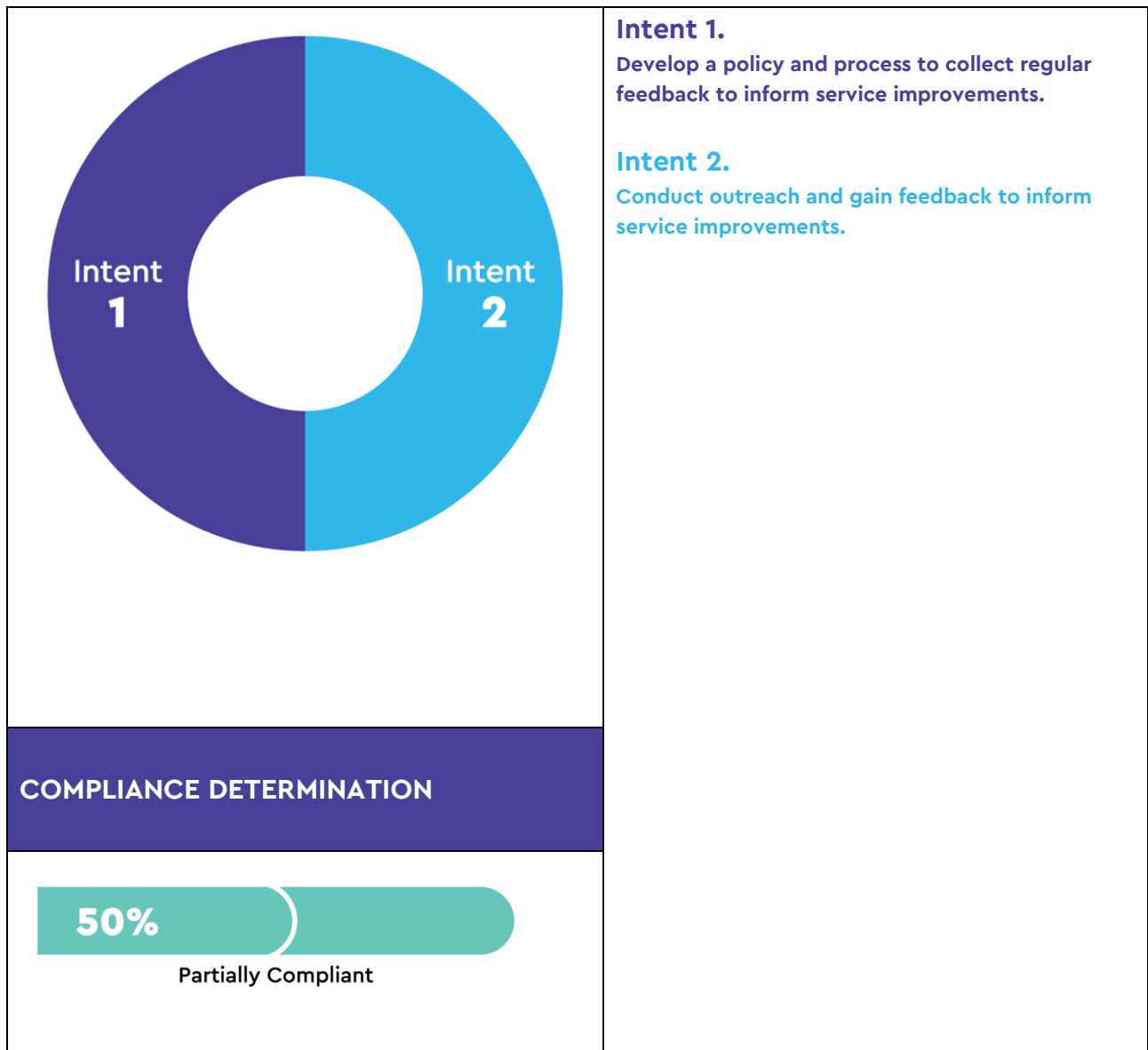


COMPLIANCE DETERMINATION

Disability – Recommendation 7

Recommendation Summary: Develop processes to gather regular feedback.

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 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:	<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:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">May 31, 2023</td> </tr> <tr> <td>June 30, 2022</td> </tr> </table>	May 31, 2023	June 30, 2022
May 31, 2023			
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	Partially Compliant		
Previous Compliance Determination	Partially Compliant		
3. Rationale for Determination			
<i>(How did you reach this compliance determination)</i>			
Intent 1: Develop a policy and process to collect regular feedback to inform service improvements.			
2023			
<ul style="list-style-type: none"> • Manitoba Families, through CdS, reported that it is currently developing an engagement framework that encompasses a range of ways to receive feedback regarding CdS services. 			
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 on-going 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.

2023

- Building on information provided in 2022, CdS and CLdS continue to meet with the Family Advocacy Network (FAN) on a bi-monthly basis. The purpose of these meetings is to learn more about families' experiences raising children with a disability. The consultation occurring in these meetings reportedly allows for family perspectives on the self-managed respite guide.
- Manitoba Families also reported a Complaint/Compliment Form is currently under development for the Disability and Specialized Services Branch (CdS and CLdS). The intention of the form is to allow families and individuals to provide feedback on their services and those who provide services. Processes will be developed to facilitate responses to feedback received and inform system improvements.
- CdS identified that it continues to receive feedback from collaterals and service partners through ongoing meetings about how CdS services are impacting families, and how CdS intersects with other services.

2022

- Manitoba Families reported that a survey has already been jointly sent by CdS, CLdS, and the Family Advocacy Network requesting feedback "from community." More information is needed on the scope of the survey and how the information will be used to improve services.
- Ongoing bi-monthly meetings with Family Advocacy Network to learn more about families' experiences raising children with disabilities.

Analysis Summary: Manitoba Families, through Children's disABILITY services, continues to strengthen its plans for engagement with the children and families it serves. This year's response provided some additional information on engagement activities already occurring or under development, and reiterated plans for developing an overarching engagement framework. While the new information provided is promising, plans have not moved forward significantly since the 2022 response. As such, this recommendation remains Partially Compliant.