www.accessibilitymb.ca) in June 2023. The new site is accessible and offers improved navigation, accessible PDFs and several new resources to support compliance with the AMA. Between April 1, 2023, and March 31, 2024, there were 45,000 visits to the MAO’s website.
- Responded to over 300 phone calls and 600 emails related to accessibility issues and the Manitoba Accessibility Fund.

An Annual Report of Manitoba’s initiatives to support the implementation of The Accessibility for Manitobans Act (AMA) is available online at [AccessibilityMB.ca](https://www.accessibilitymb.ca).

### 09.3E Manitoba Accessibility Office

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	822	9.00	744	78	
Other Expenditures	178	-	228	(50)	
Grant Assistance	879	-	788	91	
<b>Total Sub-Appropriation</b>	<b>1,879</b>	<b>9.00</b>	<b>1,760</b>	<b>119</b>	

### Social Innovation Office

In the fourth year of operation, the Social Innovation Office (SIO), Manitoba’s centre of excellence in social innovation and innovative finance continues to support the private, public, and non-profit sectors in the practical application of innovation processes to solve problems.

As an intermediary, the SIO brings together partner departments, non-profit and private sector experts, and investors to develop solutions to complex social and environmental issues. The SIO also bolsters the capacity of other departments to engage in meaningful, solution-oriented approaches through the use of solutions labs, training opportunities, and supporting the development of evaluation metrics.

## Key Results Achieved

- Completed a review of and announced upcoming changes to the Prenatal Benefit Program that will see a doubling of the benefit for expectant parents and streamline processes that reduce access barriers.
- Completed a review of and advanced the development of three solutions to increase the affordable housing supply in Manitoba.
- Provided ongoing support to five social finance initiatives, including the:
  - Quit Smoking with your Manitoba Pharmacist, designed to help people quit smoking.
  - Her Heart Her Way Outcomes Contract, designed to prevent heart disease in women.
  - Kakiskinawtahitoanan, designed to reduce recidivism of youth formerly involved with the justice system.
  - Organic Waste Outcomes Contract, designed to divert organic waste from landfills, create green jobs and reduce greenhouse gas emissions.
  - Access to Menstrual Products, designed to provide free products to people who menstruate.
- Concluded the year one evaluation of the Access to Menstrual Products project, that provides free products to people who menstruate. The key findings identified that the initiative had a positive impact on mental wellbeing, dignity, participation in activities, taboo and stigma reduction, sense of security and overall health.
- Celebrated the outcomes achieved through past projects, including the recognition the JohnQ Childcare Capital Project has received through the Government of Canada and Project Management Institute Manitoba for the efficiencies it achieved in capital development, and Care Possible's achievement of Canada's first direct investment made through the Social Finance Fund to support the scale up of their self- and family- managed care program.
- Conducted solutions labs on behalf of partner departments and divisions to support change management, modernizing and streamlining services, using data to make program and policy decisions, and inform the development of new programs.

### 09.3F Social Innovation Office

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	1,215	17.00	1,387	(172)	
Other Expenditures	161	-	557	(396)	1
<b>Total Sub-Appropriation</b>	<b>1,376</b>	<b>17.00</b>	<b>1,944</b>	<b>(568)</b>	

1. The variance is primarily due to delayed project initiatives.

### Women and Gender Equity Manitoba

Women and Gender Equity Manitoba (WAGE MB) advances gender equity by addressing barriers and working to eliminate gender-based violence (GBV) in support of the mandate of the minister responsible for Women and Gender Equity and the Missing and Murdered Indigenous Women, Girls and Two-Spirit Peoples and Gender-Based Violence Committee of Cabinet (MMIWG2S+ GBVCC). GBV is defined as violence

committed against someone based on their gender identity, expression or perceived gender, and includes numerous forms of violence such as neglect and harassment, sexual assault, family violence and intimate partner violence.

The MMIWG2S+ and Gender-Based Violence Committee of Cabinet was established in November 2023 consisting of Honourable Nahanni Fontaine, Chairperson; Honourable Bernadette Smith, Vice-Chairperson; Honourable Matt Wiebe; Honourable Ian Bushie; Billie-Jo Cross, MLA; Amanda Lathlin, MLA and Logan Oxenham, MLA. This committee applies a whole-of-government approach to the issue of GBV through integration of services and coordination of policies, legislation, and initiatives on pervasive issues such as domestic and sexual violence. In January 2024, the Manitoba government also announced the appointment of a special advisor on Indigenous women's issues, Cora Morgan, who serves as secretary to the MMIWG2S+ and Gender-Based Violence Committee of Cabinet. The advisor will lead the development of Manitoba's MMIWG2S+ provincial strategy.

Manitoba co-chaired the 2<sup>nd</sup> annual Indigenous-Federal-Provincial-Territorial meeting of Ministers responsible for MMIWG2S+ in Ottawa in February 2024. A Matriarch Council was created to help guide work related to ending violence against Indigenous Women, Girls and Two-Spirit Peoples.

WAGE MB works with other departments to coordinate activities aimed at addressing GBV in the areas of prevention, support, and intervention. WAGE MB also works to facilitate cross-departmental coordination and support of community organizations to address the needs of the 2SLGBTQI+ community; administration of Manitoba's response to the National Action Plan to End Gender Based Violence; support the development and launch of the MMIWG2S+ Strategic Action Plan; and administer Community Grants and Women in Underrepresented Areas Grants.

WAGE MB administers the Gender Based Violence Program (GBVP). The GBVP promotes the elimination of GBV by providing program and administrative support to community-based agencies that offer a wide continuum of programs and services across the province, and by working to change societal attitudes about issues related to GBV through public education and training. In 2023/24, GBVP provided support and annualized funding to 32 community-based organizations across the province that promote the elimination of gender-based violence and offer a wide continuum of services to women, men and children affected by gender-based violence. These agencies received a total operational funding of \$20.3M in 2023/24:

- Ten women's shelters that provide safe, emergency accommodations and supportive counselling to women and their children who have experienced gender-based violence. Some shelters also provide men with supportive counselling and accommodation in a hotel as necessary. Several of the shelters offer long-term residential units.
  - One low-barrier safe space for women and gender diverse individuals that provides access to various services including meals, laundry, hygiene supplies, community, cultural healing, and referrals to additional supports.
  - Four intimate partner abuse recovery programs that offer safe, protective, affordable interim housing and services for women leaving abusive relationships. These programs also provide individual and group counselling, parenting support and information. Children's counselling is also available.
  - Two transitional housing programs that provide long term counselling and relevant support services combined with a secure residence.
  - Nine women's resource centres that provide individual counselling, information and referral, outreach and support groups to women affected by gender-based violence as well as educational

programs, volunteer training, and community development activities. Children’s programming for those affected by gender-based violence is also available.

- Eight specialized programs that offer a variety of unique services to those affected by family violence, as well as training and public education. These programs include legal assistance for women; immigrant women’s counselling; couples counselling for couples dealing with violence in their relationship; programs for men with abusive behaviours; programs for men (and their children) who are leaving abusive relationships; a program for Indigenous youth and families; and education for youth about healthy relationships.

## Key Results Achieved

- **WAGE MB mandate expansion:** In April 2023, WAGE MB became the government entity responsible for leading and coordinating departments on issues involving the gender and sexuality community. The expanded mandate allows WAGE MB to serve as the regular point of contact with community groups serving the 2SLGBTQI+ population.
  - In November 2023, two new full-time equivalent (FTE) employees joined the WAGE MB team and began working on developing and implementing an engagement strategy with the 2SLGBTQI+ population as well as mapping out issues affecting 2SLGBTQI+ individuals when interacting with provincial government services.
  - In February 2024, WAGE MB received Ministerial approval to legislate proclaiming June as Pride Month. A legislative process has begun, and legislation will likely be introduced in late 2024 or early 2025.
  - In March 2024, a Community Advisory Circle was convened to advise on and implement a community engagement strategy.
  - The following organizations that received funding in 2023/24 are:
    - o Pride Winnipeg - to hire an Executive Director and expand capacity to support rural Prides with the Manitoba Pride Alliance
    - o Sunshine House - for two separate projects: the Two-Spirit Pow Wow in December 2023 (\$7.5K) and a Trans ID Clinic in February 2024 (\$48K).
  - In February 2024, Manitoba Finance’s Communications and Engagement Division’s Writing Style Guidelines with respect to gender inclusivity were updated following significant consultation with the WAGE MB team.
  - WAGE MB also provided research and advice on various topics including gender data/information collection and usage on government forms, updating employment equity groups, gender-inclusive language, the process of changing ID for trans Manitobans, the use of legal names, and gender-neutral dress code policies.
- **The Hummingbird Sexual Assault and Intimate Partner Violence Crisis Response Program:** Klinik Community Health officially launched the Hummingbird program in January 2024 and received \$1.3M in funding annually from WAGE MB. This community-based care model provides wrap-around supports for survivors including forensic nursing services, mental health services and counselling, advocacy, and Indigenous cultural supports. This innovative program provides survivors with trauma-informed supports when they need them most.
  - The new program is guided by a steering committee advised by Elder Leslie Spillett and Elder Billie Schibler and consists of members from Ka Ni Kanichihk, Klinik, and other community partners. The

voices of survivors are also included in the development and oversight of the program through the creation of a lived experience council.

- This program makes it possible for survivors to access a specially trained nurse outside of a hospital setting and get immediate and ongoing supports from clinicians, knowledge-keepers, counsellors, elders and others.
- A secondary site of the program launched at Ka Ni Kanichihk to provide Indigenous-led, culturally safe support to survivors, and was provided \$350K in January 2024 through the National Action Plan to End Gender-based Violence implementation. Forensic nurse examiners from Klinik Community Health provide service to survivors at Ka Ni Kanichihk to complement the wrap-around supports they provide. This community-based care model helps to improve system capacity, decrease costs to the primary health care system, and improve patient care and outcomes.
- **Gender-Based Violence National Action Plan:** Partnerships between the Government of Canada, Government of Manitoba and community are integral to the success of the four-year Gender-Based Violence National Action Plan (GBV NAP) bilateral agreement. WAGE MB was identified as the representative from Manitoba to lead the negotiation and implementation of this 50-50 cost-sharing agreement. Manitoba's implementation plan for the GBV NAP funding was built upon the existing gender-based violence service continuum in Manitoba to ensure that individuals and families experiencing gender-based violence are able to access holistic, safe, and reliable supports. The amount of GBV NAP funding for Manitoba in 2023/24 allocated for Year 1 is \$3.548M.
  - Funding provided from this agreement must support initiatives and programs that fall under the five identified pillars or foundational elements outlined in the GBV NAP. These include: Support for Survivors and their Families; Prevention; Responsive Justice System; Implementing Indigenous-led Approaches; and Social Infrastructure and Enabling Environment. Foundational elements include leadership, coordination and engagement; data, research and knowledge mobilization; and reporting and monitoring.
  - Using an intersectional and multi-sectoral approach, while integrating the advice and needs identified by community and Indigenous-led organizations, WAGE MB developed an implementation plan for 2023/24. Manitoba's implementation plan included 14 new initiatives that allow for unique and effective service delivery to support the diverse population groups that are most impacted by GBV.
  - The GBV NAP agreement in Manitoba and corresponding Year 1 initiatives were announced on July 25, 2023.
- **Crisis Line Services:** In 2023/24, GBVP led the implementation of a new web-based platform for delivery and tracking of crisis calls, including text and chat. Provincial toll-free Information/Crisis Line (1-877-977-0007) offers information and support 24 hours per day, seven days per week, to individuals seeking assistance due to gender-based violence. Calls and chats are answered by staff at the ten shelters. Manitoba entered into a contract with Izzy Software Inc. for the new platform, which improves accessibility and functionality of crisis line services for those who require shelter, assistance or information about gender-based violence services in Manitoba.
- **Micro-credential for Shelter Support Workers:** Entered into a new agreement with the Manitoba Association of Women's Shelters (MAWS) for \$150K to cover cost of delivering Micro-credential for shelter support workers. The course is designed to increase capacity at GBVP funded shelters and agencies, as well homeless-serving organizations within the homeless sector. Partners included representatives from the Department of Housing, Addictions and Homelessness, MAWS, Red River

Polytech, GBV Shelters and homeless shelters. The tuition-free program was offered by Red River Polytech beginning in January 2023, which resulted in 25 graduates in July 2023. After the success of the first offering, WAGE MB funded the delivery of a second round of the micro-credential program through the GBV NAP. The second round began in January 2024. There is a significant interest amongst sector leaders and students for participation in this course.

- **Access to Menstrual Products initiative:** WAGE MB continued to implement the roll out of the initiative which reflected partnership between Manitoba and Shoppers Drug Mart to provide free menstrual products to the gender-based violence and education sectors. All GBVP-funded organizations are included in this initiative, ensuring free menstrual products on a bi-monthly basis. In 2023/24, distribution expanded to twenty additional organizations in Manitoba.
- **Improved Funding Model:** In 2022/23, GBVP provided the first set of funding increases to shelters. In 2023/24, GBVP implemented improved funding models to ensure that intimate partner abuse recovery programs (formerly known as second stage programs) and transitional housing programs, women’s resource centres and specialized programs received funding increases as well. The improved funding models resulted in an increase of \$8.5M in annualized funding. The improved funding models focus on addressing systemic inequities and improving capacity for agencies across the province to allow for meaningful and effective encompassing supports for Manitobans who have experienced GBV.
  - In 2023/24 agencies utilized the increased funding to increase existing staff salaries; hire new staff and increase program capacity. The salary and staffing increases have helped to stabilize GBVP programs and have provided an opportunity for program growth.
- **Homeless Individuals and Families Information System:** To address the need for integration and alignment between GBVP-funded shelters and lead to better outcomes for Manitoba families. GBVP entered into an agreement with End Homelessness Winnipeg (EHW) to train and support the ten family violence shelters in use of the federal case management system called HIFIS (Homeless Individuals and Families Information System). GBVP continues to support this work through an agreement with EHW. In fall 2023, two shelters began piloting HIFIS in order to prepare for its implementation at the remaining eight.

## Data from GBVP-funded Agencies

### Summary

In 2023/24, GBVP funded organizations provided services to 39,186 women, men, and children, including 129 women and children in intimate partner abuse recovery programs; 2,760 women and children in shelter; 35,149 women and children at women’s resource centres; and 3,908 women, children, men, couples, and families in specialized programs. In addition, the safe space, Velma’s House which received GBVP funding for the first time in 2023/24 reported over 25,000 participant visits.

### Number of Residential Bednights<sup>1</sup> – Women’s Shelter Services

Type of Agency	2021/22	2022/23	2023/24
Shelters	41,312	49,804	54,320
Women’s Resource Centres	2,392	1,811	2,982
<b>Total</b>	<b>43,704</b>	<b>51,615</b>	<b>57,302</b>

1 A bednight is a unit of measure used to indicate one night of accommodation provided by an agency to one individual. Example: one woman and one child staying for one week’s accommodation equals 14 bednights.

## Number of Individuals Served by Shelters

Type of Service	2021/22	2022/23	2023/24
Crisis Intervention:			
Residential	1,244	1,379	1,201
Non-Residential	355	355	298
Children's Counselling <sup>1</sup>	970	1,073	971
Follow-Up Counselling <sup>2</sup>	375	317	290
<b>Total</b>	<b>2,944</b>	<b>3,124</b>	<b>2,760</b>

1 Includes residential and non-residential services.

2 Includes women and children.

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

Agency	2021/22	2022/23	2023/24
Winnipeg Shelters	10,617	10,696	7,176 <sup>1</sup>
Rural Shelters	7,735	7,832	12,230 <sup>1</sup>
<b>Total</b>	<b>18,352</b>	<b>18,528</b>	<b>19,406</b>

1 An improved crisis line platform focused on improving access and geographic responsiveness was implemented in the middle of the 2023/24 fiscal year. 2023/24 statistics reflect the number of "conversations" which includes the number of phone calls, chats and texts to the crisis line.

## Number of Individuals Served by Interim Housing, Intimate Partner Abuse Recovery Programs and Transitional Housing Programs

Type of Program	2021/22	2022/23	2023/24
Interim Housing <sup>1</sup>	59	89	82
Intimate Partner Abuse Recovery Programs <sup>2</sup>	123	123	129
Transitional Housing <sup>3</sup>	-	-	12
<b>Total</b>	<b>182</b>	<b>212</b>	<b>223</b>

1 Includes women and children in Shelter Interim Housing.

2 Includes women and children in Intimate Partner Abuse Recovery Programs.

3 Includes women in Transitional Housing Programs, which received funding for the first time in 2023/24.

## Number of Residential Bednights<sup>1</sup> for Interim Housing, Intimate Partner Abuse Recovery Programs and Transitional Housing Programs

Type of Program	2021/22	2022/23	2023/24
Interim Housing <sup>2</sup>	7,638	9,729	10,874
Intimate Partner Abuse Recovery Programs <sup>3</sup>	19,844	18,967	17,427
Transitional Housing <sup>4</sup>	-	-	2,302
<b>Total</b>	<b>27,482</b>	<b>28,696</b>	<b>30,603</b>

1 A bednight is a unit of measure used to indicate one night of accommodation provided by an agency to one individual. Example: one woman and one child staying for one week's accommodation equals 14 bednights.

2 Includes women and children in Shelter Interim Housing.

3 Includes women and children in Intimate Partner Abuse Recovery Programs.

4 Includes women in Transitional Housing Programs, which received funding for the first time in 2023/24.

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

	2021/22	2022/23	2023/24
Women:			
Information and Referral	71,777	41,215	35,083
Counselling	827	508	339
Children's Counselling	142	79	75
<b>Total</b>	<b>72,746</b>	<b>41,802</b>	<b>35,497</b>

### Number of Individuals Accessing Specialized Programs

	2021/22	2022/23	2023/24
<b>Total</b>	<b>3,495</b>	<b>4,056</b>	<b>3,332</b>

### History of Funding to External Agencies by Type of Service

Category	2021/22 \$(000s)	2022/23 \$(000s)	2023/24 \$(000s)
Shelters	5,679	8,933 <sup>2</sup>	12,061 <sup>2</sup>
Per Diem/Fee Waiver/Transportation/Others	1,676 <sup>1</sup>	1,871	1,934
Shelter Subtotal	7,355	10,804	13,995
Intimate Partner Abuse Recovery Programs	571	571	2,073
Specialized Programs <sup>2</sup>	1,782	1,774	2,113
Women's Resource Centres <sup>2</sup>	2,040	2,109	4,134
<b>Total</b>	<b>11,748</b>	<b>15,258</b>	<b>22,315</b>

1 Other costs include funding to support security, agency training needs, EIA and public communications costs.

2 Funding includes training expenses.

### 9.3G Women and Gender Equity Manitoba

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	1,254	13.00	1,178	76	
Other Expenditures	21,032	-	21,097	(65)	
Grant Assistance	4,139	-	4,139	-	
Financial Assistance	2,167	-	1,782	385	
<b>Total Sub-Appropriation</b>	<b>28,592</b>	<b>13.00</b>	<b>28,196</b>	<b>396</b>	

\* The 2023/24 Authority includes a \$657 virement transfer from Child and Youth Services for some programs.



## Child and Youth Services Division

The Child and Youth Services (CYS) Division administers and oversees statutory provisions under the Child and Family Service Act, The Child and Family Services Authorities Act and The Adoption Act.

The division provides funding and support to the four Child and Family Services (CFS) Authorities and to community-based agencies providing a comprehensive continuum of early intervention, prevention, and child protecting and reunification services throughout Manitoba. These funded organizations contribute to the healthy social development of children, families, and communities. The division administers centralized services of adoption, group care, provincial records management, and the child and adult abuse registries. It also provides program and policy management, data analytics. The division also works to collaborate and coordinate with the Indigenous Jurisdiction Transition Office to support Indigenous governing bodies (IGBs) that are seeking to exercise jurisdiction over child and family services for their members.

Sub-appropriations	2023-24 Actual	2023-24 Authority	
	\$(000s)	FTEs	\$(000s)
Strategic Initiatives and Program Support	2,982	35.00	3,127
Child Protection	618,886	78.00	123,844
Child and Family Services Authorities	394,004	20.00	394,036
Indigenous Jurisdiction Transition Office	580	8.00	866
<b>TOTAL</b>	<b>1,016,452</b>	<b>141.00</b>	<b>521,873</b>

### Collaborative Partnerships

- Along with the Chief Executive Officer of each CFS Authority, the Statutory Director of CFS participates as a legislative member of the CFS Standing Committee, which services as an advisory body to the four CFS Authorities and the Manitoba government. Mandated CFS agencies of the CFS Authorities deliver and manage a range of services to families and communities including prevention and child protection services to families and children in care. This collaborative approach to child welfare services supports improved outcomes for children and families who may require or request services.
- The Statutory Director of CFS represents Manitoba on the Provincial/Territorial (PT) Directors of Child Welfare Committee. This PT partnership examines trends in child welfare and enables inter-jurisdictional sharing of information and knowledge directly related to child protection, prevention, and practice.
- The division participates in partnerships and discussions related to Indigenous child welfare and the implementation of federal legislation, An Act respecting First Nation, Inuit, and Métis children, youth, and families. Key partners in these discussions include Indigenous Services Canada; Indigenous Leadership; the CFS Authorities; and Indigenous CFS agencies.
- The division continues to focus on adjusting provincial legislation, policy, and funding to support Indigenous jurisdiction and alignment with the federal legislation. Two key areas of focus are on case transfer work and the implementation of legislative amendments.
- Strengthened partnerships with the departments of Justice, Health, Seniors and Long-Term Care, Education and Early Childhood Learning, and Housing, Addictions and Homelessness, to build a whole of

government approach to implement seven new multi-year programs and services to address mental health for vulnerable children, youth and families and provided cross-government coordinated program responses to address recommendations made by the Manitoba Advocate for Children and Youth.

- The Child Protection Branch collaborated with community partners and law enforcement through the StreetReach program to provide a comprehensive and coordinated rapid response to address the safety of Manitoba's most vulnerable missing and sexually exploited/sex trafficked children and youth.
- The division supported continued partnerships with community care providers who offer a range of prevention and direct services and programs to children and families.
- The financial assistance adoption program worked with stakeholders to reduce administrative burden and streamline procedures to improve turnaround timelines for applications.

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

The Strategic Initiatives and Program Support (SIOS) Branch coordinates strategic initiatives across the child and youth service system, and works in collaboration with other departments and stakeholders to achieve the priorities of government. SIPS provides program and policy analysis, as well as funding oversight, for initiatives that support better outcomes for children and families in Manitoba.

SIPS provides support for legislative and regulatory changes and the development of standards, procedures and best practices approaches throughout the child and youth service system. In addition, SIPS supports community organizations in the delivery of programs and services and works to enhance the quality of divisional programs and supports.

### **Key Results Achieved**

- The Supports for Young Adults Grant (SYA) was established to formalize measures used during the COVID-19 pandemic to expand eligibility for Child and Family Services supports for young adults who would otherwise have been ineligible for supports upon leaving care. The SYA enables Authorities and agencies to offer additional supports to any young adult regardless of legal status when they turn 18 and after they reach 21 years, and up to the age of 26. CFS agencies were able to continue supporting these young adults through the provision of supports and services (financial assistance, housing, and specialized services) for successful transition to adulthood. Work continued to establish and coordinate this new support.
- Worked collaboratively with the Employment, Income and Health Supports Branch to provide the Canada-Manitoba Housing Benefit to eligible youth (17-26 years of age) transitioning or who have transitioned out of the care of a child and family services agency or an IGB.
- Amendments were made to the Child and Family Services Act and 10 other provincial acts to recognize Indigenous jurisdiction, support implementation of the federal legislation, and provide provincial CFS agencies with more tools to better support all children and families. These amendments included expanded principles regarding the best interests of the child, substantive equality, and cultural continuity, and in increased focus on placement priority based on family and community connections, which will reduce the possibility of Indigenous children losing connection with their culture.
- A new suite of agreements including kinship and customary care were introduced that will provide supports to meet the ongoing needs of a child and their family. Implementation of these agreements through CFS Authorities and agencies is expected in 2024.

- Continued to provide funding allocations to CFS Authorities and their mandated agencies to deliver child welfare services. CFS and agencies are able to direct resources towards the best interests and needs of children, youth, and families and invest funding into new and innovative services to reduce the number of children in care, prevent apprehensions and support family and community reunifications. Using CFS Authority collaborative fiscal policies, overall funding was reset to reflect the movement of Indigenous children and families to their culturally appropriate service provider. This provided an increase in funding to Indigenous CFS Authorities and agencies.
- Provided guidance, information, resources, and other oversight support to community-based organizations across the province that deliver community prevention and early intervention services targeted to early childhood development from birth to five years (including Parent Child Coalitions), For Every Family Initiatives (a partnership with the United Way of Winnipeg to support family resource centres), family literacy programs and family resource centres.
- Continued to collaborate with CFS Authorities on developing, revising, and updating CFS policies and standards for services to children, youth, and families.
- Coordinated, tracked, and managed the development of responses to the recommendations related to the provision of child welfare services made by external reviewers, including the Manitoba Advocate for Children and Youth (MACY) and the Office of the Auditor General, in collaboration with the Child Protection branch and the CFS Authorities. Responses to MACY recommendations are posted on the government Proactive Disclosure website to ensure transparency and accountability.
- Continued to work with community organizations and the CFS Authorities to create an enhanced continuum of services by investing in community-driven initiatives.
- Provided oversight to community organizations that deliver service to support at-risk children, youth, and young adults, including mentorship, drop-in and after school programs, and programs to support youth transitioning from Child and Family Services care.
- Provided oversight to organizations funded through the Canada-Manitoba Home and Community Care and Mental Health and Addictions Service bilateral service agreement, which supports community driven programs and resources to support mental health and addiction services experienced by children, youth, and families in Manitoba in a culturally appropriate manner.
- Actively maintained a knowledge sharing network comprised of province-wide community-based organizations, partner programs, partner departments, public sector staff, Indigenous community leaders, program staff, and other stakeholders that work with children, youth, and families in diverse communities throughout Manitoba. This included sharing information, resources, and capacity-building opportunities, including information about promising programs and services; research and reports; networking and potential partnerships; training and professional development; grants and other available funding; and upcoming events.

## 09.4A Strategic Initiatives and Program Support

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	2,819	35.00	2,976	(157)	
Other Expenditures	163	-	151	12	
<b>Total Sub-Appropriation</b>	<b>2,982</b>	<b>35.00</b>	<b>3,127</b>	<b>(145)</b>	

### Child Protection

The Child Protection Branch administers centralized programs and services including: child abuse registries and the adult abuse registry; provincial investigations and risk assessment; group care and placement resource programming, support and licensing; adoption and post-adoption services; services and programs to prevent and respond to sexual exploitation, provincial training, and provincial records maintenance; program reviews, including updating of schedules to strengthen positive outcomes; intake and interprovincial service queries; and operationally supporting the provincial system changes that are required to advance Indigenous Governing Bodies as their laws take effect.

The branch funds, supports and works jointly with child and family services (CFS) partners to ensure training is current, accessible and available for the child and youth care sector and the child welfare system. This includes the development and implementation of the Learning Management System an online platform that has improved access, and which continues to be expanded in response to training needs or recommendations made to improve the system. This training includes provincially provided CFS Applications training, which supports data integrity and records management.

The branch leads and oversees various activities under Tracia's Trust: Manitoba's Strategy to Combat Sexual Exploitation and Human Trafficking. The includes coordinating and supporting both the Winnipeg and Northern StreetReach programs as well as managing funding and providing support for community organizations that provide services to educate, prevent, and respond to child sexual exploitation and human trafficking.

The branch supports and collaboratively works on numerous and varied inter-sectoral, cross department initiatives to support the overall well being of families and safety of children and youth. This collaborative work has expanded in anticipation of more Indigenous laws coming into effect in our province. The province and Division are consistently working to support this transition to Indigenous jurisdiction.

### Key Results Achieved

#### Adoption Services

- Supported the CFS Authorities, CFS agencies and private licensed adoption agencies to complete 81 adoptions in Manitoba by ensuring legislation, regulations, standards and best practices were followed regarding the operations of the Central Adoption Registry.

- Fulfilled Manitoba's obligations as the Central Authority under the Hague Convention on Protection of Children and Co-operation in Respect of Intercountry Adoption, ensuring that all intercountry adoptions by Manitoba adoptive families were in compliant with the convention's standards.
- Provided ongoing collaboration and support to Manitoba's Federal/Provincial/Territorial peers in relation to matters relating to intercountry adoptions.
- Licensed, supported and provided oversight of two private adoption agencies to ensure compliance with The Adoption Act and corresponding regulations, standards and policies, including compliance with An Act respecting First Nations, Inuit and Metis children, youth and families.
- In accordance with the Financial Assistance for Adoption of Permanent Wards Regulation, financial supports were provided to approximately 1,310 families and nearly 2,193 children (Division 1 adoptions).

### **Post-Adoption Services**

- Manitoba Post Adoption Services assists adult adoptees and their immediate birth family members with information and reunification services. In 2023/24, this unit:
  - Responded to 928 intake enquiries via phone, email, and walk-in
  - Helped facilitate 84 family reunions
  - Received and processed 598 new service applications
  - Provided 470 birth records to eligible applicants
  - Prepared 101 non-identifying social histories from historical records for eligible applicants
  - Received 17 requests from the Public Guardian and Trustee's Office for information to assist with settling estates
  - Received 36 requests for information from Indigenous Services Canada and Metis Federations to assist these agencies with determining an applicants' entitlement to status/citizenship

### **Placement Resources**

- Provided licensing oversight, funding and support to 168 group care resource facilities, operated by 23 service providing agencies, including five CFS agencies.
- Provided 42 training sessions on Licensing Standards for operators of licensed group care facilities to promote best practice and compliance.
- Issued 12 initial facility licenses and completed a total of 180 facility license visits to ensure compliance with the Child Care Facilities (Other than Foster Homes) Licensing Regulation.
- Received, reviewed and provided follow up on 4,785 incident reports from licensed group care facilities.
- Facilitated a centralized referral process for group and treatment foster care placements in collaboration with the CFS Authorities based on a rigorous assessment, taking into account the immediate safety and well-being of the youth as well as the longer-term care plan in an effort to ensure the referred placement can provide the best outcome.
- Participated in 171 child specific case planning meetings, including system meetings organized by CFS agencies, Community Care Providers, the Manitoba Advocate for Children and Youth and Judicial Bail Conferences.
- Managed the referrals of 671 placement requests into group and treatment foster care placements.

- Provided financial support and oversight in collaboration with CFS Authorities on complex children in care and Agreements with Young Adults.

### **Provincial Investigations and Risk Assessment**

- Operating under Section 18.6 of The Child and Family Services Act, the Provincial Investigations unit investigates all allegations of abuse by anyone who works for, or provides services to, an agency or child care facility. Additionally, the Criminal Risk Assessment Unit, operating out of Winnipeg Police Service headquarters, supports the safety of children by conducting risk assessments on behalf of CFS agencies to support Place of Safety (POS) placements and other mandated investigative work. In 2023/24, these units:
  - Conducted 8,146 risk assessments; 6,642 identified for POS assessments, and 1,504 related to mandated protection investigations.
  - Completed 29 provincial child abuse investigations.
  - Conducted a review of 67 foster home abuse investigations and provided quarterly reporting of these to the governing CFS Authorities.
  - Completed 109 consultations (consult files) on child abuse matters that included review and follow up on incident reports, triage and review of referrals, sharing of expert knowledge and provision of support to CFS agencies and law enforcement relative to complex child abuse matters.
  - Provided 17 training/information sessions to group care providers and community organizations, including a community parenting group about the structure of CFS in Manitoba and parental rights and responsibilities in relation to interactions with the CFS system.
  - Worked in partnership with the Manitoba Integrated High Risk Sex Offenders Unit (MIHRSOU) to ensure that the CFS sector is aware of high-risk offender releases. MIHRSOU makes direct referrals to the Provincial Investigations unit whenever an offender is being released from custody and has a history of sex charges against a minor. This collaboration strengthens the connection to child welfare and creates a shared prevention response to enhance the safety of children. MIHRSOU referred 30 offenders to the unit last year, resulting in 5 collaborative referrals to CFS agencies for safety planning purposes and 1 Alert filed being closed.

### **Provincial Training**

- The Learning Management System (LMS) gained 1,140 new registrants including staff of child welfare agencies and authorities, foster parents, community care providers, and those from external collateral agencies. Launched in 2022/23, the LMS allows for internal training modules to be developed and hosted on the site, in addition to recordings of CFS Branch hosted webinars, and external resources. The LMS tracks participant statistics including demographic information of registrants by Authority and agency, as well as module completion statistics.
- Delivered the Child and Family Services Application (CFSA) Orientation training, hosted on the online LMS, to be used as a prerequisite to receive access to the CFSA system, and becoming registered in the 4-day CFSA training. In 2023/24, 706 participants have completed the online Orientation training.
- Delivered the 4-day CFSA training in various locations across Manitoba, both in-person and virtually, to 307 participants to meet the needs of the CFS Authorities and agencies in complying with record keeping standards. Completion of this training within 6 months of receiving access to the CFSA is now mandatory for new users to maintain their access to the system.

- Supported training to the child welfare sector, including collaborative training efforts and spot-sharing of Authority-led training initiatives, in partnership with the Joint Training Team.
- Delivered one session of the Introduction to Abuse Investigations training for 24 participants from child welfare agencies.
- Delivered two sessions of the Global Interviewing training for 34 child and family services staff. Hosted the self-guided virtual Clinical Supervision Training module to support the learning needs identified in the sector following the discontinuation of the Supervisor CORE Competency-Based training; 60 participants have completed the training module on the LMS.
- Hosted webinars for the CFS sector including internally developed information sessions and externally partnered sessions. Topics have included Legislative Amendments, intersections with CLDS, and the Canada-Manitoba Housing Benefit.
- Provided Child Abuse Committee training to 3 agency Child Abuse Committees.
- Manitoba continued to participate in the Director of Child Welfare Committee's subcommittee on Training.

### **Sexual Exploitation Programs and Services**

- Regional teams are an initiative under Tracia's Trust: Manitoba's Strategy to Prevent Sexual Exploitation and Sex Trafficking, comprised of various stakeholders (government, non-government, community organizations, and community members) created to increase public awareness and education to address issues related to sexual exploitation and sex trafficking both regionally and provincially. In 2023/24, Tracia's Trust provided funding to 10 teams across the province who participated in initiatives and events to raise awareness.
- The annual Stop Sexual Exploitation Awareness Week ran from March 10 to 16, 2024, with March 14<sup>th</sup> marking Manitoba's Human Trafficking Awareness Day. The in-person event was hosted in Thompson, Manitoba and brought together subject matter experts, interdepartmental stakeholders, CFS Authorities, agencies, community organizations and Regional Teams to highlight the issues and prevalence of sexual exploitation in Manitoba, particularly in the north. In addition, Regional Teams highlighted the week by lighting up their host organizations with white light or paper, and hosted local community engagement events such as art contests depicting signs of sexual exploitation. For the second time, the Legislative Building in Winnipeg was lit up on March 14<sup>th</sup> with the Tracia's Trust turtle logo in white light.
- The Sexual Exploitation Prevention Specialist supported the Department's Training Unit to deliver new training curricula for department staff who may come across youth who are being exploited or are at risk of exploitation.

### **SafeRide**

- SafeRide is a pilot program with All Nations Coordinated Response (ANCR). The program provides safe transportation for children in care who are absent from placement and do not have their own means of returning. SafeRide became operational in May 2022 and in the 2023/24 fiscal year, received 3,218 calls, resulting in 2,208 safe transports of youth.

## StreetReach Program

The StreetReach (STR) Program, funded through Tracia's Trust: Manitoba's Strategy to Prevent Sexual Exploitation and Sex Trafficking, is dedicated to locating and returning at-risk youth to their placement or place of safety, building safe, trusting relationships; identifying high risk areas where children are harbored or placed at direct risk of victimization; and identifying offenders who are luring/grooming youth for sexual exploitation and making referrals for investigation to CFS agencies and law enforcement.

Other significant areas of focus include creating opportunities to build and strengthen cultural and community connections, bridging gaps in services and strengthening partnerships among key community partners to address co-occurring concerns of mental health and addiction.

### STR Winnipeg Team

- Between April 1, 2023 and March 31, 2024, the STR Winnipeg Team:
  - Documented 1,414 relational contacts with children/youth in effort to build relationships inclusive of visiting within placement or the community, offering support while in Strong Hearted Buffalo Women Crisis Stabilization Unit, and offering advocacy and help within the multi-level response team.
  - Completed 1,113 address checks, resulting in 233 successful returns of reported missing children to their placement or place of safety.
  - Collaborated with non-government service organizations to understand the intersecting complexities of exploited children and youth and improve the overall well-being and safety of our youth. An example of this collaborative work is the integration of mental health and addiction services through the official launch of StreetReach Winnipeg's partnership with the Winnipeg Regional Health Authority's Community Emergency Department Violence Intervention Program team to provide a mental health clinician for the youth connected to the program to address trauma and co-occurring issues faced by youth. Additionally, the STR team includes a Spiritual Advisor through Neecheewam Inc. to foster cultural connectedness and a journey of healing through land based and traditional teachings.
- Between April 1, 2023 to March 31, 2024, the mental health clinicians:
  - provided ongoing services to 29 youth and connected 11 youth to a primary care provider who otherwise would not access medical care
  - completed 102 assessments
  - facilitated coordination of services for youth in 332 instances to enhance youth access to health care or other mental health services
  - documented 205 treatment interventions with youth by providing education, strategies, and teaching new skills to benefit daily functioning
  - completed 214 consults with key community partners to enhance care provided to youth
- In December 2023, an outreach nurse practitioner began to provide essential medical services to youth that would otherwise not have access to medical care. To date, the nurse practitioner has provided services to 26 youth.
- The Spiritual Advisor was connected to the StreetReach Winnipeg program providing valuable relationship contacts and support, and collaborated with numerous community partners to enhance services to youth.



## StreetReach North (STR-N)

- Between April 1, 2023 and March 31, 2024, STR-N:
  - Documented 2,611 relationship building contacts in effort to engage and build trusting relationships with youth.
  - Completed 466 address checks resulting in 217 successful returns of reported missing children to their placements or places of safety.
- The Manitoba Adolescent Treatment Centre and CYSD partnered to have a Mental Health Clinician dedicated to the StreetReach North team. Each month, the Mental Health Clinician travels to Thompson to provide mental health and addictions services to youth connected to the StreetReach North program. Funding for this position was discontinued in December 2023.
- The STR-N Mental Health Clinician engaged in 210 relationship contacts with youth, including providing assessments and support in ongoing care planning.

### 09.4B Child Protection

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	5,664	78.00	5,972	(308)	
Other Expenditures	532,300	-	31,911	500,389	1
Grant Assistance	7,537	-	7,729	(192)	
Financial Assistance	73,385	-	78,232	(4,847)	2
<b>Total Sub-Appropriation</b>	<b>618,886</b>	<b>78.00</b>	<b>123,844</b>	<b>495,042</b>	

\* The 2023/24 Authority includes a \$2,165 virement transfer to Community Service Delivery and Corporate Services.

1. The variance is primarily due to the litigation liabilities.
2. The variance is primarily due to lower than projected group care costs.

### 09.4C Child and Family Service Authorities

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	1,906	20.00	2,062	(156)	
Grant Assistance	345,977	-	345,977	-	
Financial Assistance	46,121	-	45,997	124	
<b>Total Sub-Appropriation</b>	<b>394,004</b>	<b>20.00</b>	<b>394,036</b>	<b>(32)</b>	

## Indigenous Jurisdiction Transition Office

The Indigenous Jurisdiction Transition Office was established to support the transition of jurisdiction to Indigenous governments that are exercising their inherent jurisdiction over child and family services. The office is responsible for implementing the Minister's mandate commitment to work with Indigenous governments to restore jurisdiction for child and family services.

The office represents Manitoba at trilateral coordination agreement discussions pursuant to the federal child and family services legislation, An Act respecting First Nations, Inuit and Métis children, youth and families, with Indigenous governments and Canada. The purpose of these government to government agreements is to support transition and ongoing service coordination between the provincial CFS system and Indigenous laws and service delivery.

The office supports the implementation of provincial Child and Family Services (CFS) system adaptation and works with other provincial departments and stakeholders to support the implementation of Indigenous laws from a whole-of-government approach.

### Key Results Achieved

- Engaged with Indigenous partners on legislative amendments and other provincial CFS matters through the Technician Table with representatives of the Assembly of Manitoba Chiefs, Southern Chiefs' Organization Inc., Manitoba Keewatinowi Okimakanak Inc., the Manitoba Métis Federation and Sioux Valley Dakota Nation.
- Engaged in discussions and relationship building with Indigenous Governing Bodies as they provide notice of intent to enact their own CFS laws and restore jurisdiction over services to their children and families.
- Engaged in Coordination Agreement discussions with the Manitoba Métis Federation, Island Lake Anishinew Okimawin and Brokenhead Ojibway Nation.
- Met with Inuit partners, Minegoziibe Anishinabe First Nation, Long Plain First Nation, Poplar River First Nation on the path to jurisdiction to learn more about their plans and how Manitoba can assist the transition.
- Communicated with all First Nations in Manitoba and began work to plan first ever Roundtable with Chiefs, held in May 2024.
- Worked with the CFS Authorities and agencies, the Child and Youth Services Division, other government departments and Indigenous partners to implement major change management activities necessary to support Indigenous Service Providers mandated through Indigenous CFS laws.
- Maintained and distributed to the CFS Authorities and agencies, the directory of IGBs identified for the purposes of receiving Notices of Significant Measures for children receiving CFS services in Manitoba.
- Engaged in intergovernmental relations with other provinces and territories, and the federal government, to learn and share about the status of the implementation of the federal act across Canada.
- Engaged in intergovernmental relations with other provinces and territories, and the federal government, to learn and share about the status of the implementation of the federal act across Canada.

#### 09.4D Indigenous Jurisdiction Transition Office

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	546	8.00	810	(264)	1
Other Expenditures	34	-	56	(22)	
<b>Total Sub-Appropriation</b>	<b>580</b>	<b>8.00</b>	<b>866</b>	<b>(286)</b>	

1. The variance is primarily due to higher staffing costs.

Central Services	2022/23	2023/24
<b>Group Care</b>		
Licensed Facilities	153	144 <sup>1</sup>
Licensed Beds	606	581
Places of Safety Facilities	6	24 <sup>2</sup>
Places of Safety Beds	6	37 <sup>2</sup>
<b>Training</b>		
Provincial Training	181	118 <sup>3</sup>
Child and Family Services Application (CFSA)	393	307
Learning Management System (LMS) <sup>4</sup>	--	1,140
<b>Adoption</b>		
Division 1 – Adoption of Permanent Wards <sup>5</sup>	23	27
Division 2 – Private Adoptions <sup>6</sup>	13	8
Division 3 – Intercountry Adoptions <sup>7</sup>	9	12
Division 4 – De Facto Adoptions <sup>8</sup>	9	9
Division 5 – Extended Family Adoptions <sup>9</sup>	2	3
Division 6 – Spousal Adoptions <sup>10</sup>	26	22
<b>Post-Adoption</b>		
Post-Adoption Intake and Inquiry <sup>11</sup>	--	928
Post-Adoption Service Applications including Registrations <sup>12</sup>	218	598
Post-Adoption Reunions	30	84
Post-Adoption Birth Records Provided	258	470
External Requests <sup>13</sup>	98	53
Non-Identifying Social Histories <sup>14</sup>	130	101
<b>Child Abuse Registry</b>		
Child Abuse Registrations (CAR)	333	295
Employers/Others Using Registry	1,430	1,460
Child Abuse Registry Checks	96,969	103,684
<b>Provincial Investigations</b>		
Child Abuse Investigations	2,938	2,529
Criminal Risk Assessments (CRA) <sup>15</sup>	6,410	8,146
<b>Others</b>		
Interprovincial Requests	988	946
Intake & Inquiry	1,695	2,837

- <sup>1</sup> A reduction in licensed facilities is the result of an organization closing operations and re-locations of programs to new addresses under a temporary place of safety.
- <sup>2</sup> Places of Safety are issued as a temporary emergency measure until they are licensed. An increase in Places of Safety is used temporarily for new homes providing services to youth and children. All Places of Safety are time limited and working towards a license.
- <sup>3</sup> This training data reflects total participants in the Introduction to Abuse Investigations, Global Interviewing, and Clinical Supervision. Standards training remains on hold until the completion of the Standards Modernization Project.
- <sup>4</sup> An online training platform launched in December 2023 to host provincial training and learning opportunities. The LMS is available to CFS sector employees, foster parents, community care providers, and external collaterals such as Manitoba's Advocate for Children and Youth. This number represents new users registered.
- <sup>5</sup> Child placed by director or agency with permanent guardianship.
- <sup>6</sup> Child placed by biological parent.
- <sup>7</sup> Child from another country adopted by an approved applicant in Manitoba.
- <sup>8</sup> Child adopted by person who has cared for him/her without financial assistance for at least two years.
- <sup>9</sup> Child adopted by family member who has cared for him/her for at least six months.
- <sup>10</sup> Adoption by spouse or common-law partner of child's parent.
- <sup>11</sup> Intake and inquiry represent the number of public inquiries that are not a formal request for service.
- <sup>12</sup> Service applications include all requests for post adoption services.
- <sup>13</sup> Requests received from external agencies relate to Métis citizenship, Treaty rights and the settlement of estates. As Indigenous Governing Bodies assume jurisdiction over child and family services under their own Indigenous laws, the Manitoba government will continue to support individuals seeking information from the Post-Adoption Unit.
- <sup>14</sup> A non-identifying social history is when an adoptee makes a request for information about their birth family but is not seeking identifying information such as a name. Usually, they are seeking information on health and on their appearance or traits that may be on the file.
- <sup>15</sup> Assessments are completed on behalf of agencies to assist in their ability to place children on an urgent basis with extended family or someone known to them as per a Place of Safety or to assist in part of an active child welfare investigation.

## Service Statistics

The division works in close collaboration with the Child and Family Services Authorities and their agencies to compile service statistics for the annual report.

Children in care are children who have been deemed in need of protection, requiring intervention, as determined by The Child and Family Services Act or are voluntarily placed in care by agreement between parent or guardian and agency. For the purposes of this report, a child is considered in care when placed by a child and family services agency in substitute care; whose legal status is defined as a permanent ward, temporary ward, under a voluntary surrender of guardianship, under a voluntary placement agreement or under apprehension; who is under the age of 18, and whose care needs are financially supported by government.

### Breakdown of Children in Care by Agency and Authority

as at March 31, 2024 compared to March 31, 2023

Service Providers	March 31, 2023			March 31, 2024		
	Total CIC	Provincial Funding*	Federal Funding*	Total CIC	Provincial Funding*	Federal Funding*
<b>FIRST NATIONS OF NORTHERN MANITOBA CHILD AND FAMILY SERVICES AUTHORITY</b>						
Awasis Agency of Northern Manitoba	676	49%	51%	647	32%	68%
Cree Nation Child and Family Caring Agency	581	74%	26%	648	73%	27%
Island Lake First Nations Family Services	493	66%	34%	527	58%	42%
Kinosao Sipi Minisowin Agency	332	61%	39%	349	54%	46%
Nikan Awasisak Agency Inc.	249	53%	47%	222	58%	42%
Nisichawayasihk Cree Nation	303	85%	15%	303	85%	15%
Opaskwayak Cree Nation	146	64%	36%	167	60%	40%
<b>Sub-Total</b>	<b>2,780</b>	<b>64%</b>	<b>36%</b>	<b>2,863</b>	<b>58%</b>	<b>42%</b>
<b>SOUTHERN FIRST NATIONS NETWORK OF CARE<sup>1</sup></b>						
Animikii Ozoson Child and Family Services	367	100%	0%	376	100%	0%
Anishinaabe Child and Family Services	533	92%	8%	539	84%	16%
All Nations Coordinated Response Network	7	100%	0%	13	100%	0%
Dakota Ojibway Child and Family Services	588	69%	31%	576	72%	28%
Dakota Tiwahe Services Inc.	93	71%	29%	92	73%	27%
Intertribal Child and Family Services	77	78%	22%	92	73%	27%
Kinonje Abinoojiiag Niigan	49	76%	24%	46	83%	17%
Sagkeeng Child and Family Services	349	76%	24%	329	79%	21%
Sandy Bay Child and Family Services	334	72%	28%	341	72%	28%
Southeast Child and Family Services	1,216	67%	33%	1,263	65%	35%
West Region Child and Family Services	603	69%	31%	574	68%	32%
<b>Sub-Total</b>	<b>4,216</b>	<b>75%</b>	<b>25%</b>	<b>4,241</b>	<b>74%</b>	<b>26%</b>
<b>GENERAL CHILD AND FAMILY SERVICES AUTHORITY</b>						
Child and Family Services of Central Manitoba Inc.	79	100%	0%	63	100%	0%
Child and Family Services of Western Manitoba	59	100%	0%	70	100%	0%
Eastman Region	114	100%	0%	116	100%	0%
Interlake Region	64	100%	0%	40	100%	0%
Jewish Child and Family Service <sup>2</sup>	14	100%	0%	10	100%	0%
Northern Region	28	100%	0%	28	100%	0%
Parkland Region	28	100%	0%	23	100%	0%
Winnipeg Child and Family Services	539	100%	0%	482	100%	0%
<b>Sub-Total</b>	<b>925</b>	<b>100%</b>	<b>0%</b>	<b>832</b>	<b>100%</b>	<b>0%</b>
<b>METIS CHILD AND FAMILY SERVICES AUTHORITY</b>						
Metis Child, Family and Community Services	824	100%	0%	753	100%	0%
Michif Child and Family Services	245	100%	0%	230	100%	0%
<b>Sub-Total</b>	<b>1,069</b>	<b>100%</b>	<b>0%</b>	<b>983</b>	<b>100%</b>	<b>0%</b>
<b>Total</b>	<b>8,990</b>	<b>77%</b>	<b>23%</b>	<b>8,919</b>	<b>74%</b>	<b>26%</b>

\* Federal or provincial funding responsibility is determined at the time a child enters care. A child who has, or is eligible for treaty status, and whose parents or guardians are normally living on-reserve at the time the child enters care, is deemed a federal funding responsibility. All other children are deemed a provincial funding responsibility.

<sup>1</sup> Peguis Child and Family Services have been excluded as they are providing service under Peguis First Nation's Child and Family Services law and not under a provincial mandate.

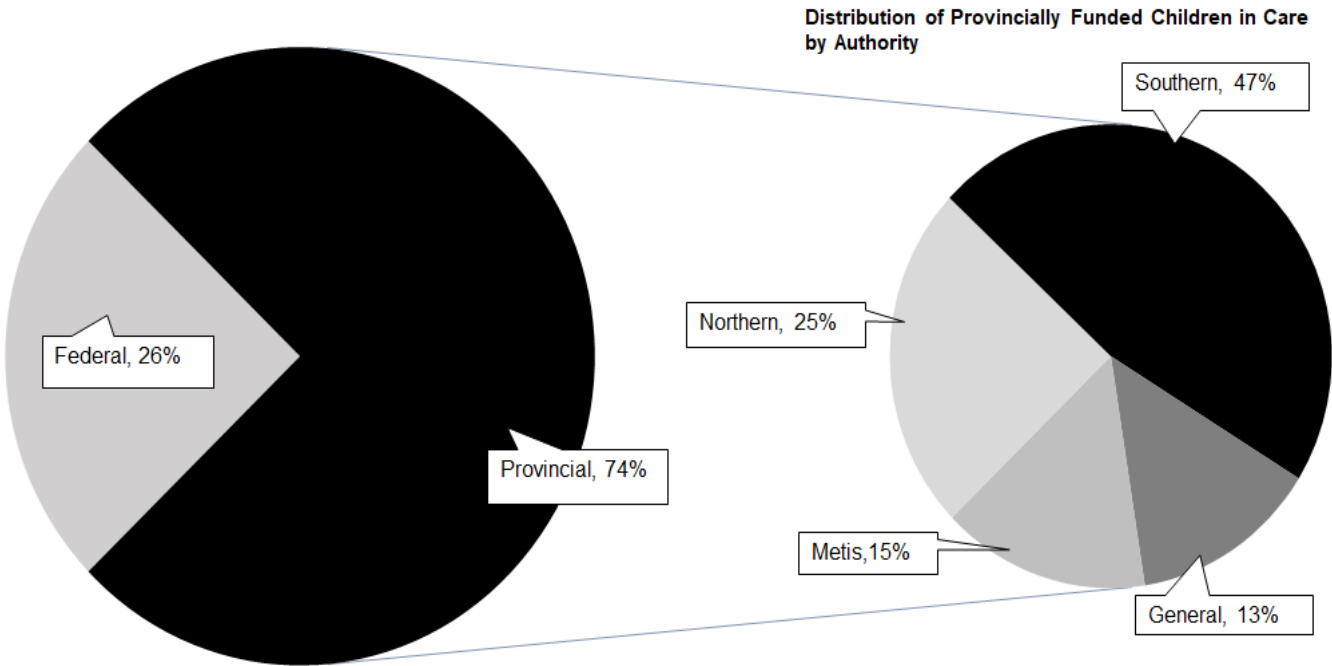
<sup>2</sup> Jewish Child and Family Service includes all families served by the agency, not just those related to child welfare.

As at March 31, 2024, the reported number of children in care was 8,919<sup>1</sup>. An additional 601 were reported to be in Own Home placements (living with their parent, guardian or a lifelong family member) and a further 11 were in Supervised Adoption placements, without financial support by the government, referred to as non-paid care. Compared with the report of 2023, the total number of children in care decreased by 71.

Of the 8,919 children in care, 71 per cent are permanent wards, 5 per cent are under a voluntary placement agreement with guardians where out of home care, including respite for children with complex needs, is provided for a temporary period. The remaining 24 per cent are children in care under a temporary legal status (apprehension or temporary order) where reunification with families is the primary goal.

Of the 8,919 children in care, 91 per cent are Indigenous. Funding jurisdiction is broken down as follows:

**Breakdown of Total Children in Care by Funding Jurisdiction, as at March 31, 2024**



Total Children in Care = 8,919

<sup>1</sup> Based on information obtained by the Child and Family Services Information System as at March 31, 2024.

**Number of Children in Care by Placement Type  
as at March 31, 2024**

Service Providers	Foster Homes <sup>1</sup>	Residential Care <sup>2</sup>	Other Placement Resources <sup>3</sup>	Other Non-Pay Care Living Arrangements <sup>4</sup>	Total
<b>FIRST NATIONS OF NORTHERN MANITOBA CHILD AND FAMILY SERVICES AUTHORITY</b>					
Awasis Agency of Northern Manitoba	440	6	192	9	647
Cree Nation Child and Family Caring Agency	504	22	116	6	648
Island Lake First Nations Family Services	340	13	170	4	527
Kinosao Sipi Minisowin Agency	279	4	65	1	349
Nikan Awasisak Agency Inc.	176	4	41	1	222
Nisichawayasihk Cree Nation Family and Community Wellness Centre	211	25	66	1	303
Opaskwayak Cree Nation Child and Family Services	124	1	39	3	167
<b>Sub-Total</b>	<b>2,074</b>	<b>75</b>	<b>689</b>	<b>25</b>	<b>2,863</b>
<b>SOUTHERN FIRST NATIONS NETWORK OF CARE</b>					
Animikii Ozoson Child and Family Services	303	23	47	3	376
Anishinaabe Child and Family Services	436	5	93	5	539
Child and Family All Nations Coordinated Response Network	2	5	1	5	13
Dakota Ojibway Child and Family Services	390	12	168	6	576
Dakota Tiwahe Services Inc.	66	1	24	1	92
Intertribal Child and Family Services	65	3	24	-	92
Kinonje Abinoonjiag Niigan	35	3	8	-	46
Sagkeeng Child and Family Services	279	29	20	1	329
Sandy Bay Child and Family Services	180	5	153	3	341
Southeast Child and Family Services	926	43	290	4	1,263
West Region Child and Family Services	403	9	156	6	574
<b>Sub-Total</b>	<b>3,085</b>	<b>138</b>	<b>984</b>	<b>34</b>	<b>4,241</b>
<b>GENERAL CHILD AND FAMILY SERVICES AUTHORITY</b>					
Child and Family Services of Central Manitoba Inc.	42	2	19	-	63
Child and Family Services of Western Manitoba	46	7	17	-	70
Eastman Region	65	11	39	1	116
Interlake Region	16	3	21	-	40
Jewish Child and Family Service <sup>5</sup>	4	2	4	-	10
Northern Region	19	2	7	-	28
Parkland Region	15	1	7	-	23
Winnipeg Child and Family Services	288	53	138	3	482
<b>Sub-Total</b>	<b>495</b>	<b>81</b>	<b>252</b>	<b>4</b>	<b>832</b>
<b>MÉTIS CHILD AND FAMILY SERVICES AUTHORITY</b>					
Métis Child, Family and Community Services	477	39	229	8	753
Michif Child and Family Services	183	13	32	2	230
<b>Sub-Total</b>	<b>660</b>	<b>52</b>	<b>261</b>	<b>10</b>	<b>983</b>
<b>TOTAL</b>	<b>6,314</b>	<b>346</b>	<b>2,186</b>	<b>73</b>	<b>8,919</b>

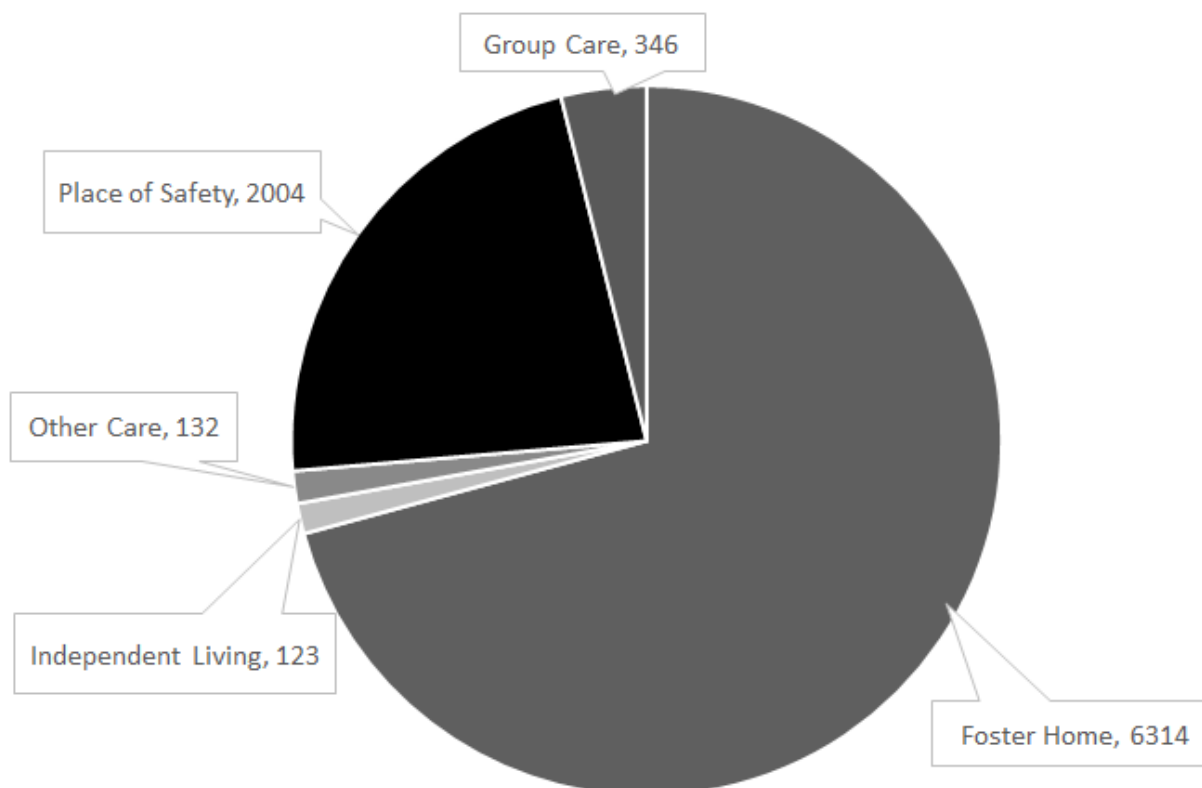
<sup>1</sup> Includes regular rate and special rate foster homes.

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

<sup>3</sup> Includes Places of Safety, Out-of-Province as well as Independent Living placements. An Independent Living placement is an approved arrangement under which minors 16 to 17 years of age may live in an independent setting under the direct supervision of an agency.

<sup>4</sup> Includes St. Amant, the Manitoba Youth Centre, and those who were in health/mental health facilities.

## Placement Type\* for Children in Care, Age 0-17, as at March 31, 2024



Total Children in Care = 8,919

Of the 8,919 children in care, 8,441 (94.6 per cent) are placed in home-like settings such as foster homes or with relatives and those with significant connections, in places of safety; 346 (3.9 per cent) are placed in group-care resources.

\* Placement type is defined by the following:

- **Foster Homes** – Placements licensed by an agency that provide a family setting. Homes may be licensed for up to four children.
- **Place of Safety** – Child specific homes where the caregiver has a significant relationship with the child. The home is not licensed but safety checks are required. Upon approval of an agency's Executive Director, a Place of Safety designation lasts for up to 30 days by which time the caregiver completes an application for a foster home license.
- **Group Care** – Placements in staffed facilities licensed by the Province under the Child Care Facilities (Other than Foster Homes) Licensing Regulation.
- **Other Care** – Placements that are out of province, in a non-group care facility such as a hospital or youth corrections, absent without leave, etc.
- **Independent Living** – Placements in an independent arrangement such as an apartment or room and board, etc. The youth may have a support worker or attend a day program for support in transition towards independence. The address is not licensed.



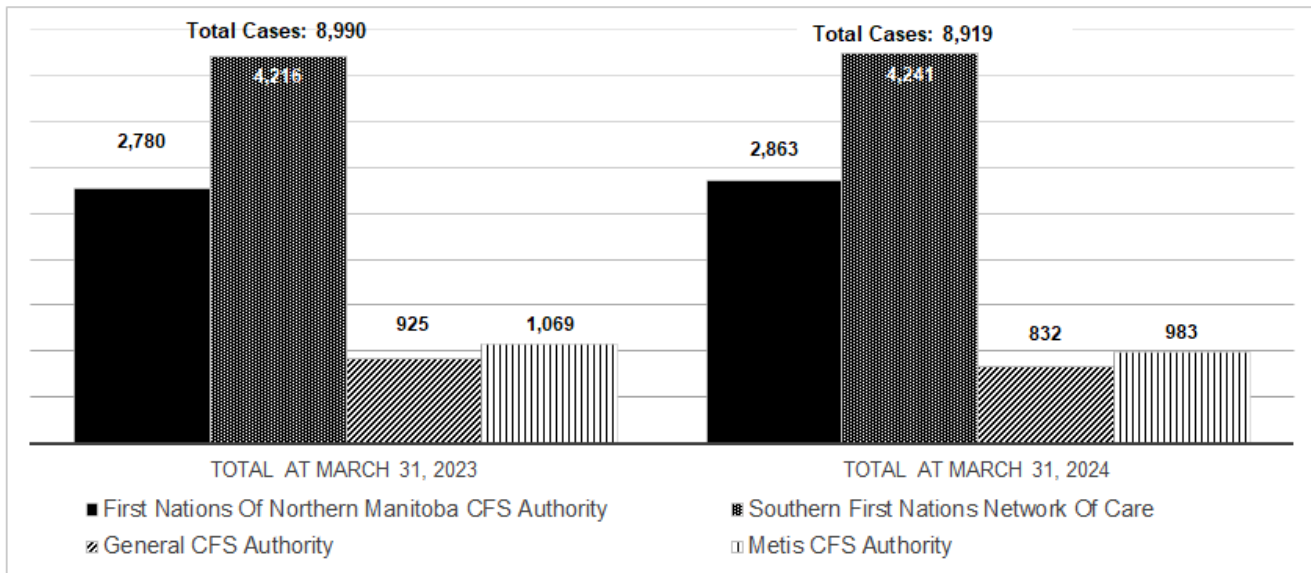
### Caseloads

Caseloads refer to the number of open cases for the reporting period. In 2023/24, the number of cases increased by 1.1 per cent from the prior year based on an increase in number of young adults (11.4 per cent) and stable number of children in care (0.8 per cent). Supports to Families increased from the prior year by 1.7 per cent while supports to expectant or new parents increased from the prior year by 3.2 per cent. Breakdown as follows:

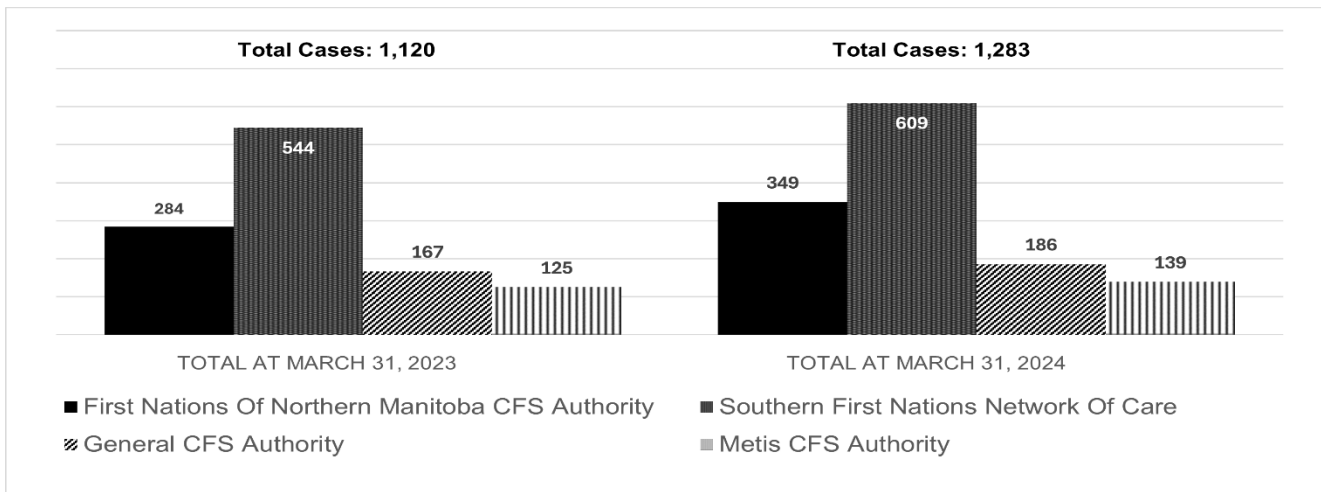
### Caseloads, by Authority, as at March 31, 2024

	Supports to Children and Youth			Supports to Families			Expectant Parent Service			Total		
	Total	Prov	Fed	Total	Prov	Fed	Total	Prov	Fed	Total	Prov	Fed
FIRST NATIONS OF NORTHERN MANITOBA CFS AUTHORITY	3,198	1,860	1,338	2,837	1,245	1,592	21	13	8	6,056	3,118	2,938
SOUTHERN FIRST NATIONS NETWORK OF CARE	4,835	3,620	1,215	2,852	1,938	914	33	23	10	7,720	5,581	2,139
GENERAL CFS AUTHORITY	1,014	1,014	-	2,697	2,697	-	9	9	-	3,720	3,720	-
METIS CFS AUTHORITY	1,120	1,120	-	733	733	-	1	1	-	1,854	1,854	-
TOTAL	10,167	7,614	2,553	9,119	6,613	2,506	64	46	18	19,350	14,273	5,077

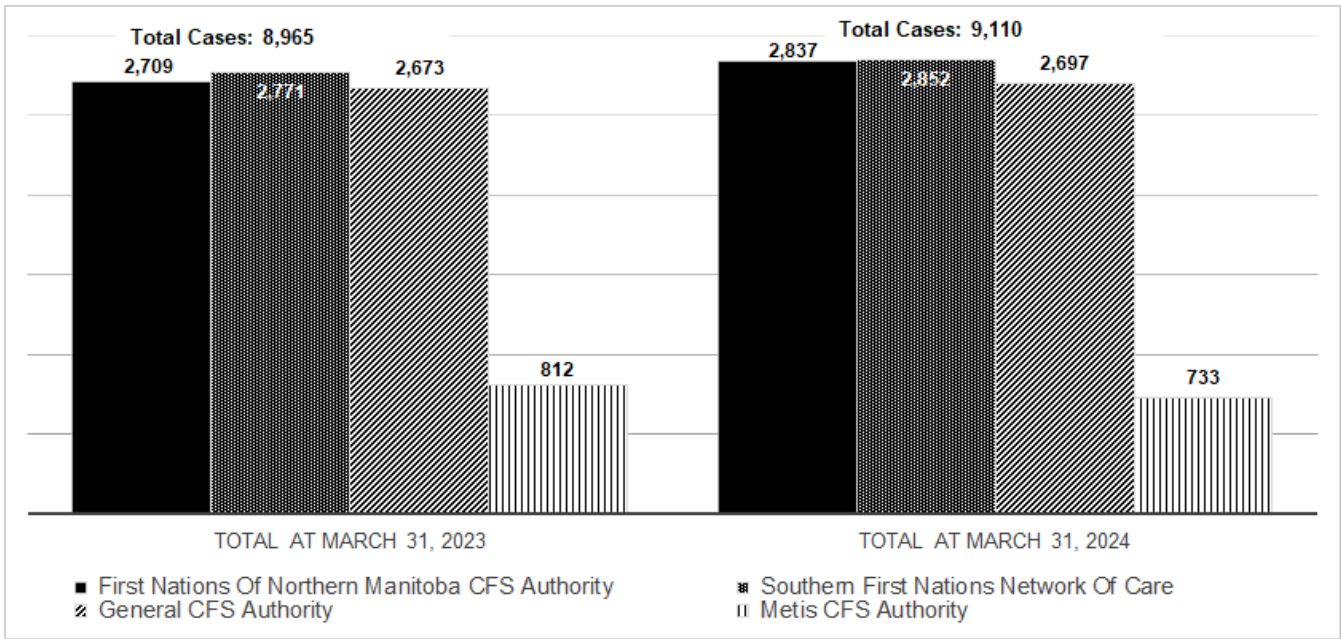
### Supports to Children and Youth: Children in Care, Age 0-18, by Authority, as at March 31, 2024



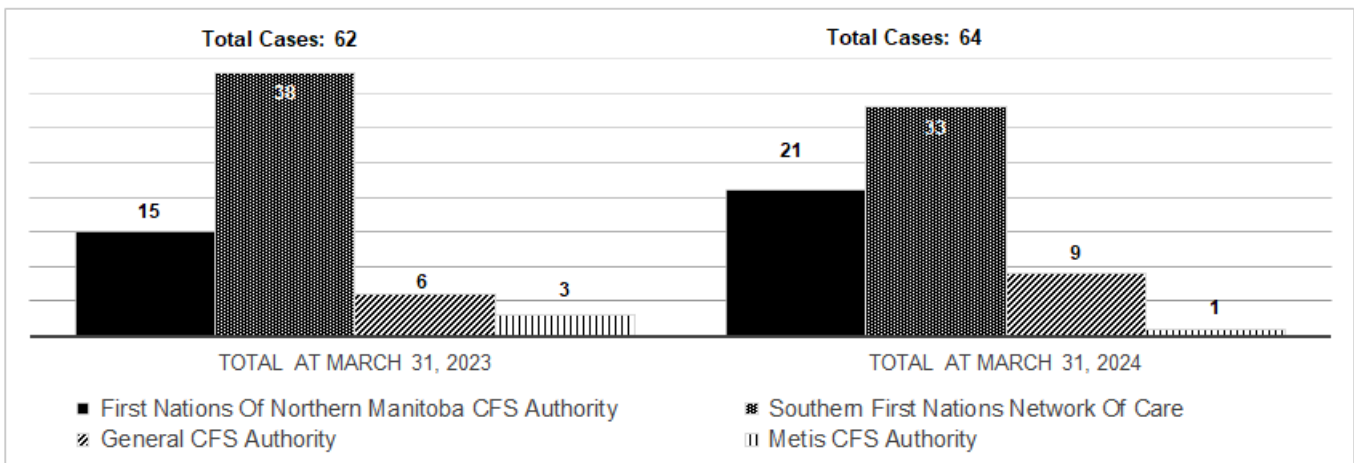
### Supports to Children and Youth: Young Adults, Age 18-21, by Authority, as at March 31, 2024



**Supports to Families, by Authority, as at March 31, 2024**



**Expectant Parent Services, by Authority, as at March 31, 2024**



## Funding (\$000s)\*

2023/2024

Service Provider	Funding Allocation	Group Care <sup>1</sup>	Total 2023/24
First Nations of Northern Manitoba Child and Family Services Authority	\$89,631	\$6,633	\$96,264
Southern First Nations Network of Care	\$170,616	\$12,732	\$183,348
General Child and Family Services Authority**	\$58,336	\$12,237	\$70,573
Metis Child and Family Services Authority	\$55,178	\$6,436	\$61,614
Directorate Programs	\$7,944	\$9,382	\$17,326
<b>AUTHORITY SUB-TOTAL</b>	<b>\$381,705</b>	<b>\$47,420</b>	<b>\$429,125</b>
Transfers to Indigenous Governing Bodies <sup>5</sup>			\$10,422
Treatment Centres/Group Care – Grants <sup>2</sup>			\$11,770
Other Agencies/Programs <sup>3</sup>			\$27,253
Emergency Placement Resources <sup>4</sup>			\$23,598
<b>TOTAL</b>			<b>\$502,168</b>

\* The table reflects the distribution of provincial child and family services funding in Manitoba. Child and family services agencies are funded by their mandating authority from within the applicable funding allocations above

\*\* Winnipeg Child and Family Services and Rural and Northern Child and Family Services do not receive funding from their mandated Authority. However, their direct program expenditures have been included in the above allocation.

<sup>1</sup> Group care funding was provided by the department directly to service providers in 2023/24 which provided care for children in the care of a CFS Agency.

<sup>2</sup> Grant funding for providers not associated with Group Care funding.

<sup>3</sup> Funding to community-based agencies to provide operating funding, and program specific funding.

<sup>4</sup> The Emergency Placement Resources program – including emergency foster homes managed by third-party service providers and provincially licensed emergency shelters was also funded by the Department.

<sup>5</sup> Fiscal transfers to Indigenous Governing Bodies, with active trilateral coordination agreements, who provide child welfare services to their members in accordance with their Indigenous Child and Family Services laws.

## Technology and Transformation Division

Technology and Transformation is responsible for delivering and supporting the department’s digital government and innovative work in collaboration with intragovernmental and external partners. It provides centralized strategy, portfolio and project management services as well as change management, digital sustainment, continuous improvement, research and advisory services across the department.

Sub-appropriations	2023-24 Actual	2023/24 Authority	
	\$(000s)	FTEs	\$(000s)
Transformation Management Office	657	7.00	717
Project Management Office	590	7.00	771
Business Support Services Branch	2,544	8.00	2,303
<b>TOTAL</b>	<b>3,791</b>	<b>22.00</b>	<b>3,791</b>

### Transformation Management Office

The Transformation Management Office (TMO) works across divisions to ensure successful implementation of departmental initiatives that may require significant change to the delivery process including resources and staffing, technology and service delivery. The TMO supports and fosters a culture of innovation by supporting the planning and implementation of continuous improvement projects. The TMO is designed to jointly collaborate, support and deliver on digital and complex projects within the Department of Families alongside the Project Management Office (PMO) and Business Support Services Branch (BSSB) as unique but equal partners.

While complementary partners to the PMO and BSSB, the TMO:

- Is driven by the value, outcomes and quality of the service being offered to ensure the impact of the change can be measured.
- Embodies a continuous improvement perspective to strive for increased efficiencies.
- Keeps project momentum by resolving roadblocks or barriers that otherwise may impede a project.
- Focuses on citizens to ensure the quality of deliverables/services being offered meet the needs of Manitobans.

### Key Results Achieved

- Led and supported continuous improvement initiatives and events to improve efficiencies through processes, procedures and technological solutions.
- Supported Project Management Office managed projects and workstreams.
- Launched a department-wide workstream that intakes and supports the planning and implementation of innovative projects that offer solutions to problems, result in cost savings or avoidance and/or improve processes, programs or services.
- Worked with branches and divisions across the department to identify and implement application enhancements to continuously improve the efficiency of policy/program administration and service delivery.

## 09.5A Transformation Management Office

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance Over/(Under) \$(000s)	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)		
Salaries and Employee Benefits	649	7.00	678	(29)	
Other Expenditures	8	-	39	(31)	1
<b>Total Sub-Appropriation</b>	<b>657</b>	<b>7.00</b>	<b>717</b>	<b>(60)</b>	

1. The variance is primarily due to the expenditure management.

### Project Management Office

The Project Management Office (PMO) supports complex project planning and implementation across the department by providing centralized project management services through the implementation of project management processes, tools and templates. The goal of this delivery process is to provide relevant and accurate information which helps to ensure accountability and effective governance through consistency and enables a timely response to mitigate the impact of unanticipated circumstances.

The PMO is focused on and responsible for the delivery of complex projects or workstreams with clear start/finish dates. In terms of planning and approach, the PMO works to provide increased predictability in the delivery of projects by managing work breakdown structures, timelines/schedules, tasks, resources and budget through regular status updates, reporting and dashboards. This work helps to reduce the administrative burden of department leadership and supports department-wide project prioritization, strategic alignment and builds capacity in project management.

The five overarching objectives of the PMO include:

- Delivering on project outcomes by managing every aspect of the project, working closely with project team members as subject matter experts and steering projects in the right direction, focusing on the scope, timeline and cost.
- Reducing project spending by applying economies of scale to projects and minimizing duplication by creating structure through the PMO delivery process allowing projects to reuse relevant work from past projects.
- Completing projects more quickly by working to meet milestones/scope and using project management best practices.
- Bringing predictability to projects by planning ahead and being proactive rather than reactive, and delivering projects as close to planned scope, cost and schedule as possible.
- Improving transparency through real-time visibility of project status through status updates and dashboards.

### Key Results Achieved

- Provided oversight on the management of complex projects such as budget, scope, risk and schedule.
- Provided relevant, accurate and timely reporting on initiatives to help ensure accountability and effective governance.
- Continued to maintain and execute the department's multi-year information technology roadmap.

- Continued to support and actively monitor approved initiatives through The Idea Fund.

### **PMO and TMO Statistics – 2023/24**

Item	Active Requests 2023/24	Closed Requests 2023/24
Projects	33	8

### **09.05B Project Management Office**

Expenditures by Sub-Appropriation	2023-24	2023-24 Authority		Variance	Expl. No.
	Actual \$(000s)	FTEs	\$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	582	7.00	671	(89)	
Other Expenditures	8	-	100	(92)	1
<b>Total Sub-Appropriation</b>	<b>590</b>	<b>7.00</b>	<b>771</b>	<b>(181)</b>	

1. The variance is primarily due to expenditure management.

### **Business Support Services Branch**

The Business Support Services Branch (BSSB) manages Information and Communication Technology (ICT) investments for the department. BSSB is the Department of Families' liaison point and steward of ICT services delivered by central government's Digital and Technology Solutions Division as well as providing dedicated support to critical departmental applications.

BSSB provides expertise in requirements analysis and gathering, business case development, process analysis, customer service and ICT support. Between these groups, BSSB provides centralized services to manage technology innovation and other major projects that have significant impact on service delivery. BSSB provides advice and guidance on technology change management as well as desktop and application service support for Department of Families' initiatives. The branch provides end-user support to over 3,500 application users within the Department of Families as well as Manitoba's child welfare authorities and agencies.

BSSB supports continuous improvement through innovation and efficient service delivery by focusing on the business policies and processes that can be enhanced through improved use of ICT. BSSB manages the department's ICT financial expenditures including desktop services and computer assets as well as sets and reviews the department's policies in support of the strategic ICT direction of government.

### **Key Results Achieved**

- Developed and maintained ICT policies for the Department of Families.
- Continued to provide ICT support and services to the department and external partners, including application support to identify, prioritize and develop business requirements for application functionality and improvement.
- Continued to support the growing portfolio of operational work, such as business case development, application enhancement and digital workplace.

<b>BSSB Statistics – 2023/24</b>	<b>Requests Received 2023/24</b>
Families IT Service Desk	9,225
Dedicated Systems Help Desk	6,122
IT Enhancements	28

### **09.05C Business Support Services Branch**

<b>Expenditures by Sub-Appropriation</b>	<b>2023-24</b>	<b>2023-24 Authority</b>		<b>Variance Over/(Under) \$(000s)</b>	<b>Expl. No.</b>
	<b>Actual \$(000s)</b>	<b>FTEs</b>	<b>\$(000s)</b>		
Salaries and Employee Benefits	882	8.00	751	131	
Other Expenditures	1,662	-	1,552	110	
<b>Total Sub-Appropriation</b>	<b>2,544</b>	<b>8.00</b>	<b>2,303</b>	<b>241</b>	

### **Culture and Engagement Office**

The purpose of the Culture and Engagement (CE) Office is to co-create and reimagine a new way of working—one that prioritizes the health and well-being of employees and fosters a sustainable workforce better equipped to deliver on government priorities, both now and in the future.

Employees in Manitoba Families are at risk of experiencing vicarious trauma (otherwise known as secondary trauma or compassion fatigue) at work, which can increase their risk for several mental-health related injuries, such as high levels of stress, exhaustion and burnout.

The CE Office was created and is responsible for developing strategies to improve employee mental health and well-being, as well as the psychological safety of the workplace. This includes building awareness around mental health and psychological safety at work, assessing the current workplace culture in relation to these issues, and developing strategies and action plans.

The CE Office also serves as a workplace ally, supporting employees by helping them navigate relationships and internal supports, providing a safe space to discuss concerns and needs, and informing and recommending actions to executive management to address complex and sensitive challenges.

Lastly, the CE Office is responsible for developing and continuously improving programs, activities, supports, and tools related to organizational health and wellness. This involves identifying employee support needs, training opportunities, and other initiatives that can contribute to making Manitoba Families an employer of choice.

### **Key Results Achieved**

- Organized town halls to improve dialogue between management and employees about organizational culture, employee wellness, engagement and inclusion in the workplace.
- Conducted employee interviews, exit surveys and focus groups to understand staff needs and concerns.

- Assisted employees in finding and navigating supports.
- Initiated work on a strategy to improve mental health and psychological safety in the workplace.
- Identified opportunities for training, policies, programs and tools to support management and staff mental health and well-being.
- Completed foundational work to operationalize the office.

## Costs Related to Capital Assets (Non-Voted)

### Description

The appropriation provides for the amortization expense related to capital assets.

### 09.6A General Assets

Description	2023-24 Actual \$ (000)s	2023-24 Authority \$ (000)s	Variance Over/Under \$ (000)s	Expl. No.
Amortization	107	216	(109)	1
<b>TOTAL</b>				

1. The variance is primarily due to reduced expenditures resulting from fully amortized assets.



# Other Key Reporting

## Departmental Risk

Manitoba Families provides leadership in risk analysis through its Comptrollership framework and by creating a risk management culture that facilitates assessment and management of risk. Risk is managed for policy, operations, human resources, financial, legal, health and safety, environment and reputation within a legislative environment, both in regards to the probability of occurrence and degree of damage and strategies for mitigating or minimizing potential situations.

A continuous, proactive, and systematic process is undertaken to ensure that decisions support the achievement of organizational corporate objectives. This enterprise approach ensures that accidents and unexpected losses are minimized.

The department manages its risks under the guidance of its comptrollership plan and all aspects of the central government Manitoba Risk Management Policy. The department must: a) emphasize loss prevention, loss reduction and risk transfer methods; b) identify risks thoroughly; c) identify strategies to mitigate or minimize risk; and d) receive appropriate approval. Specific activities are identified in the department comptrollership framework to meet risk management responsibilities, as follows:

- The Departmental Audit Committee prepares and reviews the department's risk assessment framework on general risks and mitigation controls on a regular basis.
- The Departmental Audit Committee meets quarterly to review departmental activities, manage and assess opportunities, discuss audit plans and findings, and to expand and implement the department's risk management framework.
- All incidents of fraud are reported in writing in accordance with the Fraud Prevention and Reporting policy.
- Policy and procedure manuals and internal training materials are used to educate employees and ensure a common understanding in the areas of comptrollership, risk management and fraud prevention.
- Delegation of Financial Signing Authority charts are maintained to identify and hold accountable all individuals who are legally empowered to exercise financial transaction authority on behalf of the Manitoba government.
- Financial and Administrative Services Branch routinely performs process audits to verify that staff follow prescribed procedures, act in compliance with policy and strictly adhere to control measures designed to mitigate known risks.
- Risk assessment and management is built into the department's planning, program management and priority setting activities, including the development of new initiatives.
- Service Purchase Agreements and Fee for Service Agreements are in place for external agencies that provide services to the department.
- Risks associated with external service providers are actively monitored through analysis of financial and program reports and/or licensing standards by respective program areas and the department's Agency Accountability and Support Unit. This provides critical information on the integrity of the financial and operational practices of agencies providing services and supports to Manitobans.

Through fiscal year 2023/24, the Department undertook the following specific activities toward managing its risks.

<b>Risk</b>	<b>Activities taken to reduce / remove risk</b>
Privacy Breach	The department ensures processes and procedures are in place to ensure information collected are safeguarded. Access to personal information is available to a limited number of staff on a need-to-know basis. Whenever possible, the department includes controls in its IT systems to track the access. The department requires all new employees to complete training on access and privacy and requires existing employees to retake the training every three years. The department also works with service providers to ensure the protection of personal information.
Fraud	The department follows the updated Fraud Prevention and Reporting Policy as outlined in the Financial Administration Manual and ensures this policy is communicated to employees through a variety of channels, including an annual circulation to all employees, required training courses on comptrollership for employees who have financial authorities and additional departmental trainings on comptrollership and signing authorities as part of overall fraud prevention. The department, through the Departmental Audit Committee, reviews and updates processes and procedures in business operations to further enhance fraud prevention.
Personnel Loss Exposure	The department needs to have ongoing succession planning (including knowledge transfer through job shadowing and cross training), procedure manuals for key positions, training and development programs, and fostering of employee retention through employee engagement, including through health and wellness programs. The department also works with the Public Service Commission to implement hiring strategies for positions that are challenging to recruit to.

## Regulatory Accountability and Red Tape Reduction

### Manitoba Families' total and net change of regulatory requirements for 2023/24

#### Regulatory requirements

	April 1, 2023	March 31, 2024
Total Number of Regulatory Requirements	86,793	86,793
Net Change		N/A

The 2023/24 figures do not reflect the changes brought about by the department in the fiscal year or as a result of government reorganization, as counting of regulatory requirements was discontinued in the fiscal year. The associated performance measure was concurrently discontinued. The obligation to report on regulatory requirements for the fiscal year is repealed upon the enactment of Bill 16, The Regulatory Accountability Reporting Act and Amendments to The Statutes and Regulations Act, as introduced in the First Session of the 43<sup>rd</sup> Legislature.

# The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007 and amended in 2018 gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and protects employees who make those disclosures from reprisal. The act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

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

A disclosure made by an employee in good faith, in accordance with the act, and with a reasonable belief that wrongdoing has been, or is about to be, committed is considered to be a disclosure under the act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the act, and must be reported in a department’s annual report in accordance with Section 29.1.

The following is a summary of disclosures received by Manitoba Families and for fiscal year 2023/24.

Information Required Annually (per section 29.1 of PIDA)	Fiscal Year 2023/24
The number of disclosures received, and the number acted on and not acted on.  Subsection 29.1(2)(a)	<b>NIL</b>
The number of investigations commenced as a result of a disclosure.  Subsection 29.1 (2)(b)	<b>NIL</b>
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken.  Subsection 29.1(2)(c)	<b>NIL</b>

## Equity and Diversity Benchmarks

Manitobans are best served by a public service that is inclusive and representative of the diverse population of Manitoba at all levels of the organization, including senior management. Employment equity status is self-identified on a voluntary basis when individuals are hired into a position or at any time during their employment with Manitoba's public service. Employment equity groups include women, Indigenous peoples, visible minorities, and persons with disabilities. This measure will capture diversity in Manitoba's public service and in senior management.

<b>Equity Group</b>	<b>Benchmarks</b>	<b>% Total Employees as at March 31, 2024</b>
Women	50%	78.4%
Indigenous Peoples	16%	11.3%
Visible Minorities	13%	20.1%
Persons with Disabilities	9%	8.1%

## Accessibility

The Department of Families is committed to supporting access and inclusion for all Manitobans.

As stated in [The Accessibility for Manitobans Act](#) (AMA) and the [Customer Service Standard Regulation](#), this means providing everyone with opportunities to obtain or benefit from the publicly available goods and services provided by the Department of Families.

The department is also committed to accessibility for current and potential members of Manitoba's labour force, including within government, as per the [Accessible Employment Standard Regulation](#).

Manitoba's [Accessible Information and Communication Standard Regulation](#) looks at improving the ways we interact with or access information, both digitally through websites and printed materials. The department is committed to adopting globally recognized web content accessibility guidelines as a minimum requirement, building accessible capacity through training, and providing information through a communication support or formats that remove barriers to access.

### Progress in 2023/24:

#### The Manitoba Government Accessibility Plan

The [Manitoba Government Accessibility Plan 2023 and 2024 \(MGAP\)](#) is a two-year plan for improving accessibility in departments across government, which is a requirement of The Accessibility for Manitobans Act. The MGAP reflects our ongoing commitment to Manitobans by making our workplace, products and services more inclusive and accessible for everyone. The department's Diversity and Inclusion Champion and the Accessibility Coordinator both demonstrated leadership through active participation on the Government of Manitoba Accessibility Steering Committee and the Department Accessibility Coordinators Network.

The Department Accessibility Coordinator acted as a liaison with the Manitoba Accessibility Office and the Accessibility Compliance Secretariat to ensure that information about the development of accessibility standards, compliance, learning events, training opportunities for accessible customer service, accessible employment, and accessible information and communication were shared within the department and more broadly across government.

In 2023/24, the inter-departmental Accessibility Working Group supported implementation of the MGAP and accessibility standards in the department of Families through regular communication and training for staff. In 2023/24, the working group met five times.

#### Building Accessibility

The Department continues to make public spaces accessible to all Manitobans. In 2023/24, staff worked to upgrade facilities to make them more accessible where needed.

The construction of Automatic Door Opening (ADO) buttons for 10 doors on the first and second floors at 114 Garry Street was completed at the end of February 2024 and all ADOs are now functioning.

Locations have been identified at 777 Portage Avenue where nine automatic door locks can be installed to help create a welcoming and accessible space for all. Installation will begin on the ground floor, including expanded access to visitor restrooms and one meeting room that will be fully accessible.

The Space Planning Coordinator continues work on a project to install a door for Manitoba Supports at the main floor front desk at 114 Garry Street to allow staff to use an individual card to automatically open the door instead of the existing button. The contractor's drawings and estimates are being reviewed based on the latest disability support review.

The department's emergency and business continuity plans and procedures take into account the needs of people with disabilities. The plans include provisions for people with disabilities to move to a safe area inside the building with a designated colleague until emergency services arrive.

### **Accessibility Standard for Employment**

Since May 1, 2020, the Manitoba government has been obligated to comply with all the provisions of the Accessible Employment Standard Regulation, which aims to remove and prevent barriers affecting current and potential members of Manitoba's labour force. As an employer, the department ensures employee safety by requiring that the following are in place:

- Plans to provide individualized emergency response information to keep employees with disabilities safe.
- Permission from employees who require assistance during an emergency to share that information with other individuals in the organization who agree to provide support.

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

#### Access offer reception area signs

The "access offer" sign continues to be posted in all public reception areas. The sign encourages members of the public to let staff know if they need accessibility-related assistance. Departmental staff continue to work to respond to requests for accessibility assistance in an effective and timely manner.

#### Access offer statement on written information

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

#### Website accessibility

In 2023/24, the benchmark for Manitoba government websites is the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.1, level AA. The department has taken active steps to ensure that staff have completed training on making web content accessible. The Web and Information Services Unit worked with all areas and divisions to ensure that web content forms and materials pertaining to government services, programs and supports meet compliance with the Accessible Information and Communication Standard. Department staff will continue to monitor websites and portals to ensure they meet the benchmark.

#### Accessibility of public events

The department improved accessibility of public events, including in-person and online meetings throughout 2023/24 by including American Sign Language interpretation, captions, pre-recorded videos, transcripts, and ensured accessibility of meeting and event materials for staff and external participants.

## **Supports to staff**

### Internal website

In 2023/24, the department's internal website provided staff with accessibility-focused resources, including information on how to offer accessible services and write accessible documents and emails. The website also includes resources on how to comply with workplace emergency response provisions of the Accessible Employment Standard Regulation, and links to the Accessibility Manitoba website and the [amalearningmb.ca](http://amalearningmb.ca) web portal.

### Staff orientation and training

Accessibility training was provided to newly-hired staff throughout the year as part of their orientation to the department.

All staff are required to complete an online course regarding the Accessibility for Manitobans Act (AMA) and the provision of accessible customer services and employment. The completion rate for staff in the Department of Families increased five percentage points to 94.2 per cent from March 31, 2023 to March 31, 2024. Work continues to ensure that all staff take this required AMA course.

Additional training sessions are provided to those who wish to learn more about the AMA and its regulations.

## **Measurement**

Please see the Department Performance Measurement pages in this report as well as the <https://www.gov.mb.ca/fs/expenses/pubs/see-2023-24.pdf> for more information about key priorities and a performance measure on advancing inclusion (the percentage of department employees who have completed mandatory diversity and inclusion training).

For more information on progress made by the department, please see the Minister's Annual Report on the implementation of The Accessibility for Manitobans Act.

For communication supports and alternate format requests regarding Department of Families programs and services, please contact the Accessibility Coordinator at [kyle.pinheiro@gov.mb.ca](mailto:kyle.pinheiro@gov.mb.ca).



# Appendices

## Appendix A – Other Reporting Entities

Other Reporting Entities (OREs) are accountable to the Minister. OREs are directly or indirectly controlled by government as prescribed by the Public Sector Accounting Board.

The following Other Reporting Entity (ORE) form part of the department's consolidated results:

### **General Child and Family Services Authority**

- The General Authority (GA) was established on November 24, 2003 pursuant to The Child and Family Services Authorities Act as one of four Child and Family Services Authorities. The GA is a not-for-profit organization (exempt from income taxes pursuant The Income Tax Act of Canada) and responsible for the administration and provision of child and family services by the agencies under its jurisdiction, being Child and Family Services of Western Manitoba, Child and Family Services of Central Manitoba, Jewish Child and Family Service, as well as Winnipeg and Rural and Northern Child and Family Services. It is governed by a Board of Directors responsible for the management of fiscal resources, the development of policies and the establishment and monitoring of standards. The GA is dependent on annual funding from the Province.

For more information please visit: <https://generalauthority.ca/>

## Appendix B – Statutory Responsibilities

Any statutes that are not assigned to a particular minister are the responsibility of the Justice Minister, as are any amendments to acts. The department of Families operates under the authority of the following acts of the Continuing Consolidation of the Statutes of Manitoba:

The Adoption Act

The Intercountry Adoption (Hague Convention) Act

The Adult Abuse Registry Act

The Adults Living with an Intellectual Disability Act

The Advocate for Children and Youth Act

The Manitoba Assistance Act

The Child and Family Services Act

The Child and Family Services Authorities Act

The Disability Support Act

The Disclosure to Protect Against Intimate Partner Violence Act (This act is not yet in force. It is to come into force on a date to be fixed by proclamation.)

The Hospitality Sector Customer Registry Act (This act is not yet in force. It is to come into force on a date to be fixed by proclamation.)

The Parents' Maintenance Act [section 10]

The Poverty Reduction Strategy Act

The Protecting and Supporting Children (Information Sharing) Act

The Social Services Administration Act

The Social Services Appeal Board Act

The Social Work Profession Act

\* Under The Social Services Administration Act, responsibility for

- Income Supplement for Persons Eligible for Old Age Security Benefits, (55 PLUS) Regulation, M.R. 65/90
- Income Supplement for Persons Not Eligible for Old Age Security Benefits, (55 PLUS) Regulation, M.R. 64/90
- Manitoba Child Benefit Regulation, M.R. 85/2008
- Manitoba Prenatal Benefit Regulation, M.E. 89/2001
- Residential Care Facilities Licensing Regulation, M.R. 484/88 R

### **The Minister is also responsible for:**

The Accessibility for Manitobans Act

The Manitoba Women's Advisory Council Act

The Social Services Administration Act, The Adult Abuse Registry Act, and The Regulatory Accountability Act require the Minister to report annually to the Legislature. These reporting requirements are met in this Annual Report.

Separate annual reports are issued for the Social Services Appeal Board, the Poverty Reduction Strategy, and activities under The Accessibility for Manitobans Act.

## Appendix C – The Adult Abuse Registry Committee

### **JURISDICTION OF THE ADULT ABUSE REGISTRY COMMITTEE**

The Adult Abuse Registry Committee (the Committee) was established by The Adult Abuse Registry Act (AARA) on January 15, 2013, to review reports of suspected abuse or neglect of specified adults for determination and potential referral to the Adult Abuse Registry. For the purposes of the AARA, a “specified adult” means an adult living with an intellectual disability as defined under The Adults Living with an Intellectual Disability Act (ALIDA) or a “patient” as defined under The Protection for Persons in Care Act (PPCA). The Committee receives reports from designated officers under either the ALIDA or the PPCA.

The Committee reports directly to the Minister of Families.

### **BOARD MEMBERSHIP**

As of March 31, 2024, the Committee consisted of 13 members who were appointed by the Lieutenant Governor in Council for a term of up to three years, which may be renewed.

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

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

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

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

Staff that support the activities of the Committee are employed by Manitoba Families.

## Committee Appointees as of March 31, 2024:

**Chair:** Janet Forbes  
**Vice-Chair:** Greg Graceffo

**Members:** Patricia Clark  
 Heather Goulden Duncan  
 Brenda Halprin  
 Jacob Hiebert  
 Teresa Jaenen  
 Nihar Kaushal  
 Craig Murray  
 John Myers  
 Karen Poulson  
 Rashmi Saxena  
 Maryana Thorsteinson

### SUMMARY OF COMMITTEE ACTIVITY

#### Referrals made to Committee for determination, by type<sup>1</sup>

	2021/22	2022/23	2023/24
<b>ALIDA<sup>2</sup></b>			
Abuse - physical	13	5	21
Abuse - sexual	6	3	1
Abuse - mental/emotional	1	2	0
Abuse - financial	3	1	1
Neglect	14	1	5
Abuse and Neglect	4	0	1
<b>Subtotal</b>	<b>41</b>	<b>12</b>	<b>29</b>
<b>PPCA<sup>3</sup></b>			
Abuse - physical	0	0	2
Abuse - sexual	1	0	1
Abuse - mental/emotional	0	0	0
Abuse - financial	1	0	0
Neglect	0	1	5
Abuse and Neglect	1	0	3
<b>Subtotal</b>	<b>3</b>	<b>1</b>	<b>11</b>
<b>Total</b>	<b>44</b>	<b>13</b>	<b>40</b>

<sup>1</sup> Some referrals have multiple victims

<sup>2</sup> Referrals made under section 25.3(1) of The Adults Living with an Intellectual Disability Act, C.C.S.M. c. A6.1, c.29 (formerly The Vulnerable Persons Living with a Mental Disability Act, C.C.S.M. c. V90)

<sup>3</sup> Referrals made under section 8.2(1) of The Protection for Persons in Care Act, C.C.S.M. c.P144

### Number of Panel Hearings Held

<b>2023/24</b>	23
<b>2022/23</b>	23
<b>2021/22</b>	15

### Names referred to Registry by Committee, by type

	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
<b>ALIDA</b>			
Abuse - physical	2	5	5
Abuse - sexual	0	0	1
Abuse - mental/emotional	1	0	1
Abuse - financial	1	3	3
Neglect	1	7	1
Abuse and Neglect	2	1	1
<b>Subtotal</b>	<b>7</b>	<b>16</b>	<b>12</b>
<b>PPCA</b>			
Abuse - physical	1	1	0
Abuse - sexual	0	0	0
Abuse - mental/emotional	0	0	0
Abuse - financial	0	1	0
Neglect	0	0	0
Abuse and Neglect	0	0	0
<b>Subtotal</b>	<b>1</b>	<b>2</b>	<b>0</b>
<b>Total</b>	<b>8</b>	<b>18</b>	<b>12</b>

# Appendix D – The Adult Abuse Registry Registrar

The Adult Abuse Registry (AAR) is a database that records the identity of individuals who have been found to have abused or neglected an adult living with an intellectual disability as defined under The Adults Living with an Intellectual Disability Act (ALIDA) or a patient as defined under The Protection for Persons in Care Act (PPCA). The purpose of the AAR is to allow employers to screen potential employees and volunteers who want to work directly with either of these populations.

<b>ADULT ABUSE REGISTRY<sup>1</sup> – STATISTICAL REPORT</b>				
		<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
Number of Checks Completed		35,669	38,809	42,839
Number of Registrations	Committee Referrals Completed <sup>2</sup>	6	9	9
	Court Referrals	1	0	2

<sup>1</sup> There are two ways in which a name may be entered onto the Registry: if the Committee forms an opinion that a person has abused or neglected a specified adult as per the definitions under ALIDA or PPCA, or if a person has been found, or plead guilty to a criminal offence involving the abuse or neglect of a specified adult as a result of a court hearing.

<sup>2</sup> Registration referrals forwarded by the Committee are subject to notice provisions under The Adult Abuse Registry Act and the alleged offender’s right to object and have the matter considered by a Judge of the Court of King’s Bench. The number reported reflects the total number of registrations made.

# Glossary

**Alignment** – The process of enabling all employees to see how their day-to-day actions are consistent with the values of the organization and how living those values is contributing to overall success. Creating alignment ensures employees are working toward the common goal or vision.

**Annual Report** – Departmental annual reports are a supplement to the public accounts and provide variance explanations and background information to support the public accounts. Annual reports are either released (if the Legislature is not in session) or tabled in the Legislature (if in session) by Sept. 30, following the fiscal year end.

**Appropriation** – amount voted by the Legislative Assembly approving the maximum amount that may be expended on a specific program or major activity during a fiscal year.

Main Appropriation – the total amount of each resolution passed by the Legislative Assembly as reported in the printed estimates of expenditure.

Sub-Appropriation – the total amounts applicable to the various breakdowns of the main appropriations in the printed estimates of expenditure.

**Authority** – In the financial tables throughout this report, represents the authorized votes approved by the Legislative Assembly in the Estimates of Expenditure (budget) as well as any changes (if applicable) as a result of government reorganizations, allocations from Enabling Appropriations, or and virement transfers between Main appropriations within the department. For a full reconciliation of the Printed Estimates of Expenditure to the Authority please see the Expense Summary by Appropriation Report in the Report on the Estimates of Expenditure and Supplementary Information.

**Baseline** – The starting data point for the performance measure.

**Borrowings** – Borrowings are securities issued in the name of the province to capital markets investors. Securities include debentures, treasury bills, promissory notes, medium-term notes and Manitoba Savings Bonds.

**Full-Time Equivalent (FTE)** – A measurement for number of positions. Every full-time regular position represents one full-time equivalent position. Other categories (e.g., term, departmental, seasonal, contract) are measured in proportional equivalents, For example, a program with a vote of 1.50 term FTE could hire staff in any combination that results in a total of one-and-one-half years (or 78 weeks) of employment [e.g., 6 staff for 3 months (13 weeks) each; 2 staff for 9 months (39 weeks) each; 1 full-time and 1 half-time staff for 1 year; 3 half-time staff for 1 year; etc.]

**Government Reporting Entity (GRE)** – Includes core government and Crown organizations, government business entities, and public sector organizations such as regional health authorities, school divisions, universities and colleges.

**Grants** – Public money provided to an individual, organization or another government to assist in attaining their objectives and for which the government does not receive a good or service.

**Guarantees** – The province, in the normal course of business, may provide a guarantee to honour the repayment of debt or loans of an organization, primarily GBEs. Such a guarantee is provided on the Manitoba Hydro Savings Bonds.

**Interfund Activity** – Public Sector Accounting Standards adjustments including Health and Education Levy and Employee Pension and Other Contributions, attributed to the entire department.

**Key Initiatives** – These are the specific programs, activities, projects or actions an organization will undertake to meet performance targets. Initiatives are often projects or events that aim to improve a process or an outcome in one of the four perspectives.

**Mission** – A mission statement defines the core purpose of the organization — why it exists and reflects employees’ motivations for engaging in the organization’s work. Effective missions are inspiring, long-term in nature, and easily understood and communicated.

**Objective** – The objective is a concise statement describing the specific things an organization must do well to execute its strategy. Objectives often begin with an action verb such as increase, foster, reduce and improve.

**Other Reporting Entity (ORE)** – Reporting organizations in the GRE such as Crown corporations, government agencies, government business entities and public sector organizations such as regional health authorities, school divisions, universities and colleges that are directly or indirectly controlled by the government, as prescribed by Public Sector Accounting Board – excludes core government.

**Performance Measure** – A measure is a standard used to evaluate and communicate performance against expected results. Measures are normally quantitative in nature, capturing numbers, dollars, percentages, and so on. Reporting and monitoring measures helps an organization gauge progress toward effective implementation of strategy.

**Special Operating Agencies (SOAs)** – Service operations within departments granted more direct responsibility for results and increased management flexibility needed to reach new levels of performance. SOAs embrace market disciplines of the private sector while adhering to the public policy imperatives of government. Annual business plans define financial goals and performance targets. SOAs have the ability to raise capital outside of the Consolidated Fund.

**Strategy** – This represents the broad priorities adopted by an organization in recognition of its operating environment and pursuit of its mission. All performance objectives and measures should align with the organization’s mandate and strategy.

**Target** – The target presents the desired result of a performance measure. They provide organizations with feedback about performance.

**Values** – Values represent the deeply-held beliefs of the organization, which are demonstrated through the day-to-day behaviours of all employees. An organization’s values make an open proclamation about how it expects everyone to behave. Values should endure over the long-term and provide a constant source of strength for an organization.

**Virement** – Refers to a transfer of authority between operating expenditure appropriations within a department.

**Vision** – A powerful vision provides everyone in the organization with a shared mental framework that helps give form to the future that lies ahead. This statement should contain a concrete picture of the desired state and provide the basis for formulating strategies and objectives. The vision serves as the guiding statement for the work being done. It should answer why the work being done is important.