

<b>In Need of Protection (Angel)</b>	<b>Recommendation Four</b>	<b>Reported Status: (not reported)</b>
<b>Report Sent: December 13, 2018</b>	<b>Public Body: Manitoba Families</b>	
<p><b>Recommendation Four:</b>          The Manitoba Advocate for Children and Youth recommends that the Minister of Families, through the Child and Family Services Division (CFS), in collaboration with the four child and family services Authorities, (1) conduct an evidence-informed review and update of existing provincial service standards, and (2) establish province-wide measures of service accountability through a provincial quality assurance framework. Both the service standards and the quality assurance measures must be consistent throughout the province, culturally appropriate, and supported and enforced by the governing child and family services Authorities within their child and family services agencies. As per provincial legislation, quality assurance measures at the authority level must then be assessed and monitored by the Minister of Families.</p> <p><b>DETAILS – This province-wide quality assurance framework should include:</b></p> <ul style="list-style-type: none"> <li>• An evidence-informed review and update of existing Child and Family Service standards</li> <li>• That the updated standards reflect a requirement that service models being used in the CFS system move away from an apprehension model and toward service models that require meaningful engagement of family, extended family, and community, which is in the best interests of children.</li> </ul>		

**Response from the Manitoba Government on June 27, 2019:**

Summary of activities completed since report was released

See the information provided in the April 23, 2019 report to MACY regarding Circling Star Recommendation #6. The circumstances and background information remain unchanged.

Anticipated changes to legislation would in turn result in required changes to regulations and standards. Once the legislation is passed and regulations in place, Manitoba Families will work with the four child welfare authorities on an updated standards manual and to coordinate training for agency staff. While this legislative work is being completed, standards will continue to be updated incrementally by the department and the authorities.

The current standards training, as outlined in the previous response, remain in place with the following updates:

- The First Nations of Northern Manitoba Child and Family Services Authority advises they are in the process of developing a two-day standards training for staff. They are working toward a goal of this training being available in Fall 2019 and quarterly going forward.
- The Southern First Nations Network of Care advises the case management standards training is still being developed, with anticipated delivery beginning in Fall 2019 and then available quarterly and as requested. The transitional planning training remains in development, anticipated to be two days of training, and is planned to begin in Fall 2019 and then available quarterly and as requested.

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

**Activities Completed:**

- Refers to April 2019 response to Circling Star recommendation 6, which states:
  - The child welfare legislative review committee has made recommendations to government that are currently under review.
- Identifies that changes in legislation will result in required changes to regulations and standards. When the new legislation is passed, Manitoba Families will work with the four Authorities on an updated standards manual and to coordinate training for agency staff.

**Level of Compliance**

This response indicates that the implementation of this recommendation and its details is in early stages.

**Analysis of Response**

- As this response progresses, helpful information would include:
  - Detailed information showing that service standards have been reviewed and updated.
- 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*.