

20

21

ANNUAL REPORT  
RAPPORT ANNUEL

Manitoba Finance  
Finances Manitoba

Manitoba Finance

General Inquiries:  
Room 109 Legislative Building  
Winnipeg, MB R3C 0V8  
Phone: 204-945-5343  
Fax: 204-945-1640  
Email: [DMFIN@leg.gov.mb.ca](mailto:DMFIN@leg.gov.mb.ca)

This publication is available at:  
<http://www.gov.mb.ca/finance/publications/annual.html>

This publication is available in alternate formats, upon request, by contacting:  
Accessibility Co-ordinator at 204-792-8224



**MINISTER OF  
FINANCE**

Legislative Building  
Winnipeg, Manitoba, CANADA  
R3C 0V8

Her Honour the Honourable Janice Filmon, C.M., O.M.  
Lieutenant Governor of Manitoba  
Room 235 Legislative Building  
Winnipeg, MB R3C 0V8

May It Please Your Honour:

I have the privilege of presenting for the information of Your Honour, the Annual Report of Manitoba Finance for the fiscal year ending March 31, 2021.

Respectfully submitted,

*“Original signed by”*

Honourable Scott Fielding  
Minister of Finance





---

## MINISTRE DES FINANCES

Palais législatif  
Winnipeg (Manitoba) CANADA  
R3C 0V8

Son Honneur l'honorable Janice Filmon, C.M., O.M.  
Lieutenante-gouverneure du Manitoba  
Palais législatif, bureau 235  
Winnipeg (Manitoba) R3C 0V8

Madame la Lieutenante-Gouverneure,

J'ai l'honneur de vous présenter, à titre d'information, le rapport annuel du ministère des Finances pour l'exercice qui s'est terminé le 31 mars 2021.

Le tout respectueusement soumis.

Le ministre des Finances,

« *Original signé par* »

L'honorable Scott Fielding





Deputy Minister of Finance

Room 109, Legislative Building, Manitoba, Canada R3C 0V8

[www.manitoba.ca](http://www.manitoba.ca)

Honourable Scott Fielding  
Minister of Finance  
Room 103 Legislative Building  
Winnipeg, MB R3C 0V8

Dear Sir:

I am pleased to present the 2020/2021 Annual Report of Manitoba Finance.

The 2020/2021 fiscal year was marked, like it was for everyone, with challenges due to the COVID-19 health pandemic and economic crisis. Our mission to help make Manitoba prosper and remain a safe place to live, work and invest rang true very loud and clear in many ways.

Key departmental highlights include:

- Supporting the state of emergency with legislation to protect Manitobans jobs during the pandemic, as well as allowing for virtual meetings and e-signatures to minimize in-person contact while keeping the economy moving
- Delivering a number of tax and other budgets measures announced in Budget 2020 as well as eliminating Manitoba sales tax on property insurance premiums
- Issuing nearly \$45 million in COVID support to 225,000 seniors under the Seniors Economic Recovery Credit
- Issuing \$59,388,000 in Manitoba Gap Protection Program payments to nearly 10,000 businesses
- Issuing \$109,595,430 in Manitoba Risk Recognition Program payments to almost 80,000 Manitobans providing critical care services
- Processing nearly \$215 million in Manitoba Bridge Grant payments to nearly 15,000 businesses and other organizations
- Supporting the COVID-19 pandemic efforts by conducting inspections of workplaces to ensure compliance with the Public Health Orders and ensuring employers had appropriate control measures in place to reduce risk of COVID-19 transmission in the workplace.

These, and other accomplishments during the 2020/2021 fiscal year have prepared us

for a better Manitoba.

The department sponsored a number of important legislation this year including:

- Two Supplementary Supply Bills to ensure the province had the resources needed to support Manitobans, communities, businesses and other organizations through the COVID pandemic
- The Budget Implementation and Tax Statutes Amendment Act, 2020, implementing tax and other budget measures
- Business Hours of Operation Act, transferring responsibility for determining business hours from the provincial government to local governments
- The Pension Benefits Amendment Act, allowing more access to locked-in pension funds, especially in times of financial emergencies, and modernizing the solvency tests applicable to private pension plans
- The Workers Compensation Amendment Act, to remove provincial control of the corporation under Public Sector Accounting Standards
- The Credit Unions and Caisses Populaire Amendment Act, to address oversight gaps left by the federal Office of the Superintendent of Financial Institutions
- The Consumer Protection Amendment Act, to remove duplication with federal oversight of gift cards and better protecting Manitobans from door-to-door vendors

During the 2020/2021 fiscal year, Manitoba Finance continued to capitalize on its mandate to restore the fiscal integrity of the province, and move towards a balanced budget by eliminating waste, duplication and overlap in government spending, while protecting front-line services, and taking measured steps to reduce risks of growing debt service costs.

In addition, the department successfully worked alongside government, business, labour and community agencies in order to further reduce the burden of red tape across government and boost economic growth, prosperity and competitiveness in Manitoba.

Manitoba Finance remains committed to its mission to implement and manage effective financial, fiscal and economic policies, practices and services for Manitoba and its citizens, and is eager to remain a dynamic and innovative organization that supports a strong and growing province.

I invite readers to peruse the Annual Report for more Finance highlights and accomplishments during the 2020/2021 fiscal year.

*“Original signed by”*

Richard Groen  
Deputy Minister of Finance





**Sous-ministre des Finances**

Palais législatif, bureau 109, Winnipeg (Manitoba) R3C 0V8, Canada

[www.manitoba.ca](http://www.manitoba.ca)

Monsieur Scott Fielding  
Ministre des Finances  
Palais législatif, bureau 103  
Winnipeg (Manitoba) R3C 0V8

Monsieur le Ministre,

J'ai le plaisir de vous présenter le rapport annuel 2020-2021 du ministère des Finances du Manitoba.

Les difficultés qu'ont engendrées pour tout le monde la pandémie de COVID-19 et la crise économique ont également marqué l'exercice financier 2020-2021. Notre mission de contribuer à faire du Manitoba une province prospère où l'on peut vivre, travailler et investir en toute sécurité a trouvé un écho retentissant à plusieurs égards.

Voici les points saillants du ministère :

- Soutien à l'état d'urgence par des législations visant à protéger les emplois durant la pandémie, tout en autorisant les réunions virtuelles et le recours aux signatures électroniques pour minimiser les contacts en personne sans compromettre l'activité économique;
- Mise en place de mesures fiscales et budgétaires annoncées dans le Budget 2020, et élimination de la taxe de vente du Manitoba sur les primes d'assurances sur les biens;
- Émission de près de 45 millions de dollars, en guise de soutien relatif à la COVID-19, à 225 000 aînés en vertu du crédit remboursable pour le soutien financier des aînés;
- Émission de 59 388 000 \$ sous forme de paiements versés à près de 10 000 entreprises dans le cadre du Programme de protection des entreprises non admissibles du Manitoba;
- Émission de 109 595 430 \$ sous forme de paiements versés à près de 80 000 Manitobains qui fournissent des services de soins critiques, dans le cadre du Programme de reconnaissance des risques du Manitoba;
- Traitement de près de 215 millions de dollars sous forme de paiements versés à près de 15 000 entreprises et autres organismes, dans le cadre du programme de Subvention transitoire du Manitoba;
- Soutien des efforts relatifs à la pandémie de COVID-19 par la conduite d'inspections

des lieux de travail afin de garantir l'observation des ordres de santé publique et de faire en sorte que les employeurs se dotent de mesures de contrôle adéquates pour réduire le risque de transmission de la COVID-19 au travail.

Ces réalisations et bien d'autres qui ont été menées à bien au cours de l'exercice 2020-2021 nous préparent pour un meilleur Manitoba.

Cette année, le Ministère a parrainé un certain nombre de lois et règlements importants, dont les suivants :

- Deux projets de loi de crédits supplémentaires afin de garantir à la province les ressources nécessaires pour soutenir les Manitobains, les collectivités, les entreprises et les organismes durant la pandémie;
- La Loi d'exécution du budget de 2020 et modifiant diverses dispositions législatives en matière de fiscalité, qui entraîne la mise en œuvre de mesures fiscales et budgétaires;
- La Loi sur les heures d'ouverture des commerces de détail, qui transfère la responsabilité du gouvernement provincial de déterminer les heures d'ouverture aux gouvernements locaux;
- La Loi modifiant la Loi sur les prestations de pension, qui élargit l'accès à un fonds de retraite immobilisé, particulièrement en période d'urgence financière, et qui modernise les critères de solvabilité applicables aux régimes de retraite privés;
- La Loi modifiant la Loi sur les accidents du travail, pour éliminer l'autorité provinciale sur la corporation en vertu des normes comptables du secteur public;
- La Loi modifiant la Loi sur les Caisses populaires et les Credit Unions, qui remédie aux lacunes en matière de surveillance qu'a laissées le Bureau du surintendant des institutions financières Canada;
- La Loi modifiant la Loi sur la protection du consommateur, afin d'éliminer la duplication de la surveillance fédérale des cartes cadeaux et de mieux protéger les Manitobains des vendeurs de porte en porte.

Au cours de l'exercice 2020-2021, Finances Manitoba a continué à tirer profit de son mandat de rétablir l'intégrité fiscale de la province et de miser sur un budget équilibré en éliminant le gaspillage, la duplication et les chevauchements de dépenses gouvernementales, tout en protégeant les services de première ligne, et ce, en adoptant des mesures modérées pour réduire le risque de voir grimper les frais de service de la dette.

En outre, le ministère a su travailler de concert avec les organismes d'État, les secteurs des affaires et du travail et les organismes communautaires afin de réduire les tracasseries administratives dans l'appareil gouvernemental et stimuler la croissance économique, la prospérité et la compétitivité au Manitoba.

Finances Manitoba reste fidèle à sa mission de mise en œuvre et de gestion de politiques, de pratiques et de services financiers, fiscaux et économiques efficaces pour le Manitoba et ses citoyens, et s'emploie à demeurer un organisme dynamique et novateur au service d'une province forte et en croissance.



J'invite les lecteurs à parcourir le Rapport (en anglais seulement) pour d'autres faits saillants et réalisations qui ont marqué l'exercice 2020-2021.

Le sous-ministre des Finances,

« *Original signé par* »

Richard Groen





Treasury Board Secretariat  
200-386 Broadway Ave, Manitoba, Canada R3C 3R6  
www.manitoba.ca

Honourable Scott Fielding  
Minister of Finance  
Room 103 Legislative Building  
Winnipeg, MB R3C 0V8

Dear Sir:

I am pleased to present the 2020-2021 Annual Report of the Treasury Board Secretariat for inclusion in the Manitoba Finance Annual Report.

The report provides a summary of the key results for Treasury Board Secretariat, including the tabling of the 2020-2021 Estimates of Expenditure and Revenue along with Budget 2020 and Public Accounts and Annual Report for 2020-2021. Treasury Board Secretariat continues to play a leadership role in supporting responsible financial stewardship throughout the Manitoba Government.

It is an honour and a privilege to submit this report, which provides a summary of the valuable work accomplished by staff within the Treasury Board Secretariat.

Respectfully submitted,

*“Original signed by”*

Ann Ulusoy, CPA, CMA  
Secretary to Treasury Board





Secrétariat du Conseil du Trésor

386, Broadway, bureau 200, Winnipeg (Manitoba) R3C 3R6  
www.manitoba.ca

Monsieur Scott Fielding  
Ministre des Finances  
Palais législatif, bureau 103  
Winnipeg (Manitoba) R3C 0V8

Monsieur le Ministre,

J'ai le plaisir de vous présenter le rapport annuel 2020-2020 du Secrétariat du Conseil du Trésor à inclure dans le rapport annuel du ministère des Finances.

Le rapport fournit un résumé des résultats clés du Secrétariat, ainsi que le dépôt des prévisions de dépenses et de recettes de 2020-2021, le Budget de 2020 ainsi que les comptes publics et le rapport annuel pour 2020-2021. Le Secrétariat du Conseil du Trésor continue de jouer un rôle de premier plan pour favoriser une gestion financière responsable à l'échelle du gouvernement provincial.

C'est pour moi un honneur et un privilège de présenter ce rapport, qui fournit un résumé du précieux travail accompli par le personnel du Secrétariat du Conseil du Trésor.

Veillez agréer, Monsieur le Ministre, l'expression de mon profond respect.

La secrétaire du Conseil du Trésor,

« *Original signé par* »

Ann Ulusoy, CPA, CMA



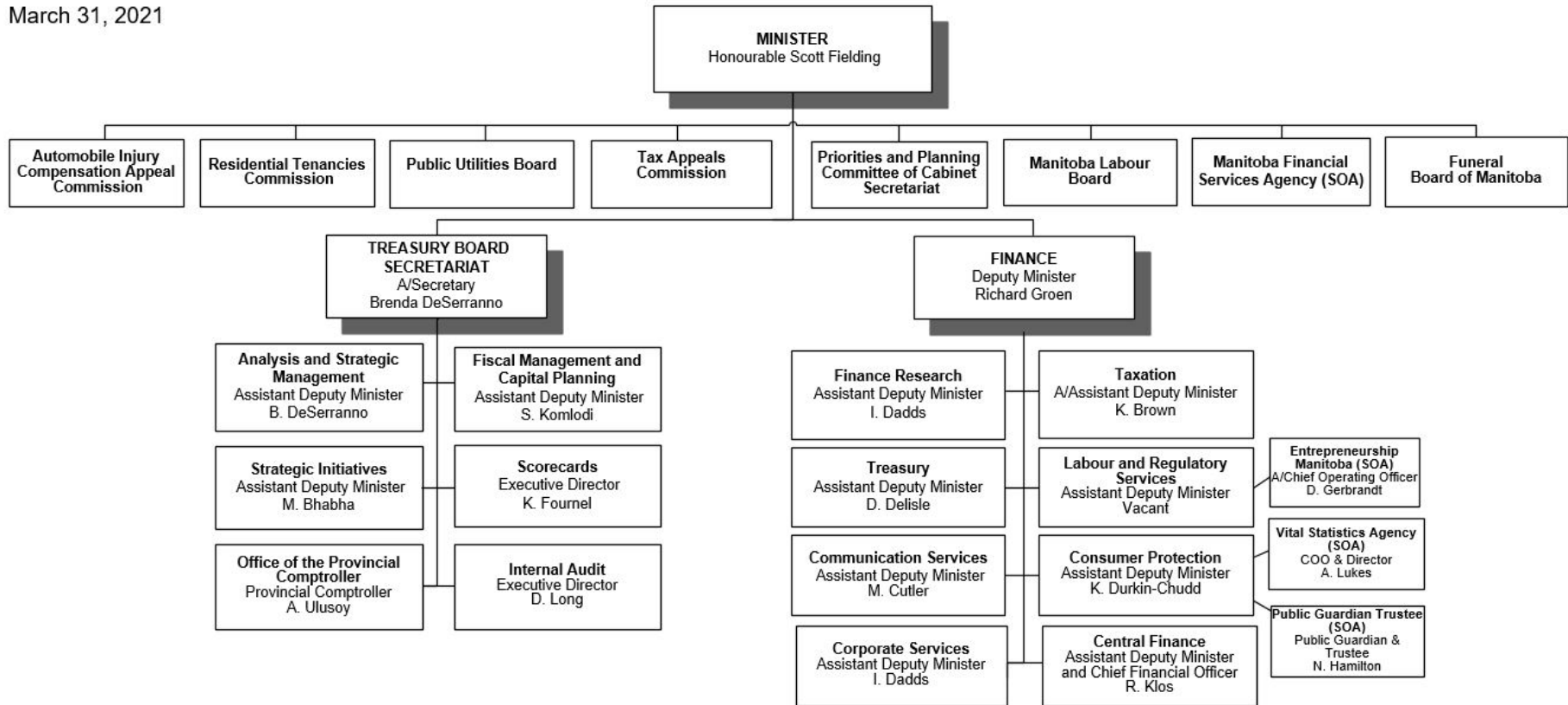
## TABLE OF CONTENTS

Title	Page
Minister's Letter of Transmittal – Manitoba Finance .....	i
Deputy Minister's Letter of Transmittal – Manitoba Finance .....	ii
Secretary to Treasury Board - Letter of Transmittal .....	iii
Organization Charts .....	1
Preface .....	5
Report Structure .....	5
Vision and Mission.....	5
Highlights.....	5
Statutory Responsibilities of the Minister Finance.....	11
Corporate Services .....	14
Executive Support.....	14
Corporate Services .....	14
Tax Appeals Commission .....	18
Communications Services Manitoba.....	19
Fiscal and Financial Management .....	22
Treasury .....	22
Central Finance .....	24
Taxation.....	25
Finance Research.....	29
The Public Utilities Board.....	31
Treasury Board Secretariat.....	33
Treasury Board Secretariat.....	33
Priorities and Planning .....	37
Priorities and Planning Committee of Cabinet Secretariat .....	37
Labour and Regulatory Services.....	38
Legislative Development Branch.....	38
Manitoba Labour Board .....	39
Workplace Safety and Health Branch .....	41
Employment Standards Branch .....	42
The Worker Advisor Office.....	44

Intergovernmental Affairs .....	46
Federal-Provincial Relations .....	46
International Relations .....	46
Trade Agreements and Negotiations .....	47
Promoting Trade .....	48
Protocol .....	48
Military Envoy .....	49
Consumer Protection .....	50
Administration and Research .....	51
Consumer Protection Office .....	52
Residential Tenancies Branch .....	56
Claimant Advisor Office .....	61
Automobile Injury Compensation Appeal Commission .....	64
Residential Tenancies Commission .....	66
Office of the Registrar - General .....	69
Costs Related to Capital Assets .....	71
Part B Capital Investment .....	72
Financial Information Section .....	73
Part A: Expenditure Summary by Appropriation .....	74
Revenue Summary by Source .....	79
Revenue Variance Explanations .....	81
Five Year Operating Expenditure and Staffing Summary .....	85
Performance Reporting .....	86
Regulatory Accountability and Red Tape Reduction .....	89
The Public Interest Disclosure (Whistleblower Protection) Act .....	91
Appendix A – Agencies, Boards and Commissions .....	92

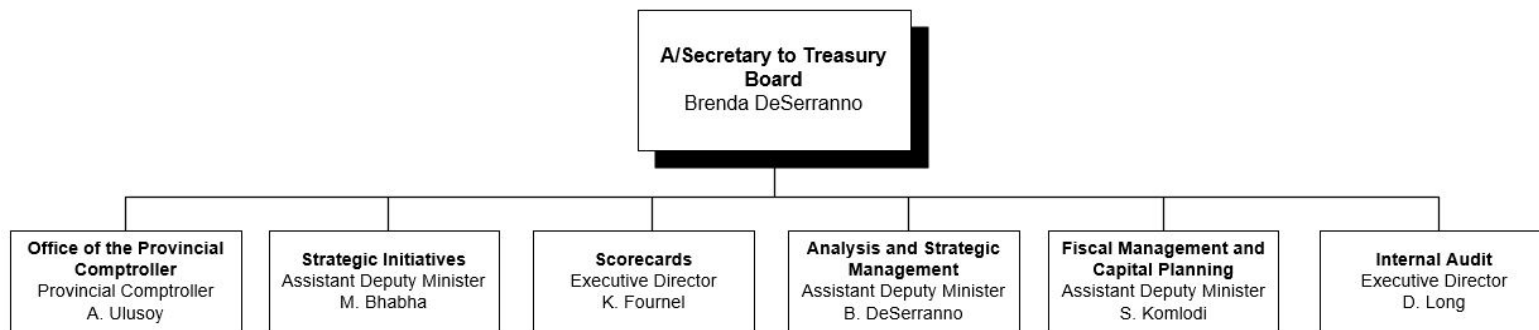
# Manitoba Finance

March 31, 2021



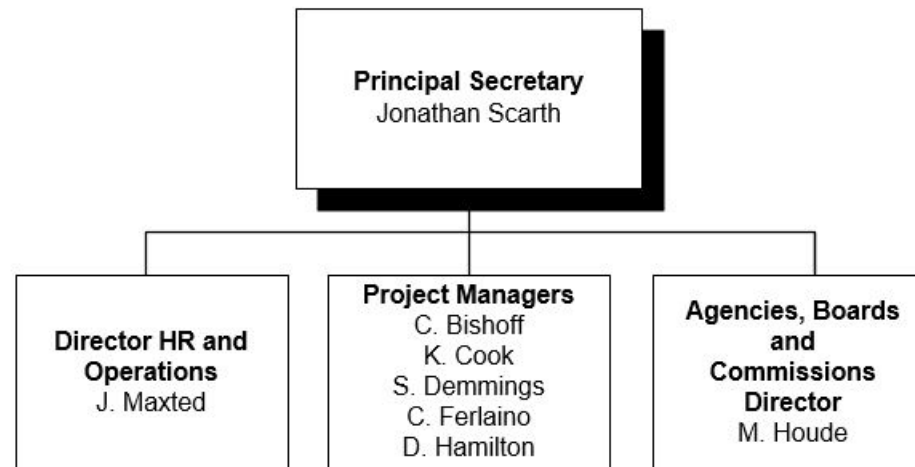
## Treasury Board Secretariat

March 31, 2021



# Priorities and Planning Committee of Cabinet Secretariat

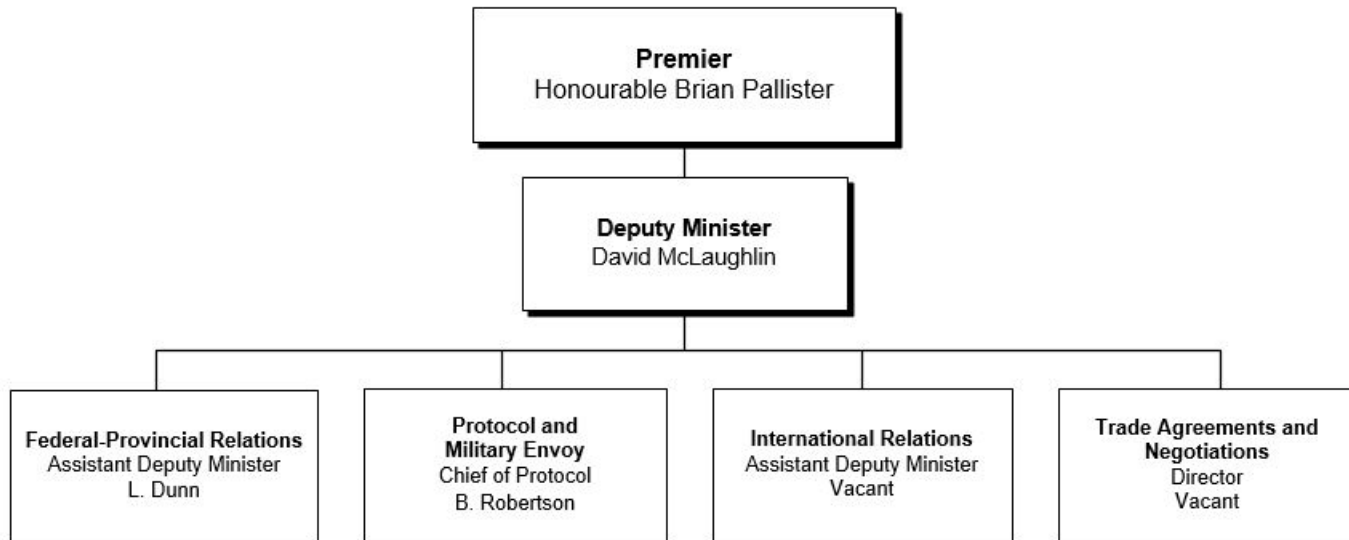
March 31, 2021





# Intergovernmental Affairs

March 31, 2021



## **PREFACE**

### **Report Structure**

The Annual Report of Manitoba Finance is organized in accordance with Manitoba Finance's appropriation structure as at March 31, 2021, which reflects the authorized appropriations approved by the Legislative Assembly.

The report includes information at the main and sub-appropriation levels relating to Manitoba Finance's objectives, actual results achieved, financial performance and variances, and provides a five-year historical table giving Manitoba Finance expenditures and staffing. Expenditures and revenue variance explanations previously contained in the Public Accounts of Manitoba are now provided in the Annual Report.

In the financial tables throughout this report, "Authority" represents the authorized votes approved by the Legislative Assembly. The authorized votes includes both the Estimates of Expenditure and any Supplementary Estimates approved during the year. In addition, the "Authority" has been adjusted to include approved allocations from Enabling Appropriations and Main Appropriation virement transfers between appropriations within the department. For a full reconciliation of the Printed Estimates of Expenditure to the Authority please see the Expense Summary by Appropriation report in the Report on the Estimates of Expenditure and Supplementary Information.

### **Vision and Mission**

#### **Vision**

A strong and striving Manitoba.

#### **Mission**

Helping to make Manitoba prosperous and safe to live, work and invest.

### **Highlights**

In 2020/2021, Manitoba Finance activities and achievements included:

- Preparing the annual Provincial Budget.
- Providing policy direction on matters relating to financial management and administration, and ensuring appropriate government-wide management practices and systems.
- Reviewing Special Operating Agencies to measure and assess their continued value to the government.
- Maintaining the core government accounting and financial reporting systems.

- Preparing the annual Public Accounts and interim summary reports which present Manitoba government's financial results from a "whole of government" perspective.
- Managing daily cash requirements, the public debt, the investment of public money, and loans and advances made and guarantees given by the government.
- Advising on fiscal and other economic policies and measures including taxation.
- Analyzing and appraising the economic situation and prospects in Manitoba, in cooperation with other ministries as appropriate.
- Representing the Manitoba government in negotiations and participating in meetings related to finance, taxation and economic development.
- Insuring government assets and managing risk.
- Providing statistical and labour force information to Manitoba Finance, other government departments and other agencies of government.
- Promoting the improvement of employment pension plans registered under The Pension Benefits Act.
- Managing the Manitoba government's financial assets and liabilities.
- Promoting international relationships and strategic partnerships between and among the Manitoba government, federal government, local government and non-governmental organizations.
- Advising on strategic policies that relate to federal-provincial relations.
- Implementing orders under The Emergency Measures Act and The Residential Tenancies Amendment Act, which suspended non-urgent evictions and made temporary changes to address the social and economic impacts on landlords and tenants, as a result of the pandemic.
- Supporting businesses and individuals to help navigate COVID-19 in the workplace.
- Providing advice, compliance and enforcement on matters relating to Manitoba's labour laws.

Manitoba Finance also encompasses the special operating agencies of the Manitoba Financial Services Agency, Vital Statistics Agency, The Public Guardian and Trustee Agency, and Entrepreneurship Manitoba which present their own annual report.

Manitoba Finance also encompasses the Funeral Board of Manitoba, which presents their own annual report.

# PRÉFACE

## Structure du rapport

Le rapport annuel du ministère des Finances est présenté conformément à la structure des crédits du ministère des Finances au 31 mars 2021, qui tient compte des crédits autorisés approuvés par l'Assemblée législative.

Le rapport comprend des renseignements sur les affectations budgétaires principales et de moindre importance relativement aux objectifs du ministère des Finances, à ses résultats réels, ainsi qu'à ses rendements et ses écarts financiers. Il présente en outre un tableau chronologique de la dotation en personnel et des dépenses des cinq dernières années. Les explications relatives aux écarts budgétaires en matière de dépenses et de recettes qui étaient auparavant comprises dans les Comptes publics du Manitoba sont maintenant présentées dans le rapport annuel.

Dans les tableaux financiers figurant dans le présent rapport, « Authority » représente les votes autorisés approuvés par l'Assemblée législative. Les votes autorisés incluent le Budget des dépenses et tous les budgets des dépenses supplémentaires approuvés au cours de l'année. De plus, la notion de crédit a été ajustée pour inclure les allocations approuvées provenant des crédits d'autorisation et les transferts de crédits du Budget des dépenses principal entre divers postes du ministère. Pour un rapprochement complet entre la version imprimée du Budget des dépenses et les crédits, veuillez consulter le rapport sur le sommaire des dépenses par poste budgétaire, qui figure dans le rapport sur le budget des dépenses et renseignements supplémentaires.

## Vision et mission

### Vision

Un Manitoba fort et prospère

### Mission

Contribuer à faire du Manitoba une province prospère où l'on peut vivre, travailler et investir en toute sécurité.

## Faits saillants

Aperçu des activités et réalisations du ministère des Finances en 2020-2021 :

- Préparation du budget annuel provincial;
- Orientation des politiques en matière de gestion financière et d'administration, et maintien de pratiques et de systèmes de gestion appropriés dans l'ensemble du gouvernement;

- Examen des organismes de service spécial afin d'en mesurer et d'en évaluer la pertinence pour le gouvernement;
- Maintien des systèmes principaux de comptabilité et de rapports financiers du gouvernement;
- Préparation des Comptes publics annuels et autres rapports faisant état de la situation financière de l'ensemble du périmètre comptable du gouvernement;
- Gestion des besoins quotidiens de trésorerie, de la dette publique, de l'investissement de l'argent public, ainsi que des prêts, des avances et des garanties que fournit le gouvernement;
- Conseils sur les politiques et mesures fiscales et économiques, y compris les taxes et les impôts;
- Analyse et évaluation de la situation économique et des perspectives du Manitoba, en collaboration avec d'autres ministères, au besoin;
- Représentation du gouvernement du Manitoba dans le cadre de négociations et participation aux réunions ayant trait aux finances, à la fiscalité et au développement économique;
- Assurance des biens du gouvernement et gestion des risques;
- Fourniture de statistiques et de renseignements sur la population active au ministère des Finances ainsi qu'à d'autres ministères et organismes gouvernementaux;
- Promotion de l'amélioration des régimes de pension d'employeur enregistrés en vertu de la Loi sur les prestations de pension;
- Gestion de l'actif et du passif financiers du gouvernement du Manitoba;
- Promotion des relations internationales et des partenariats stratégiques entre le gouvernement du Manitoba, le gouvernement fédéral, les administrations locales et les organismes non gouvernementaux;
- Conseils à l'égard des politiques stratégiques relatives aux relations fédérales-provinciales;
- Mise en œuvre d'ordres en vertu de la Loi sur les mesures d'urgence et de la Loi modifiant la Loi sur la location à usage d'habitation, qui suspend les évictions non urgentes et apporte des modifications temporaires pour remédier aux répercussions sociales et économiques de la pandémie sur les locataires et les locataires.
- Soutien des entreprises et des particuliers pour les aider à composer avec la COVID-19 au travail.

- Conseils, surveillance de la conformité et application de la loi dans les dossiers ayant trait au droit du travail du Manitoba.

Finances Manitoba comprend aussi les organismes de service spécial que sont l'Office des services financiers du Manitoba, le Bureau de l'état civil, le Bureau du tuteur et curateur public, et Entreprenariat Manitoba, qui présentent tous leur propre rapport annuel.

Finances Manitoba comprend aussi le Conseil des services funéraires du Manitoba, qui présente également son propre rapport annuel.

**STATUTORY RESPONSIBILITIES OF  
THE MINISTER OF FINANCE**

Continuing  
Consolidation  
Chapter

The Amusements Act [except Part II]	A 70
The Business Names Registration Act	B 110
The Business Practices Act	B 120
The Cemeteries Act	C 30
The Change of Name Act	C 50
The Chartered Professional Accountants Act	C 71
The Commodity Futures Act	C 152
The Condominium Act	C 170
The Construction Industry Wages Act	C 190
The Consumer Protection Act	C 200
The Cooperatives Act	C 223
The Corporations Act	C 225
The Corporation Capital Tax Act	C 226
The Credit Unions and Caisses Populaires Act	C 301
The Crocus Investment Fund Act [section 11]	C 308
The Electronic Commerce and Information Act	E 55
The Emissions Tax on Coal and Petroleum Coke Act	E 90
The Employment Standards Code	E 110
The Film and Video Classification and Distribution Act	F 53
The Financial Administration Act	F 55
The Firefighters and Paramedics Arbitration Act	F 60
The Fire Insurance Reserve Fund Act	F 70
The Fiscal Responsibility and Taxpayer Protection Act	F 84
The Franchises Act	F 156
The Fuel Tax Act	F 192
The Funeral Directors and Embalmers Act	F 195
The Prearranged Funeral Services Act	F 200
The Government Purchases Act	G 90
The Health and Post Secondary Education Tax Levy Act	H 24
The Housing and Renewal Corporation Act [clause 44(k)]	H 160
The Hudson's Bay Company Land Register Act	H 170
The Income Tax Act	I 10
[except sections 7.13 to 7.16, 10.4, 10.5, 10.6 and 11.8 to 11.21]	
The Insurance Act	I 40
The Insurance Corporations Tax Act)	I 50
The International Interests in Mobile Equipment Act (Aircraft Equipment)	I 63
The International Labour Cooperation Agreements Implementation Act	I 65
The Manitoba Investment Pool Authority Act	I 100
The Labour Relations Act	L 10



The Labour-Sponsored Venture Capital Corporations Act [except Part 2 and sections 16 to 18 as they relate to Part 2]	L 12
The Labour Administration Act	L 20
The Landlord and Tenant Act	L 70
The Life Leases Act	L 130
The Marriage Act	M 50
The Mental Health Act	M 110
The Mining Claim Tax Act	M 165
The Mining Tax Act	M 195
The Mortgage Act [Part III]	M 200
The Mortgage Brokers Act	M 210
The Municipal Taxation and Funding Act [except Part 2]	M 265
The New Home Warranty Act [This Act is not yet in force. It is to come into force on a date to be fixed by proclamation]	N 85
The Pari-Mutuel Levy Act	P 12
The Pay Equity Act	P 13
The Partnership Act	P 30
The Pension Benefits Act	P 32
The Personal Information Protection and Identity Theft Prevention Act [This Act is not yet in force. It is to come into force on a date to be fixed by proclamation]	P 33.7
The Personal Investigations Act	P 34
The Personal Property Security Act	P 35
The Pooled Registered Pension Plans (Manitoba) Act	P 94.6
The Property Tax and Insulation Assistance Act [Parts I, I.1, III, III.3, IV, V.1 and V.2, and section 1 and Part VI as they relate to subjects covered under Parts I, I.1, III, III.3, IV, V.1 and V.2]	P 143
The Public Guardian and Trustee Act	P 205
The Manitoba Public Insurance Corporation Act [sections 174.1 to 174.4 (claimant adviser office) and sections 175 to 185 (Automobile Injury Compensation Appeal Commission)]	P 215
The Public Officers Act	P 230
The Public Sector Compensation Disclosure Act	P265
The Public Utilities Board Act	P 280
The Queen's Printer Act	Q 10
The Real Estate Brokers Act (to be repealed by SM 2015, 45, s. 89 on January 1, 2022)	R 20
The Real Estate Services Act, SM 2015, [This Act is not yet in force. It is to come into force on a January 1, 2022]	R 21
The Real Property Act	R 30
The Registry Act	R 50
The Religious Societies' Lands Act	R 70
The Remembrance Day Act	R 80
The Residential Tenancies Act	R 119

The Retail Sales Tax Act	R 130
The Securities Act	S 50
The Securities Transfer Act	S 60
The Special Survey Act	S 190
The Statistics Act	S 205
The Suitors' Moneys Act	S 220
The Surveys Act [Part I]	S 240
The Tax Administration and Miscellaneous Taxes Act	T 2
The Tobacco Tax Act	T 80
The Vital Statistics Act	V 60
The Worker Recruitment and Protection Act	W 197
The Workers Compensation Act	W 200
The Workplace Safety and Health Act	W 210

## CORPORATE SERVICES

### Executive Support

The ministers' salaries provide additional compensation to which individuals appointed to the Executive Council are entitled.

Executive Support provides support and advice to the minister on all policy and program matters related to Manitoba Finance, co-ordinates and administers the activities of Manitoba Finance in order to meet government policy objectives, and provides administrative leadership to Manitoba Finance.

1 (a) Ministers' Salaries					
Expenditures by Sub-Appropriation	Actual 2020/2021 \$(000s)	Authority 2020/2021 FTEs	Authority 2020/2021 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Ministers' Salaries	42	1.00	42	-	
<b>Total Sub-Appropriation</b>	<b>42</b>	<b>1.00</b>	<b>42</b>	<b>-</b>	

1 (b) Executive Support					
Expenditures by Sub-Appropriation	Actual 2020/2021 \$(000s)	Authority 2020/2021 FTEs	Authority 2020/2021 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Salaries and Employee Benefits	868	7.00	768	100	
Other Expenditures	78	-	88	(10)	
<b>Total Sub-Appropriation</b>	<b>946</b>	<b>7.00</b>	<b>856</b>	<b>90</b>	

### Corporate Services

The Corporate Services Division supports the corporate needs of Manitoba Finance by liaising and co-operating with other areas to develop and implement departmental policies and procedures for financial management, administration, business processes and Information Technology (IT) management.

The division supports the minister, deputy minister and department on corporate and financial services policy matters, issues management, legislation, regulation, and executive management strategic planning. The division provides support on the development and implementation of policy matters for the Manitoba Financial Services Agency, which is a special operating agency under Manitoba Finance, as well as for the Office of the Superintendent - Pension Commission (branch). The division also co-ordinates access to information for Manitoba Finance, Executive Council, Civil Service Commission, Central Services and Crown Services and administers the All Charities function.

The division helped support Manitoba's COVID-19 pandemic response by administering the following programs:

- The Manitoba Gap Protection Program (MGPP) provided a \$6,000 grant to eligible Manitoba small and medium-sized businesses that experienced hardship as a result of the pandemic.

- The Manitoba Risk Recognition Program (MRRP) provided a one-time net payment of \$1,377 to eligible essential front-line workers who took extraordinary risks to keep Manitobans safe by working over 200 hours during the pandemic period of March 20, 2020 to May 29, 2020.
- The Manitoba Bridge Grant (MBG) Stream A provided a \$15,000 grant to eligible full-time Manitoba small and medium-sized businesses, not-for-profits and charities that were required to fully close their premises to the public as a result of Manitoba's Public Health Orders in effect as of November 12, 2020, or any revisions to those Orders.

The Office of the Superintendent - Pension Commission (branch) safeguards employees' rights to benefits promised under employment pension plans as provided under pension benefits legislation. The branch administers and enforces The Pension Benefits Act (Act) and Regulations, which set minimum standards for members' pension benefits, the funding of pension benefits, and the investing of plan assets. The branch also promotes the establishment, extension and improvement of employment pension plans registered under the Act. The branch also enforces The Pooled Registered Pension Plans (Manitoba) Act and Regulations.

#### **Key Results Achieved:**

- Providing digital transformation leadership, strategic planning, and the effective use of IT resources for Manitoba Finance and the Civil Service Commission.
- Providing timely IT support for the implementation of several Covid-related support programs for businesses and individuals.
- Providing timely IT support for the implementation of multiple business tax return deadline deferrals related to COVID-19 and the return to normal intake.
- Supporting management through the provision of analytical, consultative and evaluative advice on policy and planning proposals and ongoing operations.
- Representing Manitoba and supporting senior management participation in Federal-Provincial-Territorial work, such as the Financial Sector Policy dialogue.
- Processing MGPP applications and paying nearly 10,000 businesses a total of \$59,136,000.
- Issuing nearly \$45 million in COVID support to 225,000 seniors under the Seniors Economic Recovery Credit
- Issuing \$59,388,000 in Manitoba Gap Protection Program payments to nearly 10,000 businesses
- Issuing \$109,595,430 in Manitoba Risk Recognition Program payments to almost 80,000 Manitobans providing critical care services

- Processing nearly \$215 million in Manitoba Bridge Grant payments to nearly 15,000 businesses and other organizations
- Responding to the Truth and Reconciliation Commission's Call to Action #57 by delivering training to staff within the division. Three sessions were organized: speaker from the Treaty Relations Commission of Manitoba on the topic of treaties and residential schools, session on ways to participate in reconciliation and a session on First Nations policing.
- Supporting staff in the offer of French Language Services (FLS) through translation and training; continued the implementation of the 2018-2023 Finance FLS Plan.
- Managing two FLS related complaints; one complaint was resolved by taking the corrective measures that responded to the complainant's concerns and the other was deemed to belong to another department.
- Ensuring Manitoba Finance, Executive Council, Civil Service Commission, Central Services, Crown Services and Legislative and Public Affairs met their responsibilities under The Freedom of Information and Protection of Privacy Act (FIPPA).
- Processing FIPPA requests of 100 for Manitoba Crown Services; 56 for Manitoba Civil Service Commission, 138 for Manitoba Executive Council, 140 for Manitoba Central Services, 352 for Manitoba Finance and 4 for Legislative and Public Affairs.
- Supporting the timely reporting of Manitoba Finance's Supplement for Legislative Review and Annual Report to the Legislature in consultation with Central Finance division.
- Expanding the use of cost-effective investments in information systems to enable delivery of Manitoba Finance program needs for automated functionality, system performance, security and availability.
- Disbursing \$1,460,445.95 of employee donations to 1,339 charities.
- Processing 1,771 requests for written notice concerning one-time transfers of funds held in life income funds and pension plans if the plan permits.
- Responding to approximately 2,000 pension related telephone inquiries and issued responses to over 200 pieces of correspondence.
- Publishing one electronic document, updated two policy bulletins, and maintained up-to-date information on the website.
- Implementing COVID-19 relief measures of the Special Payments Moratorium Regulation and the extension of filing deadlines for Annual Information Returns.

- Working with pension regulators from other jurisdictions on several new and continuing initiatives through the activities of the Canadian Association of Pension Supervisory Authorities.
- Digitizing the pension documents filed with the branch to achieve efficiencies related to the storage and retrieval of these documents.
- Implementing the electronic payment of Annual Information Return filing fees.

<b>1 (c) Corporate Services</b>					
<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2020/2021 \$(000s)</b>	<b>Authority 2020/2021 FTEs</b>	<b>Authority 2020/2021 \$(000s)</b>	<b>Variance Over/(Under) \$(000s)</b>	<b>Expl. No.</b>
Salaries and Employee Benefits	2,414	31.00	2,489	(75)	
Other Expenditures	333	-	485	(152)	
<b>Total Sub-Appropriation</b>	<b>2,747</b>	<b>31.00</b>	<b>2,974</b>	<b>(227)</b>	

## Tax Appeals Commission

The Tax Appeals Commission Act provides for the appointment of one or more commissioners for the purpose of dealing with appeals filed by taxpayers who disagree with assessments issued by the Taxation Division. The Tax Appeals Commission provides taxpayers with an objective review of a taxpayer's appeal, independent of the taxation officials who issued the assessment.

The activity of the Commission and results for 2020/2021 are as follows:

<b>Outstanding appeals as at March 31, 2020</b>		<b>22</b>
Appeals received in 2020/2021:		
Administration	0	
Audit	<u>3</u>	<u>3</u>
		25
Disposition of appeals in 2020/2021:		
Varied	1	
Affirmed	6	
Rescinded	3	
Withdrawn	<u>12</u>	
Appeals Resolved		<u>22</u>
<b>Outstanding appeals as at March 31, 2021</b>		<b><u>3</u></b>

1 (d) Tax Appeals Commission					
Expenditures by Sub-Appropriation	Actual 2020/2021 \$(000s)	Authority 2020/2021 FTEs	Authority 2020/2021 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Tax Appeals Commission	49	-	16	33	1
<b>Total Sub-Appropriation</b>	<b>49</b>	<b>-</b>	<b>16</b>	<b>33</b>	

### Explanation:

1. Variance is primarily due to legal cost of anticipated tax appeal cases.

## **Communications Services Manitoba**

Communications Services Manitoba (CSM) is the central government division dedicated to engaging Manitobans in the work of government, by:

- delivering the message of government policy and programs to staff, the media and the public in dynamic, effective ways;
- advancing openness and transparency across government; and
- increasing engagement and participation in the decision-making process.

The division brings the decisions, services and vision of government to Manitobans, and invites Manitobans to bring their ideas and vision to government.

### **Key Results Achieved:**

- Helping the public understand the government's vision and priorities.
- Creating opportunities for the public to inform and contribute to the development of public policy.
- Explaining legal or statutory requirements.
- Encouraging people to lead healthy, safe lives.
- Informing people about public services and how to access them.
- Reassuring people in times of crisis or emergency.
- Enhancing the reputation of Manitoba by promoting our province nationally and internationally.
- Providing government departments full-service communication support including project management, strategic communications planning, campaign development, media relations, public engagement and opinion research, digital and web communications and writing advice and services under the authority of The Queen's Printer Act.
- Contracting communications services for the procurement and oversight of such as advertising, third-party public affairs and creative services, and other third-party communications support as required by departments, Crown corporations, agencies and other public bodies.
- Acting on behalf of the Queen's Printer of Manitoba, CSM publishes the Manitoba Gazette and other statutory publications, provides leadership and co-ordination of Manitoba's style and visual identity, oversees the use of our symbols, including the



Coat of Arms, and ensures the effective administration and oversight of Crown copyright.

The division's work can be summarized in three service areas:

1. Engagement, assisting departments with the development of strategic communications plans, program strategies, public engagement and promotional materials to ensure government communications are proactive, high-quality, consistent and cost-effective. Staff consult with departments to develop the message, methodology and media to meet promotional needs, co-ordinate interdepartmental communications, lead audience research, public engagement and consultation, Staff co-ordinate media relations and issue management initiatives across government and advise on the most effective method of communications delivery. Staff write news releases; act as liaisons for media; research, write and follow through on the production of informational publications; manage public communications during major emergencies and protocol events; arrange media interviews; and produce and disseminate news releases, social media posts and public information.
2. Operations, providing central operations for communications services such as digital platforms, procurement, customer service, and digital and creative services. Staff co-ordinate the strategic procurement of print, design, electronic production, research, advertising, planning and other marketing and communications services for government departments, agencies and Crown corporations. Staff work to develop production and advertising strategies, proposals and estimates for campaigns and services that are cost-effective and results-driven, ensuring the best use of government resources. Staff provide leadership and co-ordination for all digital government platforms including Manitoba.ca, intranet, and social media channels, provide audio visual support services for government news events, including the operation of the Government News Room and the daily broadcast of oral questions in the legislature, and operate the Manitoba Government Inquiry central call centre. Staff co-ordinate the routine and proactive disclosure of reports, data and other information, publish the Manitoba Gazette, the official record of government and legal notices that has been published for nearly 150 years, and print other statutory publications including regulations and legislation.
3. Governance and Strategy, providing central leadership and best practice expertise to summary government on communications, engagement and open government, Staff implement and oversee standard graphic and design guidelines and manage the government's visual identity, lead and promote open government policy, ensuring access to information through proactive disclosure, public engagement and statutory publications and manage communications transformation projects. Staff led the implementation of a central framework and communities of practice regarding advertising, public engagement, public opinion research, open government, digital communications and customer service.

1 (e) Communication Services Manitoba

Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	3,966	53.00	4,045	(79)	
Other Expenditures	2,551	-	2,884	(333)	
Less: Recoverable from Other Appropriations	(600)	-	(761)	161	
<b>Total Sub-Appropriation</b>	<b>5,917</b>	<b>53.00</b>	<b>6,168</b>	<b>(251)</b>	

## **FISCAL AND FINANCIAL MANAGEMENT**

### **Treasury**

The Treasury Division manages and administers the cash resources, borrowing programs, and all debt and investment management activities of the government. It further manages the borrowing programs and investment activities for all of its Crown corporations and government agencies. The division also arranges for the financing of municipalities, universities, schools and hospitals.

Major changes are continually taking place in the world's economic and financial markets. These changes have a significant impact on both short and long-term management strategies, as well as the day-to-day decisions made by Treasury Division staff.

The division maintains contact with a large number of domestic and foreign financial institutions, as well as regulatory and rating agencies, to inform them of the fiscal and economic performance of the Manitoba government and its policies, while at the same time obtaining information about the state of world financial markets and financial products and opportunities available to the Manitoba government.

### **Key Results Achieved:**

- Maintaining the best possible financial arrangements that minimize risk and cash flow requirements for the Manitoba government, Crown corporations, government agencies, school boards, hospitals and municipalities.
- Ensuring policies, legislation and regulations are sufficient for the needs of the government.
- Ensuring investment returns are the maximum possible within acceptable risk parameters.
- Issuing securities in both domestic and international markets valuing approximately \$7.0 billion.
- Servicing provincial borrowings represented by debentures, savings bonds, treasury bills, promissory notes and Canada Pension Plan debentures payable in Canadian dollars; borrowings also include: debenture issues payable in United States dollars, euros, pounds sterling, Swiss francs, New Zealand dollars, Australian dollars, Hong Kong dollars, Swedish krona and Japanese yen. In servicing foreign issues, the division administered approximately 400 swap agreements whereby all the foreign debt has been swapped into fixed or floating rate Canadian or United States dollar liabilities in order to mitigate risk to foreign currency fluctuation.
- Managing the cash flow and investment of significant dollar amounts processed through the bank accounts of the government.

- Managing the surplus funds deposited from government departments, agencies and Crown corporations in approximately 75 interest-bearing trust deposit accounts; these trust funds averaged \$2.2 billion and paid interest of approximately \$10 million.
- Advancing \$1.1 billion in new loans and advances to government programs, Crown corporations and government agencies; and managing an aggregate outstanding of \$29.9 billion in loans and advances to government programs, Crown corporations, and agencies.
- Managing approximately \$4.0 billion in long-term investments of the Manitoba government and its agencies, generating earnings of approximately \$160.0 million.
- Managing an average balance of approximately \$3.5 billion in short-term investments of the Manitoba government, requiring processing of transactions representing purchases, sales and maturities of approximately \$145.0 billion; this servicing was accomplished while maintaining loss-free safekeeping, payment and receipt operations.

**2 (a) Treasury**

Expenditures by Sub-Appropriation	Actual		Authority	Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	2,169	25.00	2,210	(41)	
Other Expenditures	89	-	146	(57)	
<b>Total Sub-Appropriation</b>	<b>2,258</b>	<b>25.00</b>	<b>2,356</b>	<b>(98)</b>	

## Central Finance

Provides executive support and management for the Department of Finance. Provides shared financial services and budget oversight for various departments. Provides centralized processing and administrative functions related to central accounts payable, central payroll services, bank reconciliation and insurance and risk oversight for all of government.

### Key Results Achieved:

- Providing financial and administrative advice to client departments.
- Providing commercial insurance coverage for departments and government agencies to protect properties valued in excess of \$10 billion, including administering the agency self-insurance fund.
- Performing payroll transactions that included 381,672 direct deposits, 77 cheques, 35 new and 85 amendments to garnishment orders while adhering to all deadlines and all related laws, regulations and policies.
- Releasing 244,000 payments for grants, supplies and services to corporations, firms and other recipients based on documents and supporting information provided by the government's operating departments; of this total, 153,000 were direct deposit payments to vendors.
- Ensuring prompt and accurate payment of accounts payable, and collecting and depositing all revenues and receipts to which the departments were entitled.
- Ensuring timely reporting of departmental management reports, annual estimates information, detailed budget forecasts and related reports, the Supplementary Information for Legislative Review, as well as the Annual Report to the Legislature.

2 (b) Central Finance					
Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021	2020/2021	2020/2021	Over/(Under)	
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	3,548	59.00	4,056	(508)	
Other Expenditures	397,395	-	398,232	(837)	
Less: Recoverable from Other Appropriations	(1,742)	-	(3,330)	1,588	
<b>Total Sub-Appropriation</b>	<b>399,201</b>	<b>59.00</b>	<b>398,958</b>	<b>243</b>	

## **Taxation**

The Taxation Division is responsible for efficiently and effectively administering the following provincial taxation acts and collecting revenues as provided in these acts:

- The Corporation Capital Tax Act
- The Emissions Tax on Coal and Petroleum Coke Act
- The Fuel Tax Act
- The Health and Post Secondary Education Tax Levy Act
- The Insurance Corporations Tax Act
- The Mining Tax Act
- The Retail Sales Tax Act
- The Tax Administration and Miscellaneous Taxes Act
- The Tobacco Tax Act
- The continuing phase-out of The Succession Duty Act

Activities of the division include administering the collection, processing and reporting of taxation revenues; informing, investigating and auditing taxpayers and businesses; and developing and distributing public tax information to protect revenue by promoting voluntary compliance.

Actual revenues for the 2020/2021 fiscal year under the taxation acts noted above as well as for the Mining Claim Lease Tax and Environmental Protection Tax, were \$3,552 million, which was \$101 million more than the estimated revenues of \$3,451 million. Further details on all taxation revenues are presented in the Revenue Summary by Source table (page 80).

The following table details the historical revenues collected under the taxation acts noted above for the past five years:

**Provincial Taxation Acts**  
**Comparative Statement of Actual Revenues \$(000s)**  
For Fiscal Years Ending March 31, 2017 to March 31, 2021

	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
Corporation Capital Tax	158,359	185,845	177,681	195,076	194,512	203,494
Profit Tax on Credit Unions	865	710	1,360	1,422	40	-
Insurance Corporations Tax	90,771	94,263	100,645	112,562	112,881	117,471
Mining Tax	2,035	1,345	6,381	12,358	81	17,861
Environmental Protection Tax	4,670	3,464	3,835	2,701	2,794	3,396
Fuel Taxes	319,189	335,512	343,716	347,406	338,013	299,371
Levy for Health and Education	457,512	475,284	490,430	510,894	516,745	507,848
Mining Claim Lease Tax	71	71	71	71	105	71
Retail Sales Tax	2,266,868	2,298,215	2,441,336	2,469,391	2,259,940	2,205,097
Succession Duty and Gift Tax	3	3	3	3	-	3
Tobacco Tax	256,119	243,266	228,123	217,540	220,175	198,066
<b>Total</b>	<b>3,556,462</b>	<b>3,637,978</b>	<b>3,793,581</b>	<b>3,869,424</b>	<b>3,645,286</b>	<b>3,552,678</b>

**Key Results Achieved:**

- Maintaining effective and efficient tax administration systems to reduce tax administration costs and maintaining accurate and current filing of tax returns and business registrations, with a deterrent to tax avoidance or evasion.
- Collecting outstanding taxes and delinquent returns.
- Maintaining and delivering enhancements to TAXcess — an efficient online system for filing and payment of taxes, which facilitates business registrations and permits taxpayer browsing of account status.
- Ensuring accurate processing of taxpayer refund claims.
- Increasing voluntary compliance by recovering unpaid taxes through audits and investigations.
- Maintaining tax administration processes and systems to ensure continued efficiency in the filing and processing of returns and business registration under the Acts.
- Evaluating the implications of administrative and revenue options considered by the government on a timely basis.
- Maintaining and updating key public information bulletins including online information pertaining to all acts, and responding in a timely basis to taxpayer enquiries to promote voluntary compliance.
- Liaising with the Canada Revenue Agency and other jurisdictions on co-operative information exchanges, joint compliance and audit initiatives, and other taxation administration and management issues.

<b>Vendors</b>  Note: represents all vendors registered under all statutes	Registered Vendors	54,730
	Returns generated	68,924 (paper) 128,872 (electronic)
<b>Administration</b>  Note: includes all refunds and resulting disbursements under all statutes except for First Nations fuel and tobacco tax exemptions	Completed refunds (not including fuel and tobacco tax exemptions on First Nations)	7,689
	Disbursements	\$ 28.84 million
<b>Fuel Tax exemption on First Nations</b>	Total active retailers	58 (on 35 First Nations)
	Bands with agreements	0
	Claims (retailers and Bands)	1,344
	Bulk fuel collectorship agreements	10
	Disbursed	\$ 13.5 million
<b>Tobacco Tax exemption on First Nations</b>	Total active retailers	7 (on 2 First Nations)
	Bands with agreements	57
	Claims (retailers and Bands)	1,362
	Disbursed	\$ 35.3 million



<b>Audit</b>  Note: represents all files under all statutes	Completed refunds	98
	Completed files	811
	Audit recoveries	\$ 62.3 million
<b>Investigations</b>  Note: includes all files except tobacco	Completed files	63
	Charges	22
	Convictions	28
	Fines	\$ 21,134
	Penalties	\$ 430,875
<b>Tobacco Interdiction</b>	Completed audit or investigation files	90
	Charges	62
	Convictions	25
	Fines	\$ 59,848
	Penalties	\$ 2.85 million

2 (c) Taxation

Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	9,787	175.80	12,641	(2,854)	1
Other Expenditures	14,427	-	10,690	3,737	2
<b>Total Sub-Appropriation</b>	<b>24,214</b>	<b>175.80</b>	<b>23,331</b>	<b>883</b>	

**Explanation:**

1. Variance is primarily due to vacancies and related staffing costs.
2. Variance is primarily due to a year end Allowance for Doubtful Accounts.

## Finance Research

Finance Research Division provides research and analysis to government with respect to national and provincial economic, fiscal and statistical matters; taxation policy and programs; and intergovernmental fiscal arrangements.

Primary activities of the division include producing policy advice and analysis; developing revenue forecasts and co-ordinating and developing tax credit expenditure forecasts; drafting legislation and implementing tax and other budget measures; preparing documents for the Manitoba Budget; and operating the Tax Assistance Office. Total provincial revenue from income taxes administered by the division in 2020/2021 amounted to \$3.7 billion in individual income tax and \$0.5 billion in corporate income tax. Total provincial revenues governed by federal-provincial transfer arrangements and administered by the division in 2020/2021 included \$2.5 billion in equalization and \$2.1 billion in transfer payments for major health and social programs.

### Key Results Achieved:

- Providing financial support to 225,000 Manitoba seniors during the pandemic through the \$45 million Seniors Economic Recovery Credit (SERC) that provided a one-time refundable tax credit of \$200 to eligible seniors.
- Developing and maintaining the Manitoba government's revenue estimates and projections, including for provincial tax credit expenditures.
- Providing research and analytical support and advice to the minister and cabinet with respect to national and provincial economic, fiscal, statistical and taxation matters as well as intergovernmental issues.
- Working with the federal government to develop and negotiate financing of cost-shared COVID-19 benefit programs.
- Preparing research and analysis necessary for the minister and cabinet to develop the Manitoba Budget.
- Contributing to the Manitoba Budget and related documents.
- Providing input into the Quarterly Financial Reports and the Public Accounts.
- Administering and monitoring fiscal arrangements with the federal government, including participating in activities to support the renewal of certain federal/provincial fiscal arrangements.
- Administering tax administration agreements with the federal government and administering tax credit programs with the federal government, departments, municipalities and other administrators.

- Managing administration of a variety of programs and assisting taxpayers and enforcing Manitoba income tax and Manitoba tax credit programs as provided by the office.
- Providing data compilation, analysis and dissemination of economic, demographic and social statistics to government, external clients, and the public.
- The following table details the revenues collected under federal-provincial fiscal arrangements for the past five years:

**Federal-Provincial Fiscal Arrangements**  
**Comparative Statement of Actual Revenues \$(000s)**  
For Fiscal Years Ending March 31, 2017 to March 31, 2021

	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
<u>Income Taxes</u>					
Individual Income Tax	3,498,544	3,423,437	3,627,761	3,901,629	3,982,000
Corporation Income Tax	459,116	561,330	605,550	613,707	639,500
Subtotal	3,957,660	3,984,767	4,233,311	4,515,336	4,621,500
<u>Federal Transfers</u>					
Government of Canada Subsidy	1,735,593	1,820,394	2,036,897	2,816	635,523
Canada Social Transfer (CST)	485,600	501,197	518,449	531,726	545,318
Canada Health Transfer (CHT)	1,312,187	1,365,187	1,412,574	1,490,003	1,519,797
Equalization	2,745	2,745	2,775	2,255,443	2,509,906
Flin Flon Agreement	-	-	-	133	-
Subtotal	3,536,125	3,689,523	3,970,695	4,280,121	5,210,544
<b>Total from Fiscal Arrangements</b>	<b>7,493,785</b>	<b>7,674,290</b>	<b>8,204,006</b>	<b>8,795,457</b>	<b>9,832,044</b>

**2 (d) Finance Research**

Expenditures by Sub-Appropriation	Actual	Authority	Variance	Expl. No.
	2020/2021 \$(000s)	2020/2021 FTEs	Over/(Under) \$(000s)	
Salaries and Employee Benefits	2,157	33.50	2,906	(749)
Other Expenditures	923	-	900	23
Less: Recoverable from Other Appropriations	-	-	(10)	10
<b>Total Sub-Appropriation</b>	<b>3,080</b>	<b>33.50</b>	<b>3,796</b>	<b>(716)</b>

## **The Public Utilities Board**

The Public Utilities Board (board) is an independent quasi-judicial regulatory body operating under the authority of the Manitoba Legislature.

The board is responsible for the regulation of public utilities as defined under The Public Utilities Board Act and includes:

- Centra Gas Manitoba Inc. — natural gas distribution
- Stittco Utilities Man Ltd. — propane distribution
- Water and Sewer Utilities — excluding the City of Winnipeg and the Manitoba Water Services Board

The board regulates the rates of compulsory driver and vehicle insurance premiums charged by the Manitoba Public Insurance Corporation, and electricity rates charged by Manitoba Hydro.

Pursuant to The Gas Pipe Line Act, the board assures that natural gas and propane are distributed to Manitoba consumers in a safe manner.

Other legislation that assigns either regulatory or adjudicative responsibilities to the board includes:

- The Greater Winnipeg Gas Distribution Act
- The Gas Allocation Act
- The Manitoba Water Services Board Act (Appeals)
- The Consumer Protection Act (maximum rates for cashing government cheques)
- The City of Winnipeg Charter Act (passenger carrier agreements)
- The Municipal Act
- The Emergency 911 Public Safety Answering Point Act (Appeals)
- The Efficiency Manitoba Act

## Key Results Achieved:

- Convening seven public hearings over 45 days. As a result of those public hearings, issuing a total of 206 Board Orders and seven gas marketing licences.

Utility	Hearing Days	Briefing/Meeting Days	Pre-Hearing Conferences	Decision Making Days	Orders Issued
Manitoba Hydro	6	Previous Fiscal	1	1	60
Centra Gas	11	11	N/A	2	16
Manitoba Public Insurance	13	8	2	3	14
Efficiency Manitoba	12	9	2	3	6
W&W Utilities	3	3	N/A	N/A	104
<b>TOTALS</b>	<b>45</b>	<b>31</b>	<b>5</b>	<b>9</b>	<b>200</b>

### 2 (e) Public Utilities Board

Expenditures by Sub-Appropriation	Actual 2020/2021	Authority 2020/2021		Variance Over/(Under)	Expl. No.
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	993	9.00	924	69	
Other Expenditures	324	-	705	(381)	1
<b>Total Sub-Appropriation</b>	<b>1,317</b>	<b>9.00</b>	<b>1,629</b>	<b>(312)</b>	

### Explanation:

1. Variance is primarily due to a reduction in expenditures due to COVID-19. There have been no Manitoba Hydro or Centra Gas hearings, and all three MPI hearings were restricted to 10-persons (consistent with the public health orders).

# TREASURY BOARD SECRETARIAT

## Treasury Board Secretariat

Treasury Board Secretariat (TBS) provides financial and analytical support and strategic management advice to the Minister of Finance and Treasury Board and is responsible for the Public Accounts and financial controls for the Province of Manitoba.

Treasury Board is a committee of Cabinet responsible for the overall fiscal management and reporting of the Manitoba government and oversees the policies required for the effective management of public funds to meet government objectives.

The Secretariat is headed by a Deputy Minister who acts as Secretary to Treasury Board. The organization has been an independent secretariat since 1987/1988.

The major functions fulfilled by the TBS include:

- Administering central financing oversight to all government departments and reporting entities.
- Exercising strategic and executive leadership of the annual estimates, annual budget, quarterly forecast, summary accounting and financial reporting functions of the government as a whole, ensuring a current and accurate understanding of the financial condition of the Province. Planning and co-ordinating the summary budgetary process.
- Granting analytical support and recommendations to TBS in fulfilling its responsibilities for fiscal management, program, and organizational reviews.
- Strategically advising Cabinet, Treasury Board and the Clerk of Executive Council, and support the development and implementation of a financial policy framework for Government.
- Supporting Treasury Board and the Minister of Finance through agenda management, financial and analytical support and strategic management advice and communication of decisions to departments.
- Overseeing the Annual Report and Public Accounts of the Government of Manitoba.
- Implementing strategic initiatives and targeted program reviews and co-ordinating the use of balanced scorecards across government.
- Developing accounting, financial and administrative policy frameworks through the Financial Administration Manual and the General Manual of Administration.
- Providing an independent and objective analysis of governance, risk management and internal controls, including through the internal audit function.

TBS consists of the following Divisions:

- Office of the Secretary to Treasury Board
- Analysis and Strategic Management
- Fiscal Management and Capital Planning
- Internal Audit
- Office of the Provincial Comptroller
- Scorecards
- Strategic Initiatives

TBS also includes administrative support services for Secretariat staff and Treasury Board, including agenda and minute preparation and distribution of agenda material.

### **Key Results Achieved:**

- All Divisions of TBS were engaged in the response to the COVID-19 pandemic, which required unprecedented Summary government oversight of the use of public funds, including its tracking, control and reporting.
- TBS developed a nimble process to engage with Treasury Board in departments' proposals on pandemic resources and related response programming that allowed for proper oversight and controls on each program while ensuring that the delivery of these much-needed initiatives and resources was not delayed.
- Fiscal Management and Capital Planning led the preparation of the government's public facing fiscal reporting, including the Budget 2020 Supplement, the June 2020 Fiscal and Economic Update, the quarterly reports and presentations to credit rating agencies. The unit prepared legislation to permit the government to access supplementary borrowing and spending authority in response to the pandemic. This included providing additional borrowing authority of up to five billion dollars and nearly two billion in expenditure authority.
- The government initiated several support programs in response to the pandemic. Due to the large nature of these programs, TBS' Strategic Initiatives (SI) unit was engaged to lead and partner with the various departments in the development and execution of programs, such as the Manitoba Risk Recognition Program, the Manitoba Job Restart Program, the Manitoba Gap Protection Program, and others, to support businesses and individuals.
- SI led the creation of the mental health support program for Manitobans (AbiliCTB) and spearheaded the creation of a childcare emergency support strategy after the pandemic started.
- Starting in fall of 2020, nearly all of SI's resources were dedicated to the COVID-19 Vaccine Implementation Task Force to support with strategic planning, vaccine allocation, clinic planning and performance monitoring, vaccination outcomes reporting and workforce augmentation. The remaining staff were dedicated to supporting COVID-19 financial relief programs.

- Manitoba's response to the COVID-19 pandemic resulted in significant changes to traditional operations and control frameworks, and in the expeditious development and rollout of COVID-19 related support programs. Internal Audit pivoted from an auditor of past events to a trusted advisor and partner performing advance and near-real time reviews and audits of governance, risk management and internal controls, and provided up-front recommendations to support strong governance, government accountability and continuous improvement.
- The Office of the Provincial Comptroller (OPC) undertook a modernization of the Government of Manitoba's Annual Report and Public Accounts. The Annual Report and Public Accounts were presented as a single volume for the first time in Manitoba. The reports previously printed as compendium volumes to the Public Accounts are now available on the Government of Manitoba OpenMB proactive disclosure website.
- The Office of the Provincial Comptroller undertook a review of all contingent liabilities through the support of experts to ensure the estimates fairly represent the accurate financial position of the Government.
- The Comptrollership and Compliance Unit within OPC launched in December 2020. The unit will address the findings in the January 2021 Office of the Auditor General's report on Physicians' Billings.
- TBS' Scorecards unit coordinated the completion of 45 balanced scorecards across government, with work on another 157 scorecards underway at department, division and branch levels. This work included configuring 253 unique performance measures in the balanced scorecard software including measures displayed on MB Measuring Progress. In addition, the unit delivered balanced scorecard training to over 450 directors, managers and other key staff. In December of 2019 to June 2021 the Manitoba Measuring Progress website has recorded 41,588 unique page views.
- TBS led the development of the Manitoba Excellence in Governance Training Program to provide robust foundational governance training and orientation materials to all members appointed to serve on provincial Agencies, Boards and Commissions (ABCs). This whole-of-government approach provides clarity on public sector governance in Manitoba, expectations, accountabilities, responsibilities, and roles as well as opportunities for ongoing training and development. This program is expected to launch in the fall of 2021.
- Earlier this year the Government of Manitoba delivered on its commitment to make available a secure, online board portal to ABCs and related entities. Board portals provide a secure environment to share and collaborate on confidential materials for discussion and decision.



- Work continued on the modernization of the Financial Administration Act which, as outlined in Budget 2020 and 2021, is a multi-year initiative to further improve the financial management and accountability of government departments and reporting entities.
- The Internal Audit and the OPC completed their organizational moves to TBS with a physical move to TBS' offices.

<b>3 (a) Treasury Board Secretariat</b>					
<b>Expenditures by Sub-Appropriation</b>	<b>Actual</b>	<b>Authority</b>		<b>Variance</b>	<b>Expl. No.</b>
	<b>2020/2021</b>	<b>2020/2021</b>	<b>2020/2021</b>	<b>Over/(Under)</b>	
	<b>\$(000s)</b>	<b>FTEs</b>	<b>\$(000s)</b>	<b>\$(000s)</b>	
Salaries and Employee Benefits	7,630	85.00	7,605	25	
Other Expenditures	1,973	-	1,998	(25)	
<b>Total Sub-Appropriation</b>	<b>9,603</b>	<b>85.00</b>	<b>9,603</b>	<b>-</b>	

## PRIORITIES AND PLANNING

### Priorities and Planning Committee of Cabinet Secretariat

The Priorities and Planning Committee of Cabinet Secretariat (Secretariat) is a small staff group, which provides advice and support to the premier of Manitoba, the Priorities and Planning Committee of Cabinet and the Cabinet as a whole in advancing major government initiatives.

The Agencies, Boards and Commissions (ABCs) Office is part of the Secretariat. The ABCs Office oversees Manitoba government appointments to approximately 160 ABCs. These are entities established by government to carry out a range of functions and services, and include councils, authorities, advisory bodies, funding bodies, professional organizations and quasi-judicial tribunals.

#### Key Results Achieved:

- Providing timely and effective policy advice and services to the Priorities and Planning Committee of Cabinet.
- Supporting the advancement of major government commitments and initiatives.
- Providing timely and thorough analysis of information and submissions for the Premier of Manitoba and the Cabinet.
- Focusing on the ABC process becoming more transparent, effective and efficient in accordance with the recommendations outlined in the 2012 Auditor General's report.
- Reducing the total number of ABCs, and the number of individuals serving on ABCs.
- Increasing board member representation and diversity in terms of Indigenous persons, visible minorities, persons with disabilities, gender balance, bilingual persons, and regional representation so that boards better reflect the population they serve.

4 (a) Priorities and Planning Committee of Cabinet Secretariat					
Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	1,902	15.00	1,813	89	
Other Expenditures	354	-	443	(89)	
<b>Total Sub-Appropriation</b>	<b>2,256</b>	<b>15.00</b>	<b>2,256</b>	<b>-</b>	

## LABOUR AND REGULATORY SERVICES

Labour and Regulatory Services contributes to Manitoba's growth and development by creating safe and healthy workplaces, balanced employment practices and harmonious labour/management relations.

### Legislative Development Branch

The Legislative Development Branch provides support to the Labour and Regulatory Services Division by conducting research and analysis, supporting policy development, co-ordinating the Division's legislative initiatives, and providing support services to a number of advisory boards and committees. The branch also co-ordinates the Division's responsibilities under The Regulatory Accountability Act. The objective of the branch is to provide effective and timely support to branches and to the Deputy Minister and Minister's offices in order to help the Department achieve its policy objectives.

#### Key Results Achieved:

- Leading the division's statutory and regulatory development initiatives.
- Coordinating the division's compliance with The Regulatory Accountability Act.
- Preparing approval documents for appointments to the division's agencies, boards and commissions.
- Providing administrative support, research, and analysis to the Labour Management Review Committee.
- Responding in a timely manner to requests for information by unions, management, labour relations practitioners, the general public, the Minister, and internal and external government branches, including requests from the federal government on matters relating to the International Labour Organization.
- Exchanging information and shared best practices regarding current and emerging labour trends with counterparts in other Canadian jurisdictions through the Canadian Association of Administrators of Labour Legislation.

5 (a) Legislative Development					
Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	418	5.00	388	30	
Other Expenditures	26	-	25	1	
<b>Total Sub-Appropriation</b>	<b>444</b>	<b>5.00</b>	<b>413</b>	<b>31</b>	

## The Manitoba Labour Board

The Manitoba Labour Board is an independent and autonomous specialist tribunal comprised of a full-time chairperson, one full-time vice-chairperson (.8 EFT), six part-time vice-chairpersons, and 30 Board members. The Board is responsible for the fair and efficient administration and adjudication of responsibilities assigned to it under various statutes from which it derives its jurisdiction, including: The Labour Relations Act; The Employment Standards Code; The Workplace Safety and Health Act; The Construction Industry Wages Act; The Worker Recruitment and Protection Act; The Apprenticeship and Certification Act; The Victims' Bill of Rights; The Essential Services Act (Government and Child and Family Services); The Essential Services Act (Health Care); The Pay Equity Act; The Public Interest Disclosure (Whistleblower Protection) Act; The Public Schools Act; The Remembrance Day Act; and The Elections Act.

The objectives of the Board include:

- Resolving applications and appeals in a fair and reasonable manner, including the expeditious issuance of appropriate orders;
- Assisting parties in resolving disputes without the need of the formal adjudicative process; and
- Providing information to parties and the public on their dealings with the Board and the Board's operations.

### Key Results Achieved:

- Receiving 181 applications and carried forward 79 files under the following Acts:

The Elections Act - 0

The Public Interest Disclosure (Whistleblower Protection) Act - 0

The Workplace Safety and Health Act - 12

The Employment Standards Code - 27

The Labour Relations Act - 142

**Total filed in reporting year - 181**

Cases carried forward (from 2019/2020) – 79

**Total applications before the Board\* - 260**

\*The total number of applications before the board decreased by 25% over the previous year's total of 350.

- Disposing of/closed 189 of 260 cases (72%).
- Scheduling 105 applications appeals for hearing, appointed five conciliators pursuant to section 67(1) of The Labour Relations Act and 33 arbitrators for expedited arbitration applications.

- Resolving or narrowing the issues before the Board in 86.21% of cases where a Board officer was formally appointed or assisted the parties informally through the dispute mediation process. This represents an increase of 4.39% from the previous fiscal year.
- Conducting 17 votes: Three votes were conducted within the legislated time frames of the certification process; 12 votes were conducted under extended limits for which the Board was satisfied exceptional circumstances existed as a result of the COVID-19 pandemic; and two votes were not subject to timeframes stipulated under The Labour Relations Act processing applications and appeals with a median processing time of 145 calendar days under The Employment Standards Code and 68 calendar days under The Labour Relations Act (LRA).
- Continuing streamlining procedures for receiving, storing and disbursing documents, to improve electronic communications and efficiencies.

5 (b) Manitoba Labour Board

Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	1,353	14.50	1,411	(58)	
Other Expenditures	134	-	190	(56)	
<b>Total Sub-Appropriation</b>	<b>1,487</b>	<b>14.50</b>	<b>1,601</b>	<b>(114)</b>	

## Workplace Safety and Health

Workplace Safety and Health (WSH) Branch enforces The Workplace Safety and Health Act and its three associated regulations – the Workplace Safety and Health Regulation, Operation of Mines Regulation, and Administrative Penalty Regulation. Inspection and investigation activity focuses on improving legislative compliance through the use of strategic enforcement approaches that target high-risk hazards in order to prevent serious workplace injuries, illnesses and fatalities.

### Key Results Achieved:

- Collaborating with the Workers Compensation Board, SAFE Work Manitoba, and other key partners to reduce the number and severity of workplace related injuries and illnesses in Manitoba. Through these partnerships, maintained the time-loss injury rate of an estimated 2.5 per 100 full-time workers in the 2020 calendar year, despite the onset of the COVID-19 pandemic.
- Responding to over 7,800 calls, approximately 1,860 emails and two walk-ins. As of March 19, 2020, WSH stopped all public walk-in inquiries due to the COVID-19 pandemic. Services were maintained by phone and email.
- Conducting 5,483 inspections that resulted in 6,739 improvement orders and 404 stop work orders.
- Employing a targeted enforcement strategy that resulted in 51% of inspections identifying contraventions, indicating the approach was effective at identifying workplaces with compliance issues. Prior to implementing focused enforcement, approximately 33% of inspections resulted in orders issued.
- Supporting the COVID-19 pandemic efforts by conducting inspections of workplaces to ensure compliance with the Public Health Orders and ensuring employers had appropriate control measures in place to reduce risk of COVID-19 transmission in the workplace.
- Working closely with Health and key partners, as well as federal, provincial and territorial agencies to share, develop and review guidance materials related to addressing COVID-19 in the workplaces.
- Responding to 977 serious incidents, representing 43% of 'reportable incidents; completed 13 full investigation files while maintaining investigation timeframes that are among the fastest in Canada.
- Investigating 45 allegations of discriminatory action, confirming five cases of unlawful reprisal.
- Issuing ten administrative penalties ranging from \$2,500 to \$5,000.

- Supporting amendments to the Workplace Safety and Health Act to ensure protections for workers, reduce red tape, and improve clarification and harmonization.
- Continuing progress on replacing existing case management software to facilitate easier indepth analysis and information sharing, and timely reporting of key performance indicators. This information will inform and focus future enforcement strategies.

### Performance Indicators: Workplace Safety and Health Branch:

Effectiveness Measures	Planned Target	Actual Result	Expl. No.
	2020/2021	2020/2021	
Number of Inspections Conducted	4,700	5,483	

5 (c) Workplace Safety and Health					
Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021	2020/2021	2020/2021	Over/(Under)	
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	6,179	78.60	6,736	(557)	
Other Expenditures	1,568	-	101	1,467	1
<b>Total Sub-Appropriation</b>	<b>7,747</b>	<b>78.60</b>	<b>6,837</b>	<b>910</b>	

#### Explanation:

1. *Variance is primarily related to virement transfer to other areas of the department to support budget pressures.*

## Employment Standards

Employment Standards seeks to promote compliance with employment legislation and protect vulnerable workers. It connects with employers experiencing business closures and lay offs to ensure compliance with employment legislation and to connect employers with workforce adjustment services available through the province.

The objectives of the branch include:

- achieving a high level of voluntary compliance with employment standards legislation for timely resolution for employees and employers, and cost-effective use of government resources;
- enforcing minimum standards, when necessary, to ensure payment of wage entitlements for employees and a level playing field for employers;
- streamlining administrative processes, reducing unnecessary burdens on employers and employees and improving efficiency in the branch; and

- ensuring compliance to employment legislation in the event of a business closure or group layoffs of 50 or more employees, and assisting these employers to access workforce adjustment services.

### **Key Results Achieved:**

- Providing assistance and information to more than 19,685 employees and employers through our general inquiries line and responded to approximately 2,600 email inquiries.
- Resolving 1,019 claim-based investigations and 53 proactive investigations, recovered \$856,557 in wages and issued four administrative penalties related to repeated non-compliance with minimum standards legislation.
- Resolving 88% of all claims without a formal order being issued by an Employment Standards Officer (ESO). 61% were settled voluntarily, in an average of 30 days, using an education-based process; eliminating the need for more costly, time-consuming field investigation.
- Delivering free public education sessions to enhance employers' understanding and awareness of legislative provisions. This service provides opportunities for ESOs to engage stakeholders outside of typical claim-based interaction and enforcement activities.
- Responding to 100% of group layoff involving 50 or more employees when notification was received by the Minister as legislatively required.
- Responding to COVID-19 by implementing new legislation including the Public Health Emergency Leave and the COVID-19 Vaccination Leave. As well as amending temporary suspension of deemed termination provisions, to ensure that all workers in Manitoba who were unable to work due to COVID-19 were able to take a job-protected leave of absence to access benefits such as the Canada Recovery Sickness Benefit and Canada Recovery Caregiver Benefit.

Standardized officer training programs by creating a comprehensive training program for all new officers to ensure consistency in legislative interpretation and investigative practices.



## Performance Indicators: Client-Initiated Services

April 1, 2020 to March 31, 2021

Claim Resolution Method	Percentage of Finalized Claims
Quick Resolution Process	58
Field Investigation	30
Alternate Dispute Resolution	5
Manitoba Labour Board	1
Judgement and Collections	1

*\*Note: Numbers have been rounded and approximate 100%*

5 (d) Employment Standards					
Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	2,533	37.60	3,134	(601)	
Other Expenditures	255	-	362	(107)	
<b>Total Sub-Appropriation</b>	<b>2,788</b>	<b>37.60</b>	<b>3,496</b>	<b>(708)</b>	

## The Worker Advisor Office

The Worker Advisor Office, established under Section 108 of The Workers Compensation Act, is independent of the Workers Compensation Board (WCB), and provides professional and timely service to workers and their dependants who require assistance with their workers compensation claims.

The Worker Advisor Office objectives include:

- advising workers and their dependants on the interpretation of The Workers Compensation Act, its regulations and WCB policies; and
- assisting workers in understanding WCB processes in general, and specific decisions that affect their entitlement to benefits; and
- advising, assisting, and where appropriate, representing injured workers in appeals to obtain benefits to which they are entitled under The Workers Compensation Act in a fair, compassionate and timely manner.

### Key Results Achieved:

- Assisting 209 injured workers and their families through the process of disputing claim decisions by the WCB and helped facilitate fair resolutions.
- Providing informal advice and assistance to 81 injured workers and their families.

- Representing clients at various levels of the workers compensation process in 127 cases, comprising:
  - 13 at case management/adjudication
  - 38 at Review Office
  - 46 at Appeal Commission
  
- Identifying opportunities to improve response times and efficiency of service delivery processes.
  
- Adapting to COVID-19 by improving access to claims from the WCB through electronic information and evidence.

5 (e) Worker Advisor Office					
Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries And Employee Benefits	538	8.00	655	(117)	
Other Expenditures	48	-	50	(2)	
<b>Total Sub-Appropriation</b>	<b>586</b>	<b>8.00</b>	<b>705</b>	<b>(119)</b>	

## INTERGOVERNMENTAL AFFAIRS

### Federal-Provincial Relations

Federal-Provincial Relations co-ordinates and provides strategic policy advice, analysis and support to the premier of Manitoba concerning Manitoba's relationships with the federal government and other provincial and territorial (PT) governments. The branch promotes Manitoba's interests in the development of interprovincial/territorial positions and policies in co-operation with other provinces and territories, and in the development and implementation of national policies in cooperation with the federal government.

Activities of the branch include ensuring a consistent, government-wide approach and strategy to advance Manitoba's priorities in intergovernmental affairs. Federal-Provincial Relations also ensures that members of the Manitoba government have adequate and timely information on the implications resulting from national and regional trends and the implementation of programs and policies by the federal government and/or other PT governments.

#### Key Results Achieved:

- Providing support to the premier of Manitoba in his responsibilities as the minister of Federal-Provincial Relations, including his involvement in regular First Ministers' meetings, annual Western Premiers' Conferences, Council of the Federation, bilateral meetings with the prime minister and other inter-jurisdictional meetings and conferences.
- Coordinating government-wide approach to intergovernmental affairs.

6 (a) Federal-Provincial Relations					
Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021	2020/2021	2020/2021	Over/(Under)	
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	872	9.00	812	60	
Other Expenditures	139	-	294	(155)	
<b>Total Sub-Appropriation</b>	<b>1,011</b>	<b>9.00</b>	<b>1,106</b>	<b>(95)</b>	

### International Relations

The International Relations division of Intergovernmental Affairs leads the development, co-ordination, monitoring, and reporting of the Government of Manitoba's international relations. The division's objective is to ensure Manitoba's interests are effectively advanced through its international activities and relationships. The branch provides strategic policy advice on international issues that affect Manitoba, supporting the international activities of the Premier as well as Ministers and Legislators.

#### Key Results Achieved:

- Monitoring, advising, and assisting with international activities across Government of Manitoba departments to enhance the effectiveness of these activities and help ensure they further Manitoba's priorities.

- Leading in Manitoba's international advocacy, ensuring these efforts are co-ordinated, consistent and effective across the whole of government.
- Building strategic relationships with national and subnational governments outside of Canada, representatives of foreign governments in Canada, and with Global Affairs Canada and international relations officials in other provincial/territorial governments.
- Drafting, reviewing, and monitoring Manitoba's international agreements.
- Serving as Manitoba's representative on the World Bank's Private Sector Liaison Officer Network.
- Co-ordinating and facilitating Manitoba's involvement in international development activities.

## **Trade Agreements and Negotiations**

Trade Agreements and Negotiations manages Manitoba's internal and international trade agreements and negotiations, including oversight of domestic and international trade disputes.

### **Key Results Achieved:**

- Working to improve Manitoba companies' access to international markets by representing Manitoba during free trade negotiations, including the Canada United Kingdom Trade Continuity Agreement, (CUKTCA), Canada-Mercosur and Canada/Pacific Alliance negotiations and assisted with outreach for the newly implemented Canada United States Mexico Agreement (CUSMA).
- Defending Manitoba industry and programs in international trade disputes related to lumber, steel and aluminum and provided input to international investigations related to the Manitoba export of electricity and electricity transformers.
- Working with other Canadian governments to reduce or eliminate barriers to trade and labour mobility and negotiate enhancement to the Canadian Free Trade Agreement (CFTA). Co-ordinated efforts across the Manitoba government to narrow or eliminate barriers to trade and labour mobility wherever possible.
- Continuing work on implementation of the New West Partnership Trade Agreement, providing Manitoba businesses with opportunities in other western provinces.

## Promoting Trade

The department worked to improve Manitoba companies' access to national and international markets by representing Manitoba during free trade negotiations and co-ordinating the implementation of domestic and international agreements, including the CUSMA, CFTA and the New West Partnership Trade Agreement (NWPTA). The department continued to co-ordinate efforts across the Manitoba government to narrow or eliminate barriers to domestic trade and labour mobility and defend Manitoba industry and programs in international trade disputes.

6 (b) International Relations					
Expenditures by Sub-Appropriation	Actual 2020/2021	Authority 2020/2021		Variance Over/(Under)	Expl. No.
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	679	11.00	679	-	
Other Expenditures	143	-	72	71	
<b>Total Sub-Appropriation</b>	<b>822</b>	<b>11.00</b>	<b>751</b>	<b>71</b>	

## Protocol

The Protocol Office is tasked with providing leadership and co-ordination of Government ceremonial, protocol and diplomatic activities. Protocol is the principal point of contact for Embassies, High Commissions and Consulates and serves the provincial Honours and Awards Secretariat.

### Key Results Achieved:

- Providing support to the Premier and Deputy Premier of Manitoba with respect to diplomatic engagement, particularly virtual interactions in the context of the global pandemic.
- Coordinating government-wide approach to ceremonies and events, including Cabinet Swearing-in, Remembrance Day, Speech from the Throne and Manitoba150 (hybrid virtual events in many cases).
- Facilitating provincial honours and awards, including the Order of Manitoba, Order of the Buffalo Hunt and Premier's Volunteer Service Awards.

6 (c) Protocol					
Expenditures by Sub-Appropriation	Actual 2020/2021	Authority 2020/2021		Variance Over/(Under)	Expl. No.
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	298	2.00	164	134	
Other Expenditures	111	-	155	(44)	
<b>Total Sub-Appropriation</b>	<b>409</b>	<b>2.00</b>	<b>319</b>	<b>90</b>	

## Military Envoy

The Special Envoy for Military Affairs serves as the Provincial Government's official point of contact for military members and their families in both Regular and Reserve Force units. The office continues to promote new and innovative ways for Manitobans to learn, remember and commemorate Manitoba's military history and the contribution of Manitobans to Canada's military history.

### Key Results Achieved:

- Completing stakeholder outreach throughout the year with Veterans, Military Family Resource Centers (MFRC's), Regular and Reserve Force Units. This includes assisting with the needs of incoming military personnel who are posted to Manitoba.
- Working with veteran organizations like Legions and ANAVets to help them with any needs they may have. The SEMA office also collaborates with these organizations on military ceremonies and commemorations.
- Working with the federal government to help make military families lives easier and more seamless when being posted to and from Manitoba.

6 (d) Military Envoy					
Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	53	1.00	72	(19)	
Other Expenditures	7	-	54	(47)	
<b>Total Sub-Appropriation</b>	<b>60</b>	<b>1.00</b>	<b>126</b>	<b>(66)</b>	

## **CONSUMER PROTECTION DIVISION**

### **Consumer Protection**

The Consumer Protection appropriation (07-7) has seven sub-appropriations: Administration and Research, Consumer Protection Office (CPO), Residential Tenancies Branch (RTB), Claimant Adviser Office (CAO), Automobile Injury Compensation Appeal Commission (AICAC), Residential Tenancies Commission (RTC) and the Office of the Registrar-General (ORG).

Two special operating agencies – Vital Statistics Agency (VSA) and Public Guardian and Trustee (PGT) – are part of the division and are briefly discussed here, but prepare separate Annual Reports, as do AICAC and RTC. The Assistant Deputy Minister chairs the Vital Statistics Agency Advisory Board and the Public Guardian and Trustee Advisory Board, as well as the Landlord and Tenant Advisory Committee.

The mandate of the division reflects many of the ways in which Manitobans interact in the marketplace and experience important life events such as births, deaths and marriages. Manitobans face challenges from an increasingly innovative and dynamic marketplace. New technologies, new types of commercial activities and business models, new ways of shopping and buying places additional importance on sustaining a fair, balanced and up-to-date regulatory system, so that Manitobans can maintain their full confidence in the marketplace, and that life events are properly recorded to protect identity and personal information.

The division encourages marketplace confidence through a wide range of activities that include: identifying and responding rapidly to the emergence of new legislative needs in the administration of the legislation for which the division is responsible; providing oversight of the operation of the land registration systems and Personal Property Registry, in accordance with the service provider contract with Teranet Manitoba and applicable legislation; administering Manitoba's rent regulation program; investigating and mediating disputes between tenants and landlords and between consumers and businesses. Additional division activities include: licensing businesses in a number of key sectors, regulating pay day lenders and collection agencies; hearing appeals of adjudication decisions between landlords and tenants; and assisting appellants and hearing appeals concerning benefits under the Personal Protection Plan of Manitoba Public Insurance Corporation (MPIC).

With rapid changes to the marketplace, it is more important than ever to provide timely, accurate and useful information in order for Manitobans to make their own, well informed, decisions. The division uses a variety of traditional and new social media tools to ensure all Manitobans can be kept aware of issues relating to the mandate of the division.

Prior to the COVID-19 pandemic, the Division's mandate was primarily delivered through front-line client service by the respective branches, agencies and commissions. Manitobans primarily received information and assistance through in-person services, such as unscheduled, walk-in counter service, client meetings, in-home inspections, and education and information presentations were primarily conducted in-person. Mediation and adjudicative services were primarily provided in-person before a mediator or an adjudicator or adjudicative panel.

The Division's branches, agencies and commissions showed resilience by adapting its service delivery in response to the challenges presented by the COVID-19 pandemic. Unscheduled in-person service was suspended, with client-centric service delivered virtually and by scheduled appointments. Where scheduled in-person appointments and hearings were required, safety protocols were in place and in conformance with public health orders, to ensure safety of staff and clients.

## **Administration and Research**

Administration and Research is composed of two units; the Assistant Deputy Minister's office and Research and Planning. The Administration and Research office provides executive direction and administrative support to branches, agencies and commissions of the Consumer Protection Division. Activities of the two units include initiatives to sustain and improve services to the public, assessing the need for, and coordinating the development of, new or amended legislation to address marketplace concerns, coordinating the division's budget and financial reporting, and collaborating and networking across departments and sectors to achieve government objectives.

### **Key Results Achieved:**

- Providing information, advice and support to the Minister, Deputy Minister and the executive level of government on issues related to the division.
- Providing leadership and centralized co-ordinated support to the division in such areas as policy and legislative development, planning new strategic initiatives and service delivery.
- Providing divisional financial management services, including budget analysis and control, in accordance with governing legislation and established financial administration policies and procedures.
- Establishing and maintaining strong working relationships with stakeholders, including consumer associations, business associations and municipalities.
- Creating and sustaining a culture of innovation, employee engagement, and continuous improvement.



7 (a) Administration and Research

Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries And Employee Benefits	478	5.00	461	17	
Other Expenditures	95	-	208	(113)	1
<b>Total Sub-Appropriation</b>	<b>573</b>	<b>5.00</b>	<b>669</b>	<b>(96)</b>	

**Explanation:**

1. Variance is primarily due to lower than anticipated legal fees.

**Consumer Protection Office**

The CPO functions fall into six main areas: investigation and dispute resolution, licensing and registration, special investigations, education and outreach, administration/legislative review, and the oversight and management of the Manitoba Borrowers' Financial Literacy Fund.

The Investigation and Dispute Resolution area investigates consumer-related complaints and resolves them through mediation or by taking enforcement action.

The Licensing and Registration Unit works within the legislative framework of The Consumer Protection Act which regulates payday lenders, high-cost credit grantors, vendors and direct sellers, collection agents and collectors through licensing and bonding requirements.

Additionally, the CPO issues certifications to hearing aid dealers under The Hearing Aid Act, which is the responsibility of the Department of Health and Seniors Care, but is administered by the CPO.

The Special Investigations area administers the legislation it oversees in a way that is balanced and fair to both consumers and businesses while preventing undue hardship to businesses in the marketplace in Manitoba.

The education and outreach activities fall into formal and informal categories. Many of the telephone calls and emails received are from businesses or consumers who are seeking information about their respective rights and obligations.

The Administration/Legislative Review area reviews programs and effectively manages the internal operation of the CPO, including the management of financial and human resources.

While the CPO was closed to unscheduled walk-in clients and in-person inspections were suspended, the CPO successfully delivered its mandate throughout the pandemic. Staff worked remotely and in the office, to reduce in-person contacts.

## **Key Results Achieved:**

- Investigating consumer complaints and facilitating the resolution of disputes between consumers and businesses.
- Enforcing and taking action to enforce legislation as appropriate.
- Licencing/registering/granting certifications or authorizations to vendors and individuals engaged in direct selling, collection agencies and collectors, hearing aid dealers, payday lenders and high cost credit grantors.
- Administering film and video classification under an agreement with Consumer Protection BC.
- Supporting fair and honest transactions by other regulated businesses, such as motor vehicle dealers and repair shops, cell phone providers and those offering gift cards.
- Informing and educating consumers, businesses, service groups, consumer groups and student organizations regarding their rights and responsibilities as well as potential risks in the marketplace.
- Developing and administering consumer protection legislation for Manitobans.
- Consulting consumer issues with other departments, agencies and organizations in Manitoba, Canada and other countries.
- Responding to requests by the Enforcement and Dispute Resolution area for information, advice and assistance as follows in 2020/2021:
- Receiving over 15,605 new calls or email messages and over 47 in-person inquiries including from businesses who contacted the CPO to determine their obligations under the legislation, and consumers who sought information or assistance with a specific situation in 2020/2021.
- Handling 690 written complaints, the majority of which came from automotive and direct sales including 127 files carried over from the previous year.
- Obtaining an amount of \$311,455 in cash settlements or consumer contract adjustments.
- Classifying 239 films and videos for exhibition under an agreement with the Consumer Protection BC.

## Analysis of Complaints

Complaint Type	2020/2021	2019/2020
Payday Lender	17	15
Automotive	141	146
Credit / Finance / Credit Card	13	17
High Cost Credit	0	0
Home Renovations	70	63
Electronics Sales/Service/Manufacturing	47	42
Collections	40	42
Direct Sales	62	70
Home Furnishing / Accessories	37	25
Personal Services/Goods	72	30
*Other	191	74
<b>Total</b>	<b>690</b>	<b>524</b>

\* 'Other' complaints include categories such as: retail, internet transactions, professional services, hearing aids, travel, prepaid purchase cards, credit reporting agencies, loan brokers and bedding and other upholstered or stuffed articles related.

- Issuing 5,058 licences, certifications, and registrations in 2020/2021.
- Due to the pandemic, inspections at trade shows, fairs and exhibitions have been paused.

## Licences, Registrations and Authorizations

Type	2020/2021	2019/2020
Collection Agent	94	88
Collectors	2566	3,193
Vendors	143	148
Direct Seller	2,101	2,559
Hearing Aid Dealers	71	83
High-Cost Credit Products	42	57
(BOUSA)*	---	2,144
Payday Lenders	41	41
<b>Total</b>		<b>8,313</b>

\* The Bedding and Other Upholstered and Stuffed Articles Regulation has been repealed.

- Issuing specific enforcement actions, such as administrative penalties and prosecutions, by the CPO are published online.

- Providing virtual presentations to agencies and public administrators focused on the role of the CPO, consumer protection issues, motor vehicle information disclosure, identity theft, frauds and scams.
- Educating consumers by providing them with accurate information to help them make more informed decisions when participating in the marketplace.
- Sharing information about new legislation with consumers and businesses through news releases, social media posts, updated information on the CPO website and on the Consumer Protection mobile App.
- Issuing news releases reminding consumers their rights and responsibilities relating to gift cards, online shopping, direct sales, debt collection and fraud.
- Modernizing client service strategies, which include broadening social media and digital presence.
- Developing an integrated approach to improving education and awareness for consumers and businesses across all branches of the CPO.
- Monitoring the consumer protection landscape and conducting on-going reviews of policies and legislation to ensure that they remain effective and responsive in an ever-evolving marketplace.
- Upgrading electronic case management system to improve licensing and complaints tracking activities and to create a public online business registry.
- Administering The Amusements Act, C.C.S.M. c. A70, with the exception of Part II.
- Amending The Consumer Protection Act to clarify and make explicit the federal government's jurisdictional authority as it relates to prepaid credit cards issued by federally regulated financial institutions.
- Developing legislative amendments, which will strengthen the rules related to direct sales and repeal the legislation relating to cell phone contracts.
- Representing Manitoba on the Federal/Provincial/Territorial Consumer Measures Committee to improve the marketplace for consumers by harmonizing laws, regulations and practices, and through partnerships and initiatives to raise public awareness.
- Repealing the Manitoba Borrowers' Financial Literacy Fund effective March 31, 2021, in order to meet the government's Budget 2020 commitment to provide transparency and accountability relating to special funds.

- Disbursing the funds in the Manitoba Borrowers' Financial Literacy Fund by providing two grants of \$140.0 to Community Financial Counselling Services and SEED Winnipeg Inc. to fund and supplement the funding of programs designed to improve the financial literacy of borrowers and potential borrowers who may enter into credit agreements for payday loans or high-cost credit products.

<b>Financial Literacy Fund</b>	<b>2020/2021</b>	<b>2019/2020</b>
Revenue	\$41.2	\$49.0
Grants	\$280.0	\$10.6
Funds remaining on March 31	0	\$244.2

7 (b) Consumer Protection Office

Expenditures by Sub-Appropriation	Actual 2020/2021	Authority 2020/2021		Variance	Expl. No.
	\$(000s)	FTEs	\$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	1,331	20.00	1,567	(236)	
Other Expenditures	498	-	392	106	
Grants	113	-	113	-	
<b>Total Sub-Appropriation</b>	<b>1,942</b>	<b>20.00</b>	<b>2,072</b>	<b>(130)</b>	

## Residential Tenancies Branch

The RTB provides information to landlords, tenants and others about The Residential Tenancies Act, The Life Leases Act, and The Condominium Act as it relates to residential tenancies. The branch duties include investigating complaints of non-compliance with legislation and enforcing compliance when necessary, mediating disputes between landlords and tenants, and issuing enforceable agreements. The RTB also makes decisions about disputes between tenants and landlords regarding deposits, repairs, terms and conditions of a tenancy agreement or life lease, the right to continue in occupancy, including termination of tenancy for non-payment of rent, noise and disturbance, claims for compensation, non-payment of utilities, tenant services, and life lease entrance fees. Additionally, the RTB is responsible for making decisions about landlords' applications for rent increases above the guideline and tenants' objections to any rent increases, and applications for approval of a rehabilitation scheme, hearing appeals of fines imposed by condominium boards under The Condominium Act, and administering the Security Deposit Compensation Fund.

### Key Activities Achieved:

- Maintaining a rental marketplace that serves landlords and tenants fairly even with the necessary restrictions related to COVID-19.
- Continuing service delivery to stakeholders at full capacity throughout the year while still providing for the safety of RTB staff in alignment with public health orders due to the ongoing pandemic.

- Enabling video conferencing in RTB Winnipeg, Brandon and Thompson offices to simplify the hearing process and maintain and improve access to services across Manitoba, expedited due to COVID-19.
- As of November 16, 2020, fully addressing the backlog of orders of possession resulting from the temporary suspension of non-urgent evictions (in place from March 24 to September 30, 2020) due to COVID-19.
- Answering landlord and tenants inquiries following the temporary rent increase freeze, in response to the social and economic impacts of COVID-19,
- Streamlining Manitoba's residential tenancies dispute resolution process by providing landlords and tenants with the right to appeal a decision of the RTB once, instead of twice.
- Educating tenants and landlords to help them make well-informed, responsible decisions.
- Providing tenants and landlords with balanced, accessible and timely dispute resolution, in an informal administrative setting.
- Identifying issues and trends in the rental marketplace and recommending legislative change where appropriate.
- Providing front end dispute resolution: front-line Client Services Officers resolved almost 2,300 complaints informally in 2020/2021, and an additional 351 disputes through formal mediated agreements.
- Providing investigation of legislative breaches and enforcing compliance.
- Assisting in the settlement of disputes related to repairs, with 509 requests referred to Investigation and Enforcement Officers to investigate.
- Working with utility service providers to ensure that utility service continued to be provided for tenants in 56 buildings after landlords' accounts fell into arrears and the service was in danger of being cut off.
- Continuing to work with other government departments to respond to issues respecting the enforcement of the City of Winnipeg health orders.
- Issuing three administrative penalties against a landlord, for non-compliance with existing orders to repair, lock outs and vital services.

## **Mediation and Adjudication (subject to temporary ban against hearings for non-urgent orders of possession / evictions)**

- Resolving disputes before the date set for the hearing.
- Hearing eight appeals of fines levied by condominium boards in 2020/2021.
- Mediating resolution of 15.7 per cent of the 752 compensation claims filed with the RTB in 2020/2021, and 26.4 per cent of the 1,745 applications for orders of possession.
- Holding 1,926 hearings when mediation was not successful.
- Providing written orders and written reasons for decision for each matter that went to hearing, ensuring that the successful party receive an order enforceable by the Court of Queen's Bench and ensuring that both parties understand how a particular decision was reached.

## **Rent Regulation**

- Reviewing 299 applications by landlords to increase rent above the guideline, receiving tenant objections to rent increases, and accepting three applications for approval of complex rehabilitation schemes and 161 unit by unit rehabilitation schemes in 2020/2021.
- Receiving 132 applications for rent status reports in 2020/2021 by new landlords or potential purchasers of rental properties; these reports can alert prospective purchasers to potential rent increase problems because it provides information about a property's rent history.

## **Information/Education**

- Offering information to clients through 48,130 telephone calls, and 24,655 email requests; due to COVID-19 restrictions, the RTB closed its doors to walk-in visits from the public effective March 24, 2020; as of May 19, 2020, the RTB opened its doors to the public by appointment only, providing information to 5,124 clients who attended RTB offices.
- Providing 7,414 clients with information through the automated Interactive Voice Response System, accessible 24 hours a day/seven days a week.
- Providing detailed web-based information including its Policies and Procedures Guidebook, forms, a security deposit interest calculator, and access to the Residential Tenancies Orders System.
- Continuing outreach and education activities for the public and industry stakeholders regarding legislation and programs administered by the RTB providing 20 virtual landlord presentations.

- Consulting with stakeholders and other jurisdictions to stay current with issues and trends in the rental marketplace and ensure that the legislation continues to meet the needs of tenants and landlords.
- Producing fact sheets and guides to provide information to clients about their rights, responsibilities, and obligations.

## Administration

- Continuing to administer the Security Deposit Compensation Fund, the purpose of which is to return security deposits to tenants when landlords fail to refund the money; in 2020/2021, \$8,443.16 was paid to 14 tenants.
- Recovering funds from landlords where appropriate and transferring a total of \$33,118.22 of unclaimed money into the Security Deposit Compensation Fund in 2020/21, in addition to \$1,000 of administrative penalties.
- Dedicating \$4,338.85 of fund surplus (the excess balance when the balance in the fund is more than \$30,000) to offset the cost of providing educational programs for landlords and tenants, including in 2020/21 landlord/tenant fact sheets, brochures, and landlord resource manuals.

## Parts 1-8 of The Residential Tenancies Act

### CASE LOAD

Case Type	2020/2021	2019/2020
Failure of Landlord/Tenant to Meet Obligations <sup>1</sup>	52	59
Hearings		
• Claims	760	1,165
• Order of Possession	1,745	2,518
• Determination	11	28
Non-payment of Utilities	56	87
Notices to Vacate	1	2
Repairs	509	746
Security Deposits	414	581
Other <sup>2</sup>	105	142
<b>Total Cases Opened</b>	<b>3,653</b>	<b>5,357</b>
Total Cases Closed <sup>3</sup>	3,807	5,328 <sup>4</sup>
Intakes Resolved <sup>5</sup>	2,300	3,299
<b>Total Cases Closed and Intakes Resolved</b>	<b>6,107</b>	<b>8,656</b>

<sup>1</sup> This category includes disputes over locks and doors, privacy, seizure of tenants' property, non-payment of rent, disturbance, withholding of services, unauthorized charges or fees.

<sup>2</sup> This category includes disputes involving assignment and subletting, mobile homes, entitlement to collect rent, change of landlord and abandonment of rental unit.

<sup>3</sup> These figures include cases carried over from the previous fiscal year which were closed during the reporting period.

<sup>4</sup> Number has been corrected from the 2019/2020 Annual Report.

<sup>5</sup> An Intake is a client's request for assistance that does not result in a formal case file being opened. Most are resolved informally at the first stage of contact.



**Part 9 of The Residential Tenancies Act**

**CASE LOAD**

<b>Case Type</b>	<b>2020/2021</b>	<b>2019/2020</b>
Application for Above the Guideline Rent Increase <sup>1</sup>	299	335
Application for Approval of a Rehabilitation Scheme – Complex	3	3
Application for Approval of a Rehabilitation Scheme – Specified Unit	161	234
Application for Laundry Increase	19	8
Application for Rent Status Report	132	110
Application for Tenant Requested Improvement	5	15
Application for Withdrawal of Service	6	17
Life Lease Rent Review	4	4
Tenant Objection to Guideline, or less, Rent Increase	9	19
Unauthorized Rent Increases	446	985
<b>Total Cases Opened</b>	<b>1,084</b>	<b>1,730</b>
<b>Total Cases Closed<sup>2</sup></b>	<b>1,159</b>	<b>1,547</b>

1. The rent increase guideline for 2018 was 1.3%, 2.2% for 2019, and 2.4% for 2020.
2. These figures include cases carried over from the previous fiscal year, which were closed during the reporting period.

7 (c) Residential Tenancies Branch

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2020/2021 \$(000s)</b>	<b>Authority 2020/2021 FTEs</b>	<b>Authority 2020/2021 \$(000s)</b>	<b>Variance Over/(Under) \$(000s)</b>	<b>Expl. No.</b>
Salaries and Employee Benefits	4,491	61.00	4,491	-	
Other Expenditures	532	-	153	379	1
<b>Total Sub-Appropriation</b>	<b>5,023</b>	<b>61.00</b>	<b>4,644</b>	<b>379</b>	

**Explanation:**

1. *Variance is primarily related to virement transfer to other areas of the department to support budget pressures.*

## **Claimant Adviser Office**

The CAO advises claimants about the provisions of The Manitoba Public Insurance Corporation Act including the regulations and decisions made under the Act. The office carries out investigations, including obtaining expert opinions, respecting an appeal of an MPIC internal review decision to the AICAC. It advises claimants regarding the evidence in support of their appeals. The CAO may represent and advocate for claimants during mediation at the Automobile Injury Mediation Office, in discussions with MPIC and at Case Conferences and Appeal Hearings before AICAC.

### **Key Results Achieved:**

- Assisting persons who wish to appeal an Internal Review decision made by the MPIC in relation to bodily injury claims to the AICAC; pivoting to providing virtual advocacy services during COVID-19.
- Opening 154 new regular CAO files, each one representing one internal review decision being appealed, though the internal review decision may deal with more than one issue.
- Providing assistance to claimants with questions that required further discussion, meetings, or investigations regarding appealing MPIC Internal Review decisions, without opening a regular file.
- Triaging all new regular CAO files to initiate prompt action on the file.
- Regularly reviewing appeal investigations and preparation progress in regular meetings between the Director and Claimant Advisers.
- Providing ongoing advocacy skills, coaching and appeal strategy advice to Claimant Advisers.
- Implementing an electronic database system to improve data security and increase efficiency.

## CAO File Analysis

### CAO Files closed in 2020/2021 - Analysis by Personal Injury Protection Plan (PIPP) Benefits recovered:

PIPP Benefits recovered	Amount
Wage Replacement benefits.	\$272,000.00 approx.
Personal Care Assistance	\$15,000 approx.
Permanent Impairment Awards	\$15,000 approx.
Reimbursement for Treatment and Travel to Treatment (Physiotherapy; Chiropractic; Athletic; Psychological; Dental)	\$9,000 approx.
Reimbursements for Medications; Medical Aid; reduction of overpayments, and other benefits	\$140,000 approx.

These amounts do not include the value of ongoing benefits that will be paid to claimants on the basis of the appeal decision; new MPI decisions or resolution agreements. Other benefits can include benefits such as injury related modifications to homes to address mobility needs, prescribed home based exercise program needs, and other benefits.

Since the office opened on May 16, 2005, Claimant Advisers have recovered approximately \$10 million in benefits for appellants.

### CAO Files closed in 2020/2021 - Analysis by Reason for File Closure:

CAO Files Closed	2020/2021
Commission Decisions – Appeal allowed	3
Commission Decisions – Appeal denied	1
Resolved by CAO and MPIC prior to Hearing	11
Resolved at Mediation – Memorandum of Agreement (MOA) and Notice of Withdrawal (NOW) filed	49
Resolved before Mediation – Resolution Agreements with MPIC or new decision	9
CAO representation withdrawn as insufficient evidence and other reasons	32
Claimant left CAO for self or alternative representation	3
Claimant withdrew appeal on recommendation of CAO or abandoned appeal	14
<b>Total</b>	<b>122</b>

### CAO files opened and Active files in 2020/2021

Files Opened	2020/2021	2019/2020
Regular CAO Files Opened	154	153
Query Files Opened	231	140

Total of Active Files	2020/2021	2019/2020
Regular CAO Files	271	219

### CAO Matters scheduled in 2020/2021

Appeals	2020/2021	2019/2020
Appeal Hearings scheduled	21	13
Appeal Hearings that proceeded	18	7
Case Conferences scheduled	20	43
Case Conferences that proceeded	20	32

Mediation	2020/2021	2019/2020
Pre-Mediations scheduled	95	104
Pre-Mediations that proceeded	85	92
Mediations scheduled	91	119
Mediations that proceeded	90	98

Query files are created where a non-claimant contacts the CAO for assistance not directly related to open CAO files that require further correspondence, discussion, or investigation but do not result in opening a file. Such contact could include follow up questions related to implementation of an agreement or a decision, assistance in reviewing correspondence from MPI, and other enquiries.

#### 7 (d) Claimant Adviser Office

Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021	2020/2021	2020/2021	Over/(Under)	
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries And Employee Benefits	904	12.00	945	(41)	
Other Expenditures	91	-	71	20	
<b>Total Sub-Appropriation</b>	<b>995</b>	<b>12.00</b>	<b>1,016</b>	<b>(21)</b>	

## **Automobile Injury Compensation Appeal Commission**

The AICAC is a specialist tribunal established under The Manitoba Public Insurance Corporation Act to hear appeals of internal review decisions concerning benefits under the PIPP of MPIC, a “no-fault” insurance program.

AICAC is composed of a chief commissioner, two part-time deputy chief commissioners, a director of appeals, three appeals officers, a secretary to the chief commissioner and two administrative assistants. In addition, there are 16 part-time commissioners who sit on appeal panels as required.

A decision of AICAC is binding, subject only to a right of appeal to the Manitoba Court of Appeal on a point of law or a question of jurisdiction, and then only with leave of the court.

### **Key Results Achieved:**

- Procuring of protective Plexiglas screens, hand sanitizer, non-medical face masks, implementation of social distancing and other measures to prevent the spread of COVID-19 while continuing to offer services to the public.
- Implementing the use of teleconference and videoconference technologies in hearings to allow parties to appear remotely before the Commission. Witnesses also testified at hearings via video conference, particularly during periods of high COVID-19 transmission concerns.
- Holding 15 formal hearings (35 days) and 52 pre-hearing meetings or case conferences (52 days), compared to 26 hearings (41 days) and 91 pre-hearings or case conferences (91 days) in the previous fiscal year.
- Appellants were successful in whole or in part in nine percent of the appeals heard by AICAC in the 2020/2021 fiscal year, compared to 25 percent in the previous fiscal year.
- Eight hearings were adjourned after being scheduled. The majority of adjournments in the 2020/2021 fiscal year were due to COVID-19 transmission concerns.
- Preparing 122 indexed files, compared to 102 in the previous fiscal year. AICAC’s appeals officers prepared 70 supplementary indexes, compared to 72 in the previous fiscal year.
- Facilitating the settlement or withdrawal of 12 appeals through the appeals process.
- Tracking the number of appeals, there were 368 open appeals at AICAC as of March 31, 2021 which is 28 less than in the previous fiscal year.

- Receiving 204 appeals from appellants in 2020/2021, compared to 203 appeals filed in the previous fiscal year.
- Scheduling hearing dates, on average, within 15 weeks from the time the parties were ready to proceed to a hearing, compared to 7.67 weeks in the previous fiscal year.
- Preparing 12 written decisions and issuing one decision for Dismissal for Failure to Pursue Appeal.
- Averaging six weeks between the date a hearing concluded to the date AICAC issued an appeal decision, compared to 13.19 weeks in the previous fiscal year.
- Receiving notice of two applications for leave to appeal to the Court of Appeal, both of which were dismissed.
- Continuing to develop the digital database system to optimize its features for AICAC's needs.

**7 (e) Automobile Injury Compensation Appeal Commission**

Expenditures by Sub-Appropriation	Actual 2020/2021 \$(000s)	Authority 2020/2021 FTEs	Authority 2020/2021 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Salaries And Employee Benefits	920	7.00	901	19	
Other Expenditures	122	-	106	16	
<b>Total Sub-Appropriation</b>	<b>1,042</b>	<b>7</b>	<b>1,007</b>	<b>35</b>	

## Residential Tenancies Commission

The RTC is a quasi-judicial, specialist tribunal that hears appeals from decisions and orders of the Director under The Residential Tenancies Act.

The Residential Tenancies Commission consists of:

- The Chief Commissioner – a full-time position; appointed for up to a five-year term, located in Winnipeg.
- Deputy Chief Commissioners – one full-time Deputy Chief Commissioner (currently vacant since December 2020) and a 0.6 Deputy Chief Commissioner appointed for up to a four-year term and 15 part-time deputy chief commissioners appointed for up to a four-year term, located in Winnipeg, Virden and Brandon. The Deputy Chief Commissioners may exercise the powers and perform the duties of the Chief Commissioner.
- Panel members – 35 part-time panel members appointed for up to a two-year term located in Winnipeg, Portage la Prairie, Thompson and Brandon – approximately half representing the views of the landlords; the others the views of the tenants.

Some appeals are heard only by the Chief Commissioner or a Deputy Chief Commissioner and some appeals are heard by a panel of three, consisting of one landlord and one tenant representative and either the Chief Commissioner or a Deputy Chief Commissioner as the neutral Chairperson. If there is not a majority decision, the decision of the neutral Chairperson is the decision of the Commission.

A person who did not attend or otherwise participate in the hearing before the director may not appeal an order granting an order of possession to a landlord for the termination of the tenancy for non-payment of rent or a tenant services charge, unless the Commission, on application, grants the person leave to appeal.

Effective June 3, 2019, all RTC decisions are final and binding. However, the Chief Commissioner may correct or amend a decision or order of the Commission in certain limited circumstances as set out in sections 171.01 and 160.1(1) of *The Residential Tenancies Act*.

To mitigate risks associated with in-person contact during the COVID-19 pandemic, hearings were conducted by telephone conference. Between March 24, 2020 and September 30, 2020, most evictions were temporarily suspended due to orders under *The Emergency Measures Act*. However, the Commission continued to accept, process and hear all other appeals.

During the same time period, rent increases scheduled to take effect after April 1 were frozen pursuant to The Residential Tenancies Amendment Act. The Commission continued to accept, process and hear all rent increase appeals as the rent freeze impacted the implementation date of the rent increase and not the ability of the rent increase application to be heard.

April 1, 2020 – March 31, 2021

<b>Activity</b>	<b>Received</b>	<b>Processed</b>
Claim For Security Deposit or Less	51	56
Claim	97	85
Claim and Order of Possession Determination	168	140
Repairs	4	5
Distraint and Lockout Enforcement	15	15
Abandonment	5	5
Rent Regulation	4	4
	1	0
	67	63
<b>Total</b>	<b>412</b>	<b>373</b>

<b>Appeals Initiated By</b>	<b>2020/21</b>
Landlord	208
Tenant	174
Multiple Parties	30
<b>Total Appeals<sup>1</sup></b>	<b>412</b>

<sup>1</sup> Total Appeals represents the number of Appeals received within the fiscal period.

<b>Motions for Extension of Time to Appeal</b>	<b>Received</b>	<b>Outcome</b>
Motions for Extension of Time to Appeal	59	
Decisions Denied		21
Decisions Granted		38

<b>Leave to Appeal Applications to the Residential Tenancies Commission</b>	<b>Received</b>	<b>Outcome</b>
Applications for Leave to Appeal	32	
Leave to Appeal Denied		21
Leave to Appeal Granted		11

<b>Decisions</b>	<b>2020/2021</b>
Orders upheld	157
Orders varied	136
Orders rescinded/overtaken	31
Orders withdrawn/settled	40
Orders cancelled	8
Orders pending	1
<b>Total Decisions<sup>2</sup></b>	<b>373</b>

<sup>2</sup> Total Decisions represents the number of Appeals processed where Orders have been issued and files closed within the fiscal period.



<b>Appeal Hearings:</b>	<b>2020/2021</b>
Brandon	0
Dauphin	0
Thompson	0
Russell	0
Portage la Prairie	0
Steinbach	0
Winkler	0
Winnipeg	324
<b>Total Appeal Hearings</b>	<b>324</b>

<b>Request to correct or amend a decision or order of the Commission</b>	<b>Received</b>	<b>Outcome</b>
<b>Requests</b>	<b>26</b>	
<b>Requests Denied</b>		<b>25</b>
<b>Requests Granted</b>		<b>1</b>

7 (f) Residential Tenancies Commission

<b>Expenditures by Sub-Appropriation</b>	<b>Actual 2020/2021 \$(000s)</b>	<b>Authority 2020/2021 FTEs</b>	<b>Authority 2020/2021 \$(000s)</b>	<b>Variance Over/(Under) \$(000s)</b>	<b>Expl. No.</b>
Salaries And Employee Benefits	707	5	795	(88)	
Other Expenditures	98	-	108	(10)	
<b>Total Sub-Appropriation</b>	<b>805</b>	<b>5</b>	<b>903</b>	<b>(98)</b>	

## Office of the Registrar-General

The ORG is responsible for exercising general oversight of the private service provider (Teranet Manitoba) and ensuring that the land and personal property registration systems are operating in accordance with the applicable legislation. This includes establishing rules of practice for the service provider and users of the land titles system and approving forms to be used. The ORG administers applications for certain land transfer tax refunds and for special surveys. The Registrar-General also performs an adjudicative role, making decisions relating to: acts or omissions of a District Registrar, the Examiner of Surveys or the Registrar of the Personal Property Registry, ownership of rights to interests in land, claims for compensation and certain mortgage discharges.

### Key Results Achieved:

- Developing and implementing emergency directives and orders to facilitate operation of the land and personal property registration systems during the pandemic.
- Implementing amended Rules for Mortgage Sale and Foreclosure Proceedings under *The Real Property Act*.
- Ensuring the proper operation of the land and personal property registration systems in accordance with the service provider contract with Teranet Manitoba and applicable legislation.
- Operating a fair and efficient tribunal to decide appeals of decisions of a District Registrar, the Examiner of Surveys or the Registrar of the Personal Property Registry, claims for compensation, and rights regarding estates or interests in land.
- Developing and administering land and personal property security legislation for Manitobans including legislative amendments to permanently permit remote witnessing of documents.
- Overseeing the operations of Teranet Manitoba including monthly meetings with management of Teranet Manitoba and quarterly meetings of the Joint Executive Committee.
- Ensuring Teranet Manitoba met all of its contractual obligations under the License and Service Provider Agreement from the agreement's inception in March, 2014 to the date of this report, March 31, 2021.

There were no payments made from the Assurance Fund in 2020/2021. With amendments made to *The Real Property Act*, the Assurance Fund was discontinued effective March 31, 2021. While claims for compensation can still be made they will no longer be paid out of the Assurance Fund.

7 (g) Office of the Registrar- General

Expenditures by Sub-Appropriation	Actual	Authority		Variance	Expl. No.
	2020/2021 \$(000s)	FTEs	2020/2021 \$(000s)	Over/(Under) \$(000s)	
Salaries And Employee Benefits	215	2	226	(11)	
Other Expenditures	21	-	79	(58)	1
<b>Total Sub-Appropriation</b>	<b>236</b>	<b>2</b>	<b>305</b>	<b>(69)</b>	

**Explanation:**

1. Variance is primarily due to lower than anticipated legal charges.

## COSTS RELATED TO CAPITAL ASSETS

The appropriation provides for the amortization and interest expense related to capital asset

8 Costs Related to Capital Assets				
Expenditures by Sub-Appropriation	Actual 2020/2021 \$(000s)	Authority 2020/2021 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Amortization Expense	540	1,918	(1,378)	1
<b>Total Sub-Appropriation</b>	<b>540</b>	<b>1,918</b>	<b>(1,378)</b>	

### Explanation:

1. Variance is due to a reduction in assets.

## PART B CAPITAL INVESTMENT

Capital investment in Manitoba Finance provides for upgrades to government owned buildings and development or enhancement of information technology systems and other capital assets.

Part B - Capital Investment				
Expenditures by Sub-Appropriation	Actual 2020/2021 \$(000s)	Authority 2020/2021 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Other Equipment and Buildings	23	120	(97)	1
<b>Total Sub-Appropriation</b>	<b>23</b>	<b>120</b>	<b>(97)</b>	

### Explanation:

- Variance is due to due to delays caused by priority operational requirements for the Covid-19 response*

## **FINANCIAL INFORMATION SECTION**

Manitoba Finance

**Part A: Expenditure Summary by Appropriation**

for the fiscal year ended March 31, 2021 with comparative figures for the previous fiscal year (\$000s)

Authority 2020/2021	Appropriation	Actual 2020/2021	Actual 2019/2020	Increase (Decrease)	Explanation Number
	07- 1 CORPORATE SERVICES				
42	(a) Ministers' Salaries	42	41	1	
	(b) Executive Support				
768	Salaries and Employee Benefits	868	881	(13)	
88	Other Expenditures	78	115	(37)	
	(c) Corporate Services				
2,489	Salaries and Employee Benefits	2,414	2,354	60	
485	Other Expenditures	333	510	(177)	
16	(d) Tax Appeals Commission	49	32	17	
	(e) Communication Services Manitoba				
4,045	Salaries and Employee Benefits	3,966	3,546	420	
2,884	Other Expenditures	2,551	925	1,626	
(761)	Less: Recoverable from Other Appropriations	(600)	(676)	76	
10,056	Subtotal 07- 1	9,701	7,728	1,973	

Manitoba Finance

**Part A: Expenditure Summary by Appropriation**

for the fiscal year ended March 31, 2021 with comparative figures for the previous fiscal year (\$000s)

Authority 2020/2021	Appropriation	Actual 2020/2021	Actual 2019/2020	Increase (Decrease)	Explanation Number
	07- 2 FISCAL AND FINANCIAL MANAGEMENT				
	(a) Treasury				
2,210	Salaries and Employee Benefits	2,169	2,380	(211)	
146	Other Expenditures	89	121	(32)	
	(b) Central Finance				
4,056	Salaries and Employee Benefits	3,548	3,141	407	
398,232	Other Expenditures	397,395	2,404	394,991	1
(3,330)	Less: Recoverable from Other Appropriations	(1,742)	(2,216)	474	
	(c) Taxation				
12,641	Salaries and Employee Benefits	9,787	10,573	(786)	
10,690	Other Expenditures	14,427	4,866	9,561	2
	(d) Finance Research				
2,906	Salaries and Employee Benefits	2,157	2,197	(40)	
900	Other Expenditures	923	2,266	(1,343)	
(10)	Less: Recoverable from Other Appropriations	-	-	-	
	(e) Public Utilities Board				
924	Salaries and Employee Benefits	993	1,006	(13)	
705	Other Expenditures	324	329	(5)	
-	(f) Manitoba Financial Services Agency	-	-	-	
430,070	Subtotal 07- 2	430,070	27,067	403,003	
	07- 3 TREASURY BOARD SECRETARIAT				
	(a) Treasury Board Secretariat				
7,605	Salaries and Employee Benefits	7,630	7,430	200	
1,998	Other Expenditures	1,973	2,180	(207)	
9,603	Subtotal 07- 3	9,603	9,610	(7)	



## Manitoba Finance

**Part A: Expenditure Summary by Appropriation**

for the fiscal year ended March 31, 2021 with comparative figures for the previous fiscal year (\$000s)

Authority 2020/2021	Appropriation	Actual 2020/2021	Actual 2019/2020	Increase (Decrease)	Explanation Number
	07- 4 PRIORITIES AND PLANNING COMMITTEE OF CABINET SECRETARIAT				
	(a) Priorities and Planning Committee of Cabinet Secretariat				
1,813	Salaries and Employee Benefits	1,902	1,725	177	
443	Other Expenditures	354	324	30	
2,256	Subtotal 07- 4	2,256	2,049	207	
	07- 5 LABOUR AND REGULATORY SERVICES				
	(a) Legislative Development				
388	Salaries and Employee Benefits	418	508	(90)	
25	Other Expenditures	26	43	(17)	
	(b) Manitoba Labour Board				
1,411	Salaries and Employee Benefits	1,353	1,331	22	
190	Other Expenditures	134	157	(23)	
	(c) Workplace Safety and Health				
6,736	Salaries and Employee Benefits	6,179	5,836	343	
101	Other Expenditures	1,568	2,713	(1,145)	3
	(d) Employment Standards				
3,134	Salaries and Employee Benefits	2,533	2,846	(313)	
362	Other Expenditures	255	370	(115)	
	(e) Worker Advisor Office				
655	Salaries and Employee Benefits	538	568	(30)	
50	Other Expenditures	48	57	(9)	
-	(f) Entrepreneurship Manitoba				
13,052	Subtotal 07- 5	13,052	14,429	(1,377)	
	07- 6 INTERGOVERNMENTAL AFFAIRS				
	(a) Federal-Provincial Relations				
812	Salaries and Employee Benefits	872	806	66	
294	Other Expenditures	139	327	(188)	
	(b) International Relations				
679	Salaries and Employee Benefits	679	827	(148)	
72	Other Expenditures	143	153	(10)	
	(c) Protocol				
164	Salaries and Employee Benefits	298	388	(90)	
155	Other Expenditures	111	53	58	
	(d) Military Envoy				
72	Salaries and Employee Benefits	53	52	1	
54	Other Expenditures	7	40	(33)	
2,302	Subtotal 07- 6	2,302	2,646	(344)	

Manitoba Finance

**Part A: Expenditure Summary by Appropriation**

for the fiscal year ended March 31, 2021 with comparative figures for the previous fiscal year (\$000s)

Authority 2020/2021	Appropriation	Actual 2020/2021	Actual 2019/2020	Increase (Decrease)	Explanation Number
	07- 7 CONSUMER PROTECTION				
	(a) Administration and Research				
461	Salaries and Employee Benefits	478	524	(46)	
208	Other Expenditures	95	94	1	
	(b) Consumer Protection Office				
1,567	Salaries and Employee Benefits	1,331	1,540	(209)	
392	Other Expenditures	498	324	174	
113	Grants	113	113	-	
	(c) Residential Tenancies Branch				
4,491	Salaries and Employee Benefits	4,491	4,842	(351)	
153	Other Expenditures	532	566	(34)	
	(d) Claimant Adviser Office				
945	Salaries and Employee Benefits	904	875	29	
71	Other Expenditures	91	86	5	
	(e) Automobile Injury Compensation Appeal Commission				
901	Salaries and Employee Benefits	920	854	66	
106	Other Expenditures	122	123	(1)	
	(f) Residential Tenancies Commission				
795	Salaries and Employee Benefits	707	740	(33)	
108	Other Expenditures	98	90	8	
	(g) Office of the Registrar- General				
226	Salaries and Employee Benefits	215	330	(115)	
79	Other Expenditures	21	44	(23)	
-	(h) Vital Statistics Agency			-	
-	(i) The Public Guardian and Trustee			-	
10,616	Subtotal 07- 7	10,616	11,145	(529)	
	07- 8 COSTS RELATED TO CAPITAL ASSETS				
1,918	(a) Amortization Expense	540	601	(61)	
1,918	Subtotal 07- 8	540	601	(61)	
479,873	Total Expenditures	478,140	75,275	402,865	

**Expenditure Variance Explanations**

**for expenditures for the fiscal year ended March 31, 2021 as compared to figures for the previous fiscal year**

**Explanation Numbers:**

1. *Variance is due to costs associated with the implementation of COVID-19 programs to address the impact of the pandemic.*
2. *Variance in expenditures is due to a change in the doubtful accounts provision.*
3. *Variance is due to the one-time payment to St. John's Ambulance in support of their Capital Campaign.*

Manitoba Finance

**Revenue Summary by Source**

for the fiscal year ended March 31, 2021 with comparative figures for the previous fiscal year (\$000s)

Actual 2019/2020	Actual 2020/2021	Increase (Decrease)	Source	Actual 2020/2021	Authority 2020/2021	Variance	Expl. No.
CURRENT OPERATING PROGRAMS							
TAXATION							
3,901,629	3,657,300	(244,329)	Individual Income Tax	3,657,300	3,982,000	(324,700)	1
613,707	541,675	(72,032)	Corporation Income Tax	541,675	639,500	(97,825)	2
-	-	-	Carbon Levy	-	218,000	(218,000)	3
194,512	203,494	8,982	Corporation Capital Tax	203,494	210,900	(7,406)	4
40	-	(40)	Profit Tax on Credit Unions	-	-	-	
112,881	117,471	4,590	Insurance Corporations Tax	117,471	119,500	(2,029)	5
81	17,861	17,780	Mining Tax	17,861	4,300	13,561	6
2,794	3,396	602	Environmental Protection Tax	3,396	3,500	(104)	
692	114	(578)	Emissions Tax on Coal	114	-	114	
-	456	456	Emissions Tax Petroleum Coke	456	234	222	
338,013	299,371	(38,642)	Fuel Taxes	299,371	353,700	(54,329)	7
92,561	108,454	15,893	Land Transfer Tax	108,454	97,800	10,654	8
516,745	507,848	(8,897)	Levy for Health and Education	507,848	541,379	(33,531)	9
105	71	(34)	Mining Claim Lease Tax	71	71	-	
2,259,940	2,205,097	(54,843)	Retail Sales Tax	2,205,097	2,018,000	187,097	10
-	3	3	Succession Duty and Gift Tax	3	-	3	
220,175	198,066	(22,109)	Tobacco Tax	198,066	199,300	(1,234)	11
-	-	-	Reconciliation (Reorg)	-	-	-	
<b>8,253,875</b>	<b>7,860,677</b>	<b>(393,198)</b>	<b>Subtotal</b>	<b>7,860,677</b>	<b>8,388,184</b>	<b>(527,507)</b>	

Manitoba Finance

**Revenue Summary by Source**

for the fiscal year ended March 31, 2021 with comparative figures for the previous fiscal year (\$000s)

Actual 2019/2020	Actual 2020/2021	Increase (Decrease)	Source	Actual 2020/2021	Authority 2020/2021	Variance	Expl. No.
OTHER REVENUE							
1,169	1,065	(104)	Public Utilities Board Cost Recovery	1,065	1,132	(67)	
33,901	126,746	92,845	Refund of Prior Years' Expenditures	126,746	14,100	112,646	12
860	1,258	398	Fees and Cost Recoveries	1,258	958	300	
10,355	10,219	(136)	Property Registry Royalty	10,219	11,000	(781)	
1,282	1,326	44	Sundry	1,326	1,111	215	
Communication Services							
462	452	(10)	Manitoba Fees	452	457	(5)	
59	42	(17)	Statutory Publications Fees	42	50	(8)	
Cost Recovery from Workers Compensation Board							
9,473	7,653	(1,820)	Manitoba Business Links	7,653	9,576	(1,923)	
103	150	47	Automobile Injury Appeals	150	144	6	
1,197	949	(248)	Commission Cost Recovery	949	1,308	(359)	
1,122	875	(247)	Claimant Adviser Office Cost Recovery	875	1,318	(443)	
2,532	1,341	(1,191)	Consumer Protection Fees	1,341	1,601	(260)	
Manitoba Film Classification Board Fees							
-	108	108	Board Fees	108	180	(72)	
350,131	294,347	(55,784)	Sinking Funds	294,347	343,524	(49,177)	13
-	-	-	Reconciliation (Reorg)	-	-	-	
412,646	446,531	33,885	Subtotal	446,531	386,459	60,072	
GOVERNMENT OF CANADA							
Government of Canada							
2,816	635,523	632,707	Subsidy	635,523	2,740	632,783	14
531,726	545,318	13,592	Canada Social Transfer (CST)	545,318	546,000	(682)	15
1,490,003	1,519,797	29,794	Canada Health Transfer (CHT)	1,519,797	1,521,000	(1,203)	16
2,255,443	2,509,906	254,463	Equalization	2,509,906	2,510,000	(94)	17
133	-	(133)	Flin Flon Agreement	-	185	(185)	
-	-	-	Reconciliation (Reorg)	-	-	-	
4,280,121	5,210,544	930,423	Subtotal	5,210,544	4,579,925	630,619	
12,946,642	13,517,752	571,110	Total	13,517,752	13,354,568	163,184	

**Revenue Variance Explanations**  
for the fiscal year ended March 31, 2021

---

Explanation Numbers:

1. **Individual Income Tax:** \$(244,329) under 2019/2020 Actual  
\$(324,700) under 2020/2021 Authority

Decrease from 2019/2020 is primarily due to a 3.5% decrease in Manitoba employment income due to the COVID-19 pandemic.

Decrease from 2020/2021 authority is due to lower forecast for taxable personal income in 2020 compared to Budget and a material increase in trusts capital gain refunds being in 2019 based on final assessment data.

2. **Corporation Income Tax:** \$(72,032) under 2019/2020 Actual  
\$(97,825) under 2020/2021 Authority

Decrease from 2019/2020 actual is primarily due to a 2.8% decrease in Manitoba corporate taxable income due to the COVID-19 pandemic

Decrease from 2020/2021 authority is due to the lower corporate taxable income and lower Manitoba share.

3. **Green Levy** \$(218,000) under 2020/2021 Authority

Decrease from 2020/2021 authority is due to deferral of green levy.

4. **Corporation Capital Tax:** \$8,982 over 2019/2020 Actual  
\$(7,406) under 2020/2021 Authority

Increase from 2019/2020 actual is primarily due to increase in paid up capital.

Decrease from 2020/2021 estimate is due to a change in financial institutions taxable capital and allocation to Manitoba reported under the forecast projection.

5. **Insurance Corporation Tax:** \$4,590 over 2019/2020 Actual  
\$(2,029) under 2020/2021 Authority

Increase from 2019/2020 actual is due to growth of insurance premiums.

Decrease from 2020/2021 estimate is due to lower than estimated growth of insurance premiums.

**Revenue Variance Explanations**  
for the fiscal year ended March 31, 2021

---

Explanation Numbers:

6. **Mining Tax:** \$17,780 over 2019/2020 Actual  
\$13,561 over 2020/2021 Authority

Increase from 2019/2020 actual is due to one audit recoveries

Increase from 2020/2021 estimate is due to audit recoveries.

7. **Fuel Tax:** \$(38,642) under 2019/2020 Actual  
\$(54,329) under 2020/2021 Authority

Decrease from 2019/20 actual is due to lower fuel consumption volumes as fewer Manitobans were commuting to work during the COVID pandemic, in accordance with public health recommendations and guidelines.

Decrease from 2020/2021 estimate is due to a reduced fuel demand related to the COVID-19 pandemic.

8. **Land Transfer Tax:** \$15,893 over 2019/2020 Actual  
\$10,654 over 2020/2021 Authority

Increase from 2019/2020 actual is due to a stronger real estate market with more transactions than expected and increased values.

Increase from 2020/2021 authority is due to a stronger real estate market with more transactions than expected and increased values.

9. **Levy for Health and Education:** \$(8,897) under 2019/2020 Actual  
\$(33,531) under 2020/2021 Authority

Decrease from 2019/2020 actual is due to wage and employment decline due to the COVID-19 pandemic.

Decrease from 2020/2021 authority is due to a decrease in wages and salaries and in and employment below forecast due to the COVID-19 pandemic.

10. **Retail Sales Tax:** \$(54,843) under 2019/2020 Actual  
\$187,097 over 2020/2021 Authority

Decrease from 2019/2020 actual is due to the economic decline related to the COVID-19 pandemic.

Increase from 2020/2021 authority is primarily due to the deferral of the rate decrease announced in Budget 2020.

**Revenue Variance Explanations**  
for the fiscal year ended March 31, 2021

---

Explanation Numbers:

11. **Tobacco Tax:** \$(22,109) under 2019/2020 Actual

Decrease from 2019/2020 actual is due to lower than expected consumption.

12. **Refund of Prior Years' Expenditure:** \$92,845 over 2019/2020 Actual  
\$112,646 over 2020/2021 Authority

This account reflects the recognition in the current year of revenue arising from the credit adjustment to expenditures made in a prior year for all government departments. Prior year credit adjustments are accounted for on a prospective basis recognized as revenue in the year the adjustment becomes known and is measurable.

Increase from 2019/2020 actual is due a one time transaction to close the special funds as per BITSA for various departments, as well as an adjustment to the Contaminated Sites Liability.

Increase from 2020/2021 estimate is due a one time transaction to close the special funds as per BITSA for various departments, as well as an adjustment to the Contaminated Sites Liability.

13. **Sinking Funds:** \$(55,784) under 2019/2020 Actual  
\$(49,177) under 2020/2021 Authority

Decrease from 2019/2020 actual is primarily due to lower interest rates.

Decrease from 2020/2021 estimate is primarily due to lower interest rates.

14. **Government of Canada Subsidy:** \$632,707 over 2019/2020 Actual  
\$632,783 over 2020/2021 Authority



Increase from 2019/2020 actual is due to due the Federal Share of COVID-19.

Decrease from 2020/2021 estimate is due to due the Federal Share of COVID-19.

15. **Canada Social Transfer (CST):** \$13,592 over 2019/2020 Actual

Increase from 2019/2020 actual is due to annual growth in the total federal transfer that provides funding in support of post-secondary education, social assistance, social services and programs for children.

16. **Canada Health Transfer (CHT):** \$29,794 over 2019/2020 Actual

Increase from 2019/2020 actual is due to annual growth in the federal transfer that provides funding in support of health care.

17. **Equalization:** \$254,463 over 2019/2020 Actual

Increase from 2019/2020 actual is due to annual growth in the total federal transfer that helps to reduce fiscal disparities among provinces to provide reasonably comparable levels of public services at reasonably comparable levels of taxation.

Manitoba Finance

**Five-Year Operating Expenditure and Staffing Summary by Main Appropriation**

for the fiscal years ended March 31, 2016 to March 31, 2021

Main Appropriation	2016/2017		2017/2018		2018/2019		2019/2020		2020/21		
	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s	
FINANCE											
07-1	CORPORATE SERVICES	111.00	8,355	101.00	7,886	100.00	8,250	92.00	7,728	106.00	9,701
07-2	FISCAL AND FINANCIAL MANAGEMENT	357.00	34,279	343.00	29,444	331.30	30,164	326.30	27,067	302.30	430,070
07-3	TREASURY BOARD SECRETARIAT	40.00	4,269	40.00	3,765	42.00	5,693	42.00	9,610	85.00	9,603
07-4	PRIORITIES AND PLANNING COMMITTEE OF CABINET SECRETARIAT	16.00	1,930	16.00	1,813	15.00	1,766	15.00	2,049	15.00	2,256
07-5	LABOUR AND REGULATORY SERVICES	155.70	14,089	155.70	13,448	148.70	13,261	143.70	14,429	143.70	13,052
07-6	INTERGOVERNMENTAL AFFAIRS	9.00	794	9.00	839	9.00	1,181	21.00	2,646	23.00	2,302
07-7	CONSUMER PROTECTION	124.30	10,495	123.30	10,812	117.80	11,016	114.00	11,145	111.50	10,616
07-8	COSTS RELATED TO CAPITAL ASSETS	-	67,717	-	69,382	-	68,050	-	601	-	540
SUBTOTAL		813.00	141,928	788.00	137,389	763.80	139,381	754.00	75,275	786.50	478,140

\* Adjusted figures reflect historical data on a comparison basis in those appropriations affected by a re-organization during the years under review.

- i 2016/2017: 07-2- Fiscal and Financial Management reflects transfer of the Office of Superintendent - Pension Commission to Finance from former Department of Labour and Immigration and transfer of Manitoba Bureau of Statistics to Finance from the former Jobs and the Economy; 07-3 - Treasury Board Secretariat reflects transfer of Labour Relations to Civil Service Commission and transfer of Francophone Affairs Secretariat to Sport, Culture and Heritage; 07-5 - Intergovernmental Affairs reflects in-year transfer of Manitoba Strategic Infrastructure Secretariat (MSIS) to Finance from Indigenous and Municipal Relations.
- ii 2017/2018: 07-1- Corporate Services reflects transfer of Office of the Lieutenant Governor to Department of Sport, Culture and Heritage; 07- 4 - Priorities and Planning Committee of Cabinet Secretariat reflects transfer of 3.00 FTEs and resources from Executive Council related to Agencies, Board and Commissions Office; and transfer of Net Tax Credit Payments from Finance to Department of Sport, Culture and Heritage; Growth, Enterprise and Trade and Department of Education.
- iii 2018/2019: 07-1- Corporate Services reflects transfer of 4.00 FTEs and resources to the Civil Service Commission; 07-2 - Fiscal and Financial Mangement reflects the transfer of 1.00 FTE from the Civil Service Commission; 07- 4 - Priorities and Planning Committee of Cabinet Secretariat reflects transfer of 4.00 FTEs and resources.
- iv 2019/2020: 07 reflects the transfer of the Labour and Regulatory Services from the Department of Economic Development and Training and Consumer Protection from the Department of Justice.

## PERFORMANCE REPORTING

The following section provides information on key performance measures for Manitoba Finance for the 2020/2021 reporting year. All Manitoba government departments include a Performance Measurement section in a standardized format in their annual reports.

Performance indicators in Manitoba government annual reports are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities and their impact on the province and its citizens.

For more information on performance reporting and the Manitoba government, visit [www.gov.mb.ca/finance/publications/performance.html](http://www.gov.mb.ca/finance/publications/performance.html).

Your comments on performance measures are valuable to us. You can send comments or questions to [mbperformance@gov.mb.ca](mailto:mbperformance@gov.mb.ca).

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2020/2021 result or the most recent available data?	What is the trend over time?	Comments/recent actions/report links
The effectiveness of injury and illness prevention, including workplace safety and health enforcement, by measuring the time-loss injury rate.	This is a global measure that indicates the effectiveness of injury and illness prevention. Time-loss injuries result in personal suffering for Manitobans, as well as lower	We are starting from a baseline of 3.3 time-loss injuries per 100 workers in 2012.	The time-loss injury rate decreased to 2.5 (estimated) per 100 full-time workers in the 2020 calendar year.	The time-loss injury rate has declined by 24%, since 2012, but remained unchanged between 2019 and 2020. The plateau is associated with the COVID-19 pandemic.	Rates are based on lost-time claims for workers covered by workers compensation.  To help make further progress in reducing injuries, illnesses and fatalities, enforcement will continue to focus

	productivity and higher insurance costs for industry.				on priority risks, industries and workplaces.																				
<table border="1"> <caption>Time Loss Injuries per 100 FTEs</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2012</td><td>3.3</td></tr> <tr><td>2013</td><td>3.2</td></tr> <tr><td>2014</td><td>3.1</td></tr> <tr><td>2015</td><td>3.0</td></tr> <tr><td>2016</td><td>2.9</td></tr> <tr><td>2017</td><td>2.9</td></tr> <tr><td>2018</td><td>2.6</td></tr> <tr><td>2019</td><td>2.5</td></tr> <tr><td>2020</td><td>2.5</td></tr> </tbody> </table>						Year	Value	2012	3.3	2013	3.2	2014	3.1	2015	3.0	2016	2.9	2017	2.9	2018	2.6	2019	2.5	2020	2.5
Year	Value																								
2012	3.3																								
2013	3.2																								
2014	3.1																								
2015	3.0																								
2016	2.9																								
2017	2.9																								
2018	2.6																								
2019	2.5																								
2020	2.5																								
The number of Employment Standards claims voluntarily resolved in 30 days.	Resolving claims in a short timeframe significantly reduces costs and administrative requirements, while maintaining the ability to monitor compliance.	In 2019/2020, 68% of claims were resolved in approximately 30 days.	In 2020/2021, 61% of claims were resolved in approximately 30 days.	While the percentage of claims resolved in approximately 30 days has decreased by 7%, this is still a significantly high percentage being resolved so quickly.  The target is typically around 55%.	Employment Standards uses a Quick Resolution (QR) to achieve this level of voluntary compliance. In cases of repeated non-compliance, Employment Standards can adopt progressively stronger enforcement mechanisms.																				
The Manitoba government's credit rating.	Impacts the Manitoba government's ability to borrow at a cost-effective rate. An important consideration for investors in Manitoba bonds and	Ratings as at March 31, 2002 were: <ul style="list-style-type: none"> <li>• Aa3 (Stable) Moody's Investor's Service</li> <li>• AA- (Stable) Standard &amp; Poor's</li> </ul> A (Stable) Dominion Bond Rating	Ratings as at March 31, 2021 were: <ul style="list-style-type: none"> <li>• Aa2 (Stable) Moody's Investor's Service</li> <li>• A+ (Stable) Standard</li> </ul>	Stable (any change in Province financial situation will lead to a rating review).	S&P: A+ rating affirmed on May 17, 2021 Moody's: Aa2 rating confirmed on June 22, 2021 DBRS: A (high) confirmed on November 12, 2020.																				

	other securities.	Service.	<ul style="list-style-type: none"><li>• &amp; Poor's A (High) (Stable) Dominion Bond Rating Service</li></ul>		
--	-------------------	----------	---	--	--

# Regulatory Accountability and Red Tape Reduction

Manitoba Finance is committed to implementing the principles of regulatory accountability as set out in [The Regulatory Accountability Act](#). The department works to achieve balance with regulatory requirements, identify the best options for them, assess their impact and incorporate them in department activities, programs and in the development of all regulatory instruments.

A regulatory requirement is a requirement in a regulatory instrument for a person to take an action in order to:

- access a program or service offered by the government or a government agency
- carry on business
- participate in a regulated activity

Regulatory accountability provides a framework to create a transparent, efficient and effective regulatory system. Red tape reduction aims to remove the regulatory requirements that are unclear, overly prescriptive, poorly designed, redundant, contradictory or antiquated. Not all regulatory requirements create red tape.

## Regulatory Requirements - Manitoba Finance

	April 1, 2020	March 31, 2021
Total number of regulatory requirements	100,391	165,128
Net change	-	15
Percentage change	-	0.01%

- ‘Total number of regulatory requirements’ includes transfers of regulatory requirements in and out of the department in 2020/21.
- ‘Transfers’ include changes in regulatory requirements, where applicable, that resulted from the October 2019 re-organization that were not concluded in RAD until 2020-2021, changes that resulted from the January 2021 re-organization, changes that were required to align RAD with ministerial assignments of Acts and Regulations in Manitoba Laws, and other transfers that were required for other reasons.
- ‘Net change’ includes the changes (sum of decreases and increases) in regulatory requirements undertaken by the department in 2020/21 and is net of transfers of regulatory requirements in and out of the department.
- ‘Percentage change’ includes percentage changes in regulatory requirements undertaken by the department in 2020/21 and is net of transfers of regulatory requirements in and out of the department.

Additional information is provided in the 2020/2021 Manitoba Regulatory Accountability Report.

## Key Results Achieved:

For 2020/2021, Manitoba Finance's achievements in reducing regulatory requirements and eliminating red tape included:

- Passing Bill 4, The Retail Business Hours of Operation Act (Various Acts Amended or Repealed), which repealed province-wide retail shopping restrictions on Sundays and holidays.
- Collaborating with the Departments of Justice and Health and Seniors on developing orders to allow for alternatives to in-person witnessing of various types of legal documents in response to the COVID-19 pandemic. This was followed by the passage of Bill 42, which will allow for these alternatives on an ongoing basis.
- Amending regulations under The Electronic Commerce and Information Act to allow the Companies Office to begin accepting a wide range of documents electronically.
- Making a variety of other accommodations to make it easier for regulated activities to continue during the COVID-19 pandemic, including:
  - Temporarily suspending certain corporate meeting provisions for condominium corporations, co-operatives, corporations and credit unions, and introducing measures to allow for electronic attendance, delivery of notices and voting by other means;
  - Allowing replacements without charge of expired marriage licenses and temporarily suspending renewal fees for temporary marriage commissioner appointments; and
  - Allowing listing agreements and offers to purchase for single-family residences and condominiums to be signed electronically
- Implementing electronic (EFT) payment measures at The Office of the Superintendent – Pension Commission for annual information return (AIR) filing fees as well as encouraging plans to submit their AIR electronically. These measures were timely as many stakeholders were experiencing challenges in submitting their payments and documents while adjusting to remote work circumstances. These measures have reduced administrative burden and costs associated to printing and filing their AIRs and payments.

## The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007 and amended in 2018 gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and protects employees who make those disclosures from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or knowingly directing or counseling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been, or is about to be, committed is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department's annual report in accordance with section 18 of the Act.

The following is a summary of disclosures received by Manitoba Finance for fiscal year 2020/21:

Information Required Annually (as per Section 18)	Fiscal Year 2020/2021
The number of disclosures received and the number acted on and not acted on. <i>Subsection 18(2)(a)</i>	<b>NIL</b>
The number of investigations commenced as a result of a disclosure. <i>Subsection 18(2)(b)</i>	<b>NIL</b>
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. <i>Subsection 18(2)(c)</i>	<b>NIL</b>



## **Appendix A – Agencies, Boards and Commissions**

### **2020/2021 Agencies, Boards and Commissions**

Automobile Injury Compensation Appeal Commission

Cooperative Housing Appeals Tribunal

Deposit Guarantee Corporation of Manitoba

Funeral Board of Manitoba

Insurance Agents' and Adjusters' Licensing Appeal Board

Insurance Council

Labour Board

Landlord and Tenant Advisory Committee

Manitoba Labour Management Review Committee

Pension Commission

Public Guardian and Trust Advisory Board

Public Utilities Board

Residential Tenancies Commission

Securities Commission

Tax Appeals Commission

Treasury Risk Oversight Committee

Vital Statistics Agency Advisory Board

Workers Compensation Board - Appeal Commission

Workers Compensation Board - Board of Directors