

COMPLIANCE DETERMINATION

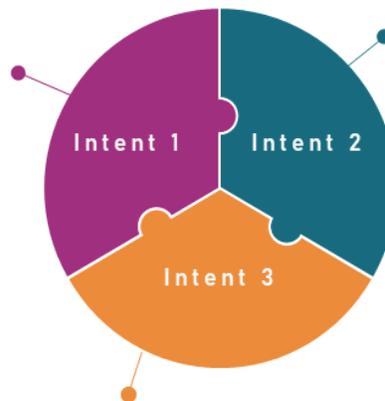
Disabilities – Recommendation 5

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

Primary Public Body: Manitoba Families

1. Review case management workloads.

Families reported that there is a commitment to review and analyze workloads within the CdS case management structure. Caseload reviews are required under the workload tool standards document and are expected to occur periodically, and at least once in three months.



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

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, including support to St. Amant to deliver case management services for children with autism. More information and evidence are needed regarding a province-wide action to reduce caseloads for CdS.

3. Ensure hiring practices promote Indigenous recruitment and retention.

Families reported that it is committed to working with the Public Service Commission to increase Indigenous recruitment and retention through the employment equity process.

COMPLIANCE DETERMINATION

0.25

Limitedly 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	
Special 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	N/A
3. Rationale for Determination <i>(How did you reach this compliance determination)</i>	
Intent 1: Review case management workloads. 2022 <ul style="list-style-type: none"> • 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.

2022

- Manitoba Families reported that the Government of Manitoba announced an additional \$5 million 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 with 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.

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 announcement of an additional \$5 million dollars in funding for St. Amant to improve access to services for families in Manitoba is promising, more information is 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. In addition, more evidence and information are needed to demonstrate that the department has developed or is developing a hiring strategy to address the gaps in case manager positions. MACY welcomes the funding to provide support to St. Amant to deliver case management services for children with autism, and looks forward to more information and evidence of province wide action to reduce caseloads for CdS. Similarly, more information is needed about how the department is ensuring hiring practices promote Indigenous recruitment and retention. As such, this recommendation has been deemed limitedly compliant.