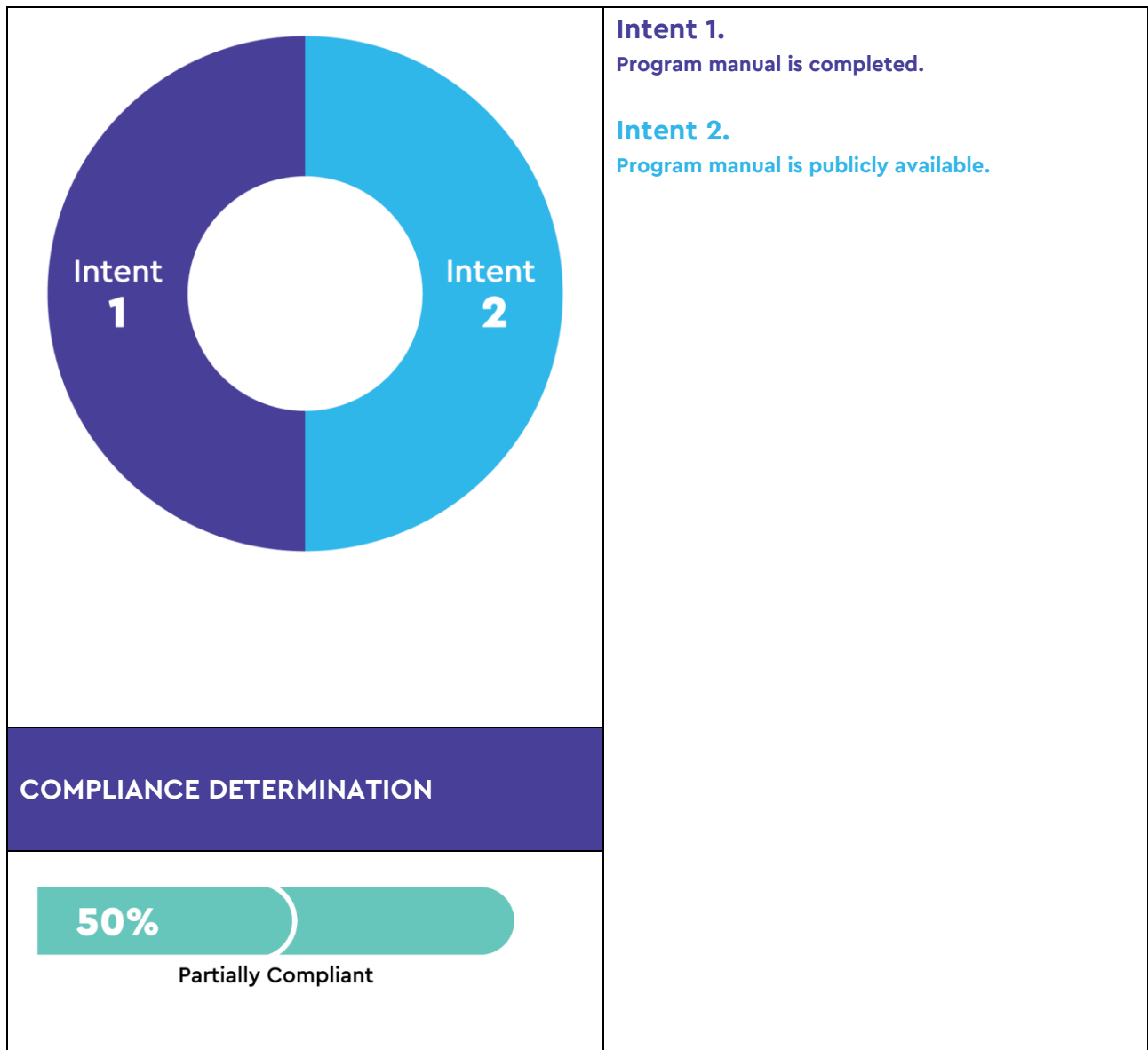


COMPLIANCE DETERMINATION

Disability – Recommendation 8

Recommendation Summary: Make all CdS policies and procedures public.

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 Eight: The Manitoba Advocate for Children and Youth recommends that Children's disABILITY Services complete a program manual and make this publicly available.
Intent(s) of Recommendation:	1. Program manual is completed. 2. Program manual is publicly available.
Issue:	Disabilities
Public Body	Manitoba Families
Dates of Previous Official Updates from Public Body:	May 31, 2023 June 30, 2022
2. Compliance Determination	
Partially Compliant 0.50	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	Partially Compliant
3. Rationale for Determination <i>(How did you reach this compliance determination)</i>	
Intent 1: Program manual is completed. 2023 <ul style="list-style-type: none"> • Manitoba Families, through CdS, reported that CdS continues to develop and update policies and standards. The following have been updated since 2022: <ul style="list-style-type: none"> ○ Self-Managed Overnight Respite Policy (new) ○ Agency-Delivered Out-of-Home Overnight Respite Pilot Policy (new) ○ CdS Case Recording Standards-Household Members and Service Plans (update) ○ Comprehensive Family Assessment (CFA) Long and Short Form (update) ○ CdS Self-Managed Respite Rate Assessment Guidelines (update) • As discussed in the 2022 response, information was reiterated on the issuing of the Case Management Service Standards in 2021-22. These standards describe the minimum service standards expected under normal business constraints for case 	

management services from intake to case closure. The standards are accompanied by resources lists for finding relevant policies and procedural guides, as well as standardized templates and forms.

- Work is identified as continuing on bringing all policies and standards into a manual-style format.

2022

- Manitoba Families reported that the following have been newly developed or revised:
 - Eligibility Policy (revised)
 - CdS Service Assessment Guidelines (new)
 - CdS Provincial Rate Assessment Guidelines (new)
 - Disability-Related Assessment Guide (new)
 - Introduction to CdS (reconciliation statement) (revised)
 - Case Management Service Standards
- Manitoba Families reported that these standards define how case management services are delivered to ensure consistency, accountability, and quality of service across Manitoba.
- These documents are available to department staff via the CdS intranet website. Planning is underway to bring these policies and standards into a manual-style format that will be accessible to the general public.

Intent 2: Program manual is publicly available.

2023

- The publicly available policies, as identified in the 2022 response, were reiterated.
- The manual discussed under intent 1 is intended to be available internally and externally.

2022

- Manitoba Families reported that the following policies are publicly available:
 - Eligibility Policy
 - Autism Outreach Policy
 - Child Development Policy
 - Equipment Policy
 - Home Modification Policy
 - Respite Policy
 - Security Checks Policy
 - Summer Skill Maintenance Policy
 - Supplies Policy
 - Transportation Assistance Policy
 - Vehicle Modification Policy

Analysis Summary: Manitoba Families, through Children's disABILITY Services, continues to report work on the development, revision and/or updating of internal policies, procedures, and standards. It is promising for CdS to identify the continued commitment to updating internal policies. As specific progress on creating a program manual, and making it available publicly is limitedly discussed in the response and these actions remain outstanding, this recommendation remains Partially Compliant.