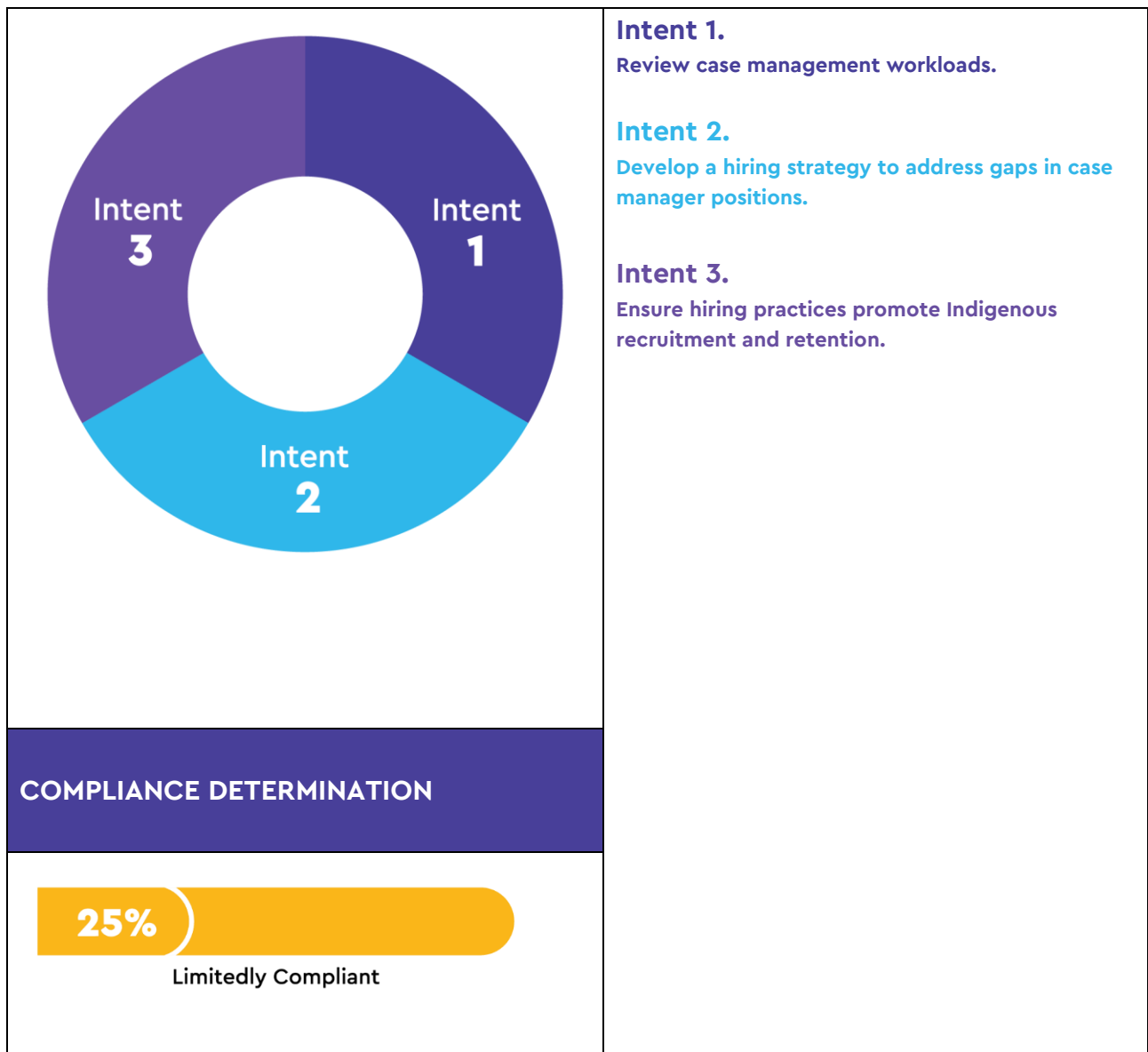


COMPLIANCE DETERMINATION

Disability – Recommendation 5

Recommendation Summary: Review and analysis of Cds case management workload and caseloads.

Primary Public Body: Manitoba Families



Recommendation Compliance Summary



This form details the assessment of compliance with recommendations made under Section 27 and Section 31 of *The Advocate for Children and Youth Act*. MACY assesses recommendations for compliance once a year but receives updates from the public bodies every six months.

1. Recommendation Information	
Report Name:	Bridging the Gaps: Achieving Substantive Equality for Children with Disabilities in Manitoba
Date Released:	3/25/2021
Full Recommendation: (including details)	Recommendation Five: The Manitoba Advocate for Children and Youth recommends that Manitoba Families and Children's disABILITY Services review and address case management workloads to ensure case managers are able to implement internal standards and provide services that align with a family-centered service model.
Intent(s) of Recommendation:	The intents of the recommendation are to: <ol style="list-style-type: none"> 1. Review case management workloads. 2. Develop a hiring strategy to address gaps in case manager positions. 3. Ensure hiring practices promote Indigenous recruitment and retention.
Issue:	Disabilities
Public Body	Manitoba Families
Dates of Previous Official Updates from Public Body:	June 30, 2022
2. Compliance Determination	
Limitedly Compliant 0.25	Actions taken only implement a small part of the recommendation, requirements are only fulfilled to a limited degree by actions taken, resulting in significant deficiency in implementation.
Self-Assessment	Partially-Compliant
Previous Compliance Determination	Limitedly Compliant
3. Rationale for Determination	
<i>(How did you reach this compliance determination)</i>	
Intent 1: Review case management workloads.	
2023	
<ul style="list-style-type: none"> • The response provided references a funding announcement – also included in the 2022 response to this recommendation – for the allocation of \$5 Million to Children's disABILITY Services (CdS), of which \$2.5 Million was allocated for the transfer of case management services for children with autism to St. Amant. • Manitoba Families reports that cases are in the process of being transferred to St. 	

Amant, following the hiring of case workers in the Winnipeg and Western regions. The initial focus of case transfers was on families who did not yet have a case manager. As of May 2023, nearly 800 cases had been transferred to St. Amant, of which over 500 had been waiting for case manager assignment.

- The response identifies that the department is committed to ensuring that every family who wants to have a case manager is able to receive that service.

2022

- Manitoba Families reported that there is a commitment to review and analyze workloads within Children's disABILITY Services (CdS) case management structure.
- Caseload reviews are to occur in each region on a regular basis and the department reported an expectation that CdS program managers meet with community services workers regularly to review their caseloads, and at a minimum every three months. This expectation is included in the workload tool standards document.
- Manitoba Families reported that many workload reviews are conducted monthly and that the department promotes best practices using a family-centred approach. More information is needed about how this is translating into manageable caseloads.

Intent 2: Develop a hiring strategy to address gaps in case manager positions.

2023

- Response provided under intent 1.

2022

- Manitoba Families reported that the Government of Manitoba announced an additional \$5million dollars in funding committed to CdS to improve access to services for families in Manitoba.
- This increased funding will provide support to St. Amant to deliver case management services for children will autism as well as build additional capacity within the CdS service sector for child specific therapies.

Intent 3: Ensure hiring practices promote Indigenous recruitment and retention.

2023

- The response referenced the Government of Manitoba's Diversity and Inclusion Strategy, and the employment equity policy which targets the designated groups of women, Indigenous persons, persons with a disability, and visible minorities.

2022

- Manitoba Families reported that it is committed to working with the Public Service Commission to increase Indigenous recruitment and retention through the

employment equity process, including designating some positions as 'Indigenous preferred' and/or 'consideration given to Indigenous people'.

Analysis Summary: While the additional information provided in the 2023 response about the number of cases transferred to St. Amant for autism services is welcomed and beneficial, more information is still needed on the nature of the commitment referred to with respect to the intent to review case management workload, and the extent to which that commitment has been carried out to ensure caseloads are manageable for CdS workers across Manitoba. Specifically, more information is needed about the impact the transfer of cases had on caseloads within CdS, how the 800 cases transferred to St. Amant are distributed, and whether that distribution constitutes a manageable caseload for workers. There continues to be limited understanding from this response on what a manageable caseload looks like within CdS, and whether steps are needed under intent 2 to ensure there are no gaps in case manager positions. As limited additional information has been provided with this response, this recommendation remains Limitedly Compliant.