

Circling Star	Recommendation Six	Reported Status: (not reported)
Report Sent: October 19, 2018	Public Body: The Department of Families and the Four CFS Authorities	
<p>Recommendation Six: The Manitoba Advocate for Children and Youth recommends that the Department of Families in partnership with the Child and Family Services (CFS) Authorities: (1) clarify training content and expectations of workers and supervisors with respect to CFS minimum provincial standards, and (2) prioritize the development of high quality, culturally appropriate, modernized, and accessible training on the minimum provincial service standards within two years. The advocate further recommends that all existing workers who have not received training on minimum standards and all new CFS workers be required to complete this training within three to six months.</p> <p>DETAILS:</p> <ul style="list-style-type: none"> • That the Department of Families work with the four CFS authorities to clearly define training content, timelines, and requirement for CFS workers and supervisors per s.1.3.1 of the minimum standards manual. • That the CFS authorities ensure that their CFS agencies adhere to standard 1.8.1 <i>Workforce Qualifications</i> and that clear education and training plans are developed and monitored for staff who do not meet this standard. 		

(continued below)

Response from the Manitoba Government on April 23, 2019:

Summary of activities completed in the last six months

The child welfare legislative review committee has made recommendations which are currently under consideration by government. The report of the committee can be found here: https://www.gov.mb.ca/fs/child_welfare_reform/index.html. These changes will result in changes to the CFS standards manual, so once these have occurred, Manitoba Families will work with the four child welfare authorities on an updated standards manual and to co-ordinate training for agency staff.

The existing training for standards is provided through Manitoba Families as follows:

- An overview of the CFS standards is provided in the third caseworker core module, Legal Principles and Practices in Child Welfare Services in Manitoba. This training is available to all CFS agency staff in Manitoba. Some specific standards are highlighted in this training and are provided to participants in the caseworker core and supervisor core training.
- Standard 1.8.1: Workforce Qualifications and Standard 1.8.2: Human Resources Practices are provided to the participants in supervisor core module 4, Fundamentals of Improving Individual Staff Performance.

The CFS authorities are responsible for providing training on CFS standards. The following feedback has been provided by the authorities through the joint training team:

- General Child and Family Services Authority: all staff participate in case management and standards training after being hired; foster care standards training for new staff is conducted by supervisors with authority assistance (very low turnover in these positions); standards for places of safety, moving a child from a foster home and Fetal Alcohol Spectrum Disorder (FASD) were initially extensively provided to staff and now are "on demand" or via supervisor.
- Metis Child and Family Services Authority: for Metis Child, Family and Community Services, standards training is part of orientation for new staff; Michif CFS reports the agency is currently revising/updating standards training.
- Southern First Nations Network of Care: the authority is developing an electronic portal so staff can access up to date training materials including standards; case management standards training (two days) has been revised and will be delivered monthly starting May/June 2019; transitional planning training (one day) will include standards and is to be delivered to those in this field and then quarterly/as requested; FASD standards training for staff and foster parents (one day) is provided quarterly; child and family services application (CFSA) training and case management standards (four days) is offered every two months and as requested; CFSA training and foster care standards (three days) is provided as requested.



- First Nations of Northern Manitoba Child and Family Services Authority: reviewing current practice.

The authorities advised that workforce qualification standards are the responsibility of the authorities' human resources departments.

Response from the Manitoba Government on June 27, 2019:

Summary of activities completed in the last six months

Manitoba Families remains engaged with the child and family services (CFS) authorities and work on this recommendation is continuing.

(continue below)

Analysis of Manitoba Government's Response by the Manitoba Advocate for Children and Youth:

Activities Completed:

- The child welfare legislative review committee has made recommendations to government that are currently under review. Once these have been reviewed, revisions to the CFS standards manual will be made. "Manitoba Families will work with the four child welfare authorities on an updates standards manual and coordinate training for agency staff".

- Summary of current training standards.

- "The CFS authorities are responsible for providing training on CFS standards. The following feedback has been provided by the authorities through the joint training team".
 - General Authority: all staff participate in case management and standards training after being hired.
 - Metis: standards training is part of orientation for new staff.
 - Southern Authority: developing an electronic portal for staff to access up-to-date training materials including standards. Case management standards training has been revised and will be delivered monthly starting June 2019.
 - Northern Authority: reviewing current practice.

Level of Compliance

This response does not indicate whether the activities identified will meet the intent of this recommendation or its details.

Analysis of Response

- As implementation of this recommendation progresses, MACY will need to review the changes to the CFS standards manual upon completion.
- Clarification is sought in regards to whether existing workers who haven't yet received training on minimum standards will complete this training within 3-6 months of being hired (as described in the recommendation).
- Re-stating current authority practice will not meet the intent of the recommendation. How will consistent training across authorities that is high quality, culturally appropriate, and accessible be developed and maintained sustainably?

- To be addressed in the short term*:
 - Status of implementation
 - Information indicating a timeline for implementation

*On September 30, 2019, the Manitoba Advocate sent a letter to the members of the government's MACY-RAP committee and working group requesting additional information regarding the government's progress on recommendations made by the Advocate. The Advocate communicated to the government representatives short-term questions for information that could be provided quickly. Additionally, the Advocate sent long-term questions for the government to address in future progress reports. The questions are designed to seek clarification on activities, seek evidence or documentation to support the activities, or to determine how the government's responses are meeting the intent of the recommendations made by the Advocate. All of this information will be used by the Advocate to determine the levels of compliance with



implementation, in accordance with s.11(1)(d), s.30(2)(d), and s.30(4), of *The Advocate for Children and Youth Act*.