

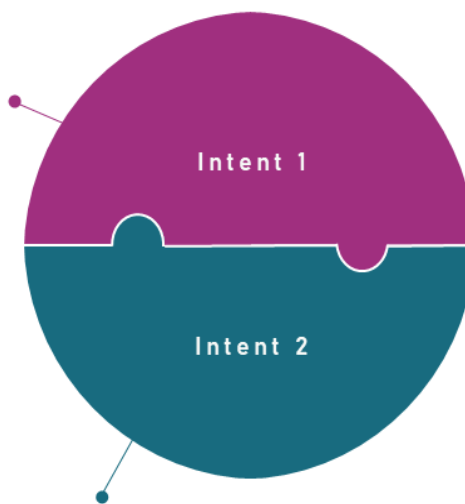
COMPLIANCE DETERMINATION

Disabilities – Recommendation 7

Recommendation Summary: Develop processes to gather regular feedback.
Primary Public Body: Manitoba Families

1. Develop a policy and process to collect regular feedback to inform service improvements.

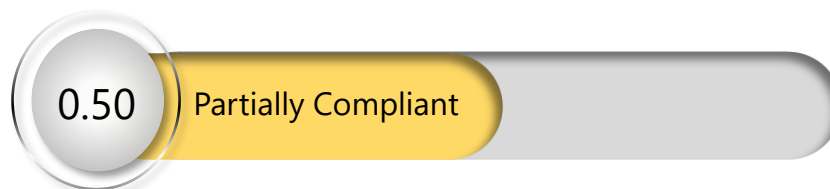
CdS will be working with Community Living disability Services (CLdS) to develop a plan for ongoing engagement with children and youth with disabilities and their families. No information was provided on the timeline for developing and executing this plan.



2. Conduct outreach and gain feedback to inform service improvements.

A survey has been created and jointly sent out by CDS, CLdS and the Family Advocacy Network, requesting feedback from the community. MACY has requested more information on the scale and scope of the survey, and how the information gathered will be used to improve services.

COMPLIANCE DETERMINATION



Recommendation Compliance Summary

In accordance with subsection 11(1) clause (d) of *The Advocate for Children and Youth Act* (ACYA), the Advocate retains the responsibility "to monitor the implementation of recommendations included in reports made under section 27 (investigation) or special reports made under section 31."

This form details the assessment of implementation of compliance made under the referenced subsection of the ACYA. MACY assesses implementation of compliance with recommendations once a year but receives updates from public bodies every six months.

1. Recommendation Information	
Special Report Name:	Bridging the Gaps: Achieving Substantive Equality for Children with Disabilities in Manitoba
Date Released:	3/25/2021
Full Recommendation: (including details)	Recommendation Seven: The Manitoba Advocate for Children and Youth recommends that Children's disABILITY Services develop a policy and process to collect regular feedback from the children with disabilities and the families it serves to inform service improvements.
Intent(s) of Recommendation:	The intents of the recommendation are to: <ol style="list-style-type: none"> 1. Develop a policy and process to collect regular feedback to inform service improvements. 2. Conduct outreach and gain feedback to inform service improvements.
Issue:	Disabilities
Public Body	Manitoba Families
Dates of Previous Official Updates from Public Body:	June 30, 2022
2. Compliance Determination	
Partially Compliant 0.50	Actions taken only implement part of the recommendation. Important requirements have been met and the recommendation is acted upon, however, deficiencies remain.
Self-Assessment	Largely-Compliant
Previous Compliance Determination	N/A
3. Rationale for Determination (How did you reach this compliance determination)	
Intent 1: Develop a policy and process to collect regular feedback to inform service improvements. 2022 <ul style="list-style-type: none"> • Manitoba Families reported that CdS will be working with Community Living disAbility Services (CLdS) to develop a plan for ongoing engagement with people with disabilities and their families. • No information was provided on the timeline for developing and executing this plan. 	
Intent 2: Conduct outreach and gain feedback to inform service improvements. 2022 <ul style="list-style-type: none"> • Manitoba Families reported that a survey has already been jointly sent by CdS, CLdS, and the Family Advocacy Network requesting feedback from families who are eligible for CdS. 	

- Notice of the survey was posted on the CdS website and community service workers let families know that the survey was available on the EngageMB website, with an option to receive a print copy upon request.
- The survey included a range of questions to help CdS understand the services received by families and their use of CdS services.
- Disability & Specialized Services (DSS) meets regularly with advocates and stakeholders to gather observations, identify issues, and discuss potential solutions. Stakeholders include, but are not limited to, the Family Advocacy Network (FAN), Abilities Manitoba, Children's Coalition, Inclusion Winnipeg, and other service providers within the disability field. Staff meet bi-monthly, quarterly, or may meet more often as issues arise. This is in addition to representing children with disabilities on the Student Services Inclusive Education Consultation Committee (SSIECC) and listening to family experiences as shared by or with community service workers.

Analysis Summary: There is evidence of actions taken with respect to outreach and feedback from families using CdS services. More information is needed, however, about the scale and scope of the survey, the bi-monthly meetings with the Family Advocacy Network, and the development of the plan referred to in Intent 1 to develop a policy and process to collect regular feedback to inform service improvements. As such, the status of this recommendation is partially compliant.