

# COMPLIANCE DETERMINATION

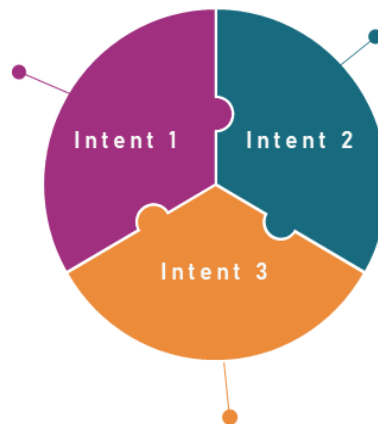
## Circling Star – Recommendation 6

**Recommendation Summary:** Clarify training content and expectations of CFS minimum standards, prioritize development of training on minimum standards, train existing and new workers.

**Primary Public Body:** Manitoba Families

### 1. Clarify training content and expectations of workers and supervisors with respect to CFS minimum provincial standards

Work on developing training content and expectations is occurring in conjunction with the modernization of CFS Provincial Standards. Online training standards will not be rolled out until the finalization of Standards modernization.



### 2. Prioritize the development of training on the minimum provincial standards that is high-quality, culturally appropriate, and modernized within two years

See Intent 1.

### 3. All existing workers who have not received training on minimum standards along with new CFS workers be required to complete CFS minimum standards training within 2-3 months

The department does not hold agency employment information, and previously submitted a request to CFS Authorities to provide training information to MACY. *The Child and Family Services Authorities Act* gives duty to the Authorities to ensure agencies are providing training and following standards, practices and procedures. Given focus has been on the modernization of standards and the creation of an online curriculum, no further information was provided on this intent.

## COMPLIANCE DETERMINATION

0.50

Partially Compliant

## 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	
<b>Special Report Name:</b>	<b>Documenting the Decline: The Dangerous Space Between Good Intentions and Meaningful Interventions</b>
<b>Date Released:</b>	10/19/2018
<b>Full Recommendation:</b> (including details)	<p><b>Recommendation Six:</b> 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><b>DETAILS:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
<b>Intent(s) of Recommendation:</b>	<p>The intents of the recommendation are to:</p> <ol style="list-style-type: none"> <li><b>1. Clarify training content and expectations of workers and supervisors with respect to CFS minimum provincial standards.</b></li> <li><b>2. Prioritize the development of training on the minimum provincial standards that is high-quality, culturally appropriate, and modernized within two years.</b></li> <li><b>3. Require all existing workers who have not received training on minimum standards along with new CFS workers to complete CFS minimum standards training within 2-3 months.</b></li> </ol>
<b>Issue:</b>	Training CFS Minimum Standards
<b>Public Body</b>	Manitoba Families
<b>Dates of Previous Official Updates from Public Body:</b>	June 30, 2022
	May 31, 2021
	June 30, 2020

	December 31, 2019
	June 27, 2019
	April 23, 2019
<b>2. Compliance Determination</b>	
<b>Partially Compliant 0.50</b>	Actions taken only implement part of the recommendation. Important requirements have been met and the recommendation is acted upon, however, deficiencies remain.
<b>Self-Assessment</b>	Partially Compliant
<b>Previous Compliance Determination</b>	Partially Compliant
<b>3. Rationale for Determination</b>	
<i>(How did you reach this compliance determination)</i>	
<b>Intent 1: Clarify training content and expectations of workers and supervisors with respect to CFS minimum provincial standards.</b>	
<b>2022</b>	
<ul style="list-style-type: none"> <li>• Work on developing training content and expectations is occurring in conjunction with the modernization of CFS Provincial Standards. Online training standards will not be rolled out until the finalization of the Standards modernization in order to avoid training becoming outdated in a short period of time.</li> <li>• Authorities have been involved in this decision through Standing Committee and will continue to lead their own training on standards until the new curriculum is available.</li> </ul>	
<b>2021</b>	
<ul style="list-style-type: none"> <li>• The Child and Youth Services Division (CYSD) is working with the four Child and Family Service (CFS) Authorities to modernize standards. The Standing Committee has discussed and approved the project in principle, as well as identified Authority representatives. The project work group was scheduled to begin in May 2021. The Department of Families indicates that the outcome of standards modernization will be reflected in further module development for virtual training.</li> <li>• Pilot virtual training is being developed by the Child and Youth Services Division (CYSD). The first virtual training will begin with CFS Authority training, which is currently reported as underway. Manitoba Families reported that a significant success of the virtual training is its ability to reduce the waitlist and increase capacity. The training is designed to be self-guided, thus there will be no waitlist.</li> <li>• In November 2020, the Standing Committee supported a project for online Provincial Standards training which includes on-boarding new staff and a refresher for existing staff or staff moving into different roles. A draft of the Standing Committee’s workplan was submitted as evidence under this intent of the recommendation.</li> <li>• No actions have been reported towards clarifying the content and expectations of workers and supervisors with respect to existing CFS provincial standards.</li> </ul>	
<b>2020</b>	
<ul style="list-style-type: none"> <li>• The Department of Families reported that there are a number of amendments to the CFS Minimum Provincial Standards that are preventing action on this requirement of the recommendation. <i>An Act Respecting First Nations, Inuit and Métis Children, Youth and Families</i> came into effect on January 1, 2020. Section 12(1) of the legislation requires the CFS agency to provide notice to an Indigenous child’s parent, caregiver, or relevant Indigenous governing body before service providers take any significant measure regarding the provision of CFS to the child. The Department of Families will respond to the new law through updates to CFS</li> </ul>	

Standards to reflect new responsibilities. The four CFS Authorities will establish protocols and materials to support CFS agencies with the requirements for notification under Section 12. Each Authority will be responsible for compliance with Section 12 and First Nations communities will work with their CFS agency.

- Furthermore, The Child Welfare Legislative Review Committee's Recommendations to the Province in 2018 included recommended changes to *The Child and Family Services Act* (CFSA), which are under review. With changes to the CFSA, changes will also need to be made to the CFS Authority Regulations and CFS Standards.
- No actions have been reported towards clarifying the content and expectations of workers and supervisors with respect to existing CFS provincial standards. Justification for inaction is that the CFSA and recommendations from The Child Welfare Legislative Review Committee in 2018 will lead to changes in the CFSA, Regulations, and CFS Standards which are currently being reviewed and incorporated. According to the Department of Families, an update to communication and training materials will follow.

**Intent 2: Prioritize the development of training on the minimum provincial standards that is high quality, culturally appropriate, and modernized within two years.**

**2022**

- See response to intent 1.

**2021**

- On March 9, 2021, the province announced a contract with Technology for Learning Group to develop the online Standards Training. The first module on case management standards is projected to be in place for fall 2021 and fully implemented for winter 2022. When fully operational, the online training will provide the capacity to collect high level data, including participation by agency and Authority, and length of practice of participants (over and under two years of practice).
- The shift towards online standards training is a good step towards making the training more accessible to Authorities and agencies, as is the tracking of participation data. More information is needed about how the training is modernized, of high quality, and culturally appropriate as well as about the implementation of the training when it does take place in fall 2021.

**2020**

- In a meeting of the Standing Committee (comprised of CEOs of Authorities and the Director of Child and Family Services) in September 2020, the Department of Families indicated that training gaps were identified in abuse investigations training, standards, regulations, legislation and funding, clinical supervision, and others. A Child Abuse Training pilot was proposed which introduces abuse investigations and skills training. Intake Module and the Child and Family Services Information System (CFSIS) training was identified as a need. This training is based on Provincial Minimum Standards. In October, online CFSIS training will be piloted with the goal of making it a sustainable and accessible learning tool.
- At the same time, the Department of Families reported that CORE competency training, which includes training on Minimum Provincial Standards, had been suspended indefinitely as of April 2020 because "it does not meet the needs of consumers."
- Actions reported indicate that early steps have been taken to prioritize training on select modules of the Minimum Provincial Standards. Plans to create online tools are promising strategies to modernize the training. Still, plans are considered pilots and no timelines were provided. Also, no documentation was provided to ensure the sustainability of training on Minimum Standards for employees of the child welfare system in Manitoba, given the

cancellation of existing CORE competency training.

**Intent 3: Require all existing workers who have not received training on minimum standards along with new CFS workers to complete CFS minimum standards training within 2-3 months.**

**2022**

- The department does not hold agency employment information, and previously submitted a request to Authorities to provide training information to MACY. Section 19 of *The Child and Family Services Authorities Act* provides that the Authorities have a duty to ensure agencies are providing training and following standards, practices, and procedures.
- The response from Families further describes, as the focus is on the modernization of standards and the creation of an online curriculum, there is no further information to provide towards this intent. As an alternative to this intent, Families could consider reporting on numbers of staff completing the training, while not specifically focusing on whether the training occurs within 2-3 months of a workers start date.

**2021**

- The new virtual training model is reported to feature tracking capabilities which Manitoba Families contends can be used in conjunction with agency hiring data to measure training participation.
- Manitoba Families reported that the new online training has the capacity to track participants by length of time in position. Manitoba Families suggested that MACY can use this data, alongside data MACY requests from Authorities, regarding the number of new hires and prior experience. After consultation with the Joint Training Team (JTT), Manitoba Families will have access to pull the data which distinguish worker registration and module completions by Authority and agency and the data can be shared with Authorities. Data extractions can also include the length of time a worker has been in their positions. Manitoba Families noted that Authorities will need to respond as to how they will use the data.
- Although the development of the virtual training platform is promising, it remains unknown how the Department of Families or Authorities will identify which workers have not received training on Minimum Standards. MACY inquired into the provision of training of Provincial Standards for new staff and staff transitioning to new positions between September 2020 and Spring 2021. Manitoba Families reported that no Standards training was offered through the Branch, but Authorities had been completing some Standards training. Further information regarding this issue is needed from Manitoba Families and the JTT.
- The work occurring on a virtual training model is a promising step towards meeting the intent of this recommendation. Particularly since there will be capacity for Manitoba Families to collect data regarding staff training as per the ongoing legal responsibility of the Minister to ensure the quality of child welfare services.

**2020**

- In previous updates, the Department of Families has indicated that existing and new workers are required to complete CFS Minimum Standards training. Upon request of additional information from the Authorities and Department of Families, no one reported CFS Minimum Standards training within three months and only one Authority was able to report on case management training for new staff within one year of their start date.
- Further information was requested from the four Authorities, three of which responded to MACY follow up questions. These Authorities include:
  - Southern First Nations Network of Care (responded to questions but did not submit further information prior to finalization of this compliance assessment).
  - Metis Child and Family (submitted information).

- General Child and Family Services (submitted information after the deadline).
- The General Child and Family Services Authority reported that at least 95% of new employees across their service system have received training on case management standards within one year of employment. Responses from the Metis Child and Family Authority and Southern First Nations Network of Care indicate that they are not collecting data from agencies on the number and percentage of new employees receiving training within two to three months of their start date or the number of existing employees who received training since this recommendation was made. The rationale provided was that the agencies are responsible for training and the Authority does not have information related to when an employee has been hired or when they receive training.
- The Department of Families' Child and Youth Services Division (CYSD) recognized there is no current process to measure training on Minimum Standards for current and new employees within the timelines required by Section 1.8.3 ([Training and Development](#)) which states that all agency field staff must receive training within 12 months of the start date or Section 1.3.1 ([Child Protection Services](#)) which states that within three months of start date all workers and supervisors received information about *The Child and Family Services Act*. The Department of Families made two commitments:
  - To formally follow up with the four Authorities on the provision of standards training that is culturally safe and appropriate related to CFS Minimum Standards for supervisors and workers and formally ask for more detailed reporting data from the Authority partners.
  - To follow up with Authorities respecting the collection of up-to-date data on staff participation in Standards training including data on staff trained within 2-3 months on CFS minimum standards.
- The Minister, Director, and Authorities have an ongoing legal responsibility to ensure the quality of child welfare services, as articulated in the legislation that *The Child and Family Services Authorities Act* (CFSA) proclaimed in 2003. The CFSA states that CFS Authorities have a duty to ensure that agencies follow the practices and procedures in accordance to culturally appropriate standards (S.19.(e)), and that those standards are consistent with Provincial Standards, including training discussed above (S.19.(d)). In turn, the Minister of Families is responsible for monitoring and assessing how Authorities carry out their responsibilities, including their responsibility to ensure training occurs (S.24.(c)).
- The legal responsibilities of the Minister, Director, and Authorities have been ongoing since 2003 but information provided by the Department of Families and the Authorities indicates that there is a lack of engagement with their legislated roles to ensure that standards are met in relation to staff training, specifically evidenced by the lack of data collection on staff who have completed CFS Minimum Standards Training within three months or at all, and overall monitoring of this issue as per S.24(c) of the CFSA. Furthermore, with the cancellation of CORE competency training, no alternative trainings on CFS Minimum Standards were reported.

**Analysis Summary:** A decision was made since the last update provided to halt the completion of the online training platform until the modernization of the CFS Provincial Standards is complete. It was identified that launching the training platform at this time would make it outdated too quickly, as standards are in the process of being modernized. Outstanding actions remain under all three intents of this recommendation. Due to the decision to not complete the online training curriculum until the Standards modernization is complete, this recommendation remains partially compliant.