

**PURPOSE**

The purpose of this policy is to provide a uniform process for the submission of proposals for services where the support of the Community Living disABILITY Services Program is required. This process is applicable to any person or agency external to government who wishes to provide new services or wishes to make significant changes to services already in existence for individuals with a mental disability. These procedures apply to the following:

- residential services\*;
- day services; and
- any other services requiring the support of the Program.

\* This process does not usually apply to proposals for privately operated Residential Care Facilities where the regional office and designated licensing authority specifically define the application process. This process does apply to privately operated facilities where significant funding is required from the Community Living disABILITY Services Program.

Other changes that do not significantly alter the services offered by a program, are to be reported on an ongoing basis to the Regional Office and where required to the Adult Disability Services Branch (e.g. changes in Executive Director; change of mailing address).

The program proposal process ensures that:

1. Proposed services meet the service principles identified by the Community Living disABILITY Services Program (refer to Section C11A).
2. Proposed services are in keeping with the standards, policies, procedures and guidelines established by the Community Living disABILITY Services Program for service delivery.
3. The information submitted is sufficient for decision making purposes.
4. Proposed services are approved based on established priorities for service provision.
5. Formal approval including approval for funding is confirmed prior to implementation.
6. Proposed services are implemented in a planned and orderly manner.

**PROCESS****OVERVIEW**

The agency/person proposing new services or significant changes to existing services, is required to:

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- consult with the appropriate Regional Office; and
- submit a detailed proposal to the Regional Office in order for the Region to make a decision regarding approval in principle.

After approving the proposal in principle, the Regional Office:

- submits a copy of the proposal to the Adult Disability Services Branch for information purposes;
- makes a decision regarding formal approval in conjunction with the Adult Disability Services Branch; and
- makes a decision regarding funding approval where the approval can be met within the Program Manager’s spending authority. Program Managers must follow the established process for seeking funding approval.

Once funding is approved, the person or agency receives a letter of notification from the Regional Office recommending implementation and any other steps to be taken prior to implementation. Throughout this process, the Regional Office and the Adult Disability Services Branch may be requested to provide consultation, direction or assistance to complete the proposal and to prepare for the implementation of services.

## **GUIDELINES**

### **Consultation**

1. The Regional Office provides the following information to persons or agencies who wish to provide new services or to significantly change existing services:
  - the regional prioritization of individuals requiring services and information on service options required to meet the needs of these individuals;
  - the funding that is potentially available for service provision according to funding guidelines; and
  - the process for submitting a proposal to the Regional Office.
2. The Regional Office provides the following information to the person or agency who is new to the service system:
  - an overview of services available for individuals with a mental disability within government and external to government;
  - orientation to Community Living disABILITY Services Program principles, policies and procedures;
  - orientation on any other relevant information (e.g. Residential Care Licensing, Establishment of a Nonprofit Corporation, refer to Appendix A);
  - clarification of the roles and responsibilities of the person or agency providing services and the roles and responsibilities of the Agency Accountability and Support

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- Unit; and
  - any information on applicable or required training sessions or courses.
3. The Regional Office refers the person or agency to any other applicable government offices or external agencies for additional information or assistance, where required (e.g. Residential Care Licensing, Employment and Income Assistance, Regional Health Authorities, etc.).

**Submission of a Proposal**

All proposals for new services or significant changes to existing services, are to be submitted to the Regional Office.

1. The information required by the Regional Office for **proposed new services** includes:
- Basic identifying information on the person/agency submitting the proposal and on the proposed program as per Part I, Appendix B.
  - Detailed background information on the person or organization submitting the proposal. Organizations/agencies are to provide the detailed information requested in Part II, Appendix B. Individuals or private operators should submit basic information as outlined in Part II, Appendix B.
  - Program information (refer to Part III, Appendix B) which includes:
    - eligibility criteria for the program;
    - purpose, goals and objectives of the proposed program;
    - proposed activities, services and outcomes;
    - proposed staff positions, qualifications and staffing patterns; and
    - detailed annual budget for the operation of the program and capital costs if applicable
2. The Regional Office requires information on **significant changes proposed for existing services** and any changes to funding as a result, if any (refer to Appendix C). This would apply to:
- changes in the number or eligibility criteria for individuals to be served;
  - changes in the type of services provided; and/or
  - any other significant changes in the operation of the program, e.g. relocation, change of the operator, staffing level).
3. Where the proposal has not identified specific individuals or has identified more individuals than can be accommodated, the agency or person submitting the proposal and the Regional Office conjointly identify the individuals to be in receipt of services. Regional Offices must

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consult with the Adult Disability Services Branch.

4. The Regional Office must advise persons or agencies whose proposals involve a request for funding to support the purchase of a building or facility or an addition or renovations to an existing building or facility, not to proceed with such plans until funding approval has been received.

**Approval in Principle**

1. The Regional Office reviews all submissions and makes a decision regarding approval in principle for the proposed new services or changes to existing services based on whether the proposal ensures the following:
  - services are appropriate to the needs of individuals with a mental disability;
  - the service principles, policies and procedures of the Community Living disABILITY Services Program are met;
  - services meet the needs of individuals prioritized by the Region or where applicable by the regional placement/resource allocation committee; and
  - services are delivered in a cost-effective manner.
2. Where the person or agency is informed of the approval in principle by the Regional Office, the Regional Office forwards a copy of the proposal and any other related information to the Adult Disability Services Branch.
3. Where the proposal is not approved, the Regional Office provides reasons for non-approval to the person or agency submitting the proposal. The proposal may be revised for re-submission at a later date.

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**Formal Approval**

1. The Regional Office makes a decision regarding formal approval of the proposal in conjunction with the Adult Disability Services Branch.
2. The formal notification of approval is forwarded by the Regional Office to the person or agency who submitted the proposal..
3. The formal letter of notification of approval:
  - outlines the steps to be taken to implement the new service or changes to existing services (e.g. contact persons, enter into a Service Purchase Agreement, apply for a licence as a Residential Care Facility); and
  - is copied to other authorities as appropriate (e.g. Employment and Income Assistance, Residential Care Licensing) and the Adult Disability Services Branch.
4. Where no funding is available to implement proposed new services or changes to existing services, the person or agency is advised that the proposal will remain under consideration pending the availability of future funding.
5. Where the proposal is not approved, the Regional Office provides reasons for non-approval to the person or agency who submitted the proposal. The proposal may be revised for re-submission at a later date.

**Implementation**

The following must occur before the implementation of services. These steps may occur simultaneously or separately:

1. Facility-based programs must meet applicable standards and regulations (e.g. Residential Care Facilities Licensing Regulation, Workplace Health and Safety Act, Municipal By-laws, Manitoba Building Code, Manitoba Fire Code, and/or Public Health Act).

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2. The following additional conditions must be in place:

- funding for individual participants has been approved by the Regional Office and the Adult Disability Services Branch;
- a Policy and Procedure Manual has been developed (and submitted to the Department on request) \*;
- personnel selected to deliver the program have completed the required Criminal Record Checks (refer to Residential Care Licensing Manual; Day Service Criminal Record Check Policy - Section C155.4);
- appropriate training and orientation have been provided to the selected personnel; and
- time lines have been established for the orderly implementation of services.

\* *Refer to the following resources as applicable to assist with the development of a Manual: "Residential Care Licensing Manual"; "The Roles and Responsibilities and Functions of a Board: A Board Development Guide"; Board Functions - Non-profit Agencies, Section E55.*

3. Agencies or organizations must:

- be incorporated and governed by an appropriate constitution and by laws (refer to Section E55); and
- have adequate coverage for liability insurance that indemnifies the Province of Manitoba.

4. After all other requirements and conditions are met as above:

- an agency or organization must enter into a Service Purchase Agreement with the Department of Families (refer to Section E22); or
- individual proprietors or partnerships must enter into a Fee-for-Service Agreement with the Department of Families (refer to Section E33).

5. Once in operation, an agency or organization must continue to follow all applicable standards, policies, procedures and guidelines.

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