

SERVICES FOR PERSONS WITH DISABILITIES DIVISION

Divisional Goals

- To enhance opportunities for children and adults with disabilities in Manitoba to attain increased self-sufficiency, independence and participation in society.
- To harmonize the major aspects of programs, legislation, policies and practices, providing leadership in the development of solutions to better integrate supports for children and adults with disabilities.
- To continue to develop and implement a framework to establish and strengthen effective, inclusive, community partnerships and consultation processes.
- To recognize, promote and encourage effective communication and ongoing collaboration with staff, both within and outside the division.
- To continue to develop clear roles, responsibilities and effective working relationships within the division, department, the Disabilities Issues Office, and other government departments.

Divisional Responsibilities

- Provides coordination, direction and support for the department's programs for persons with disabilities.
- Provides program direction and funding for services to children with disabilities; for supported living services for adults with a mental disability; for vocational rehabilitation services for adults with a physical, mental, psychiatric or learning disability; and for employment and income support services to persons with disabilities.
- Administers the substitute decision-making provisions of *The Vulnerable Persons Living with a Mental Disability Act*.
- Provides central program and financial management, policy and strategic initiative development, legislative and information systems business support services.

The division includes the following program areas that are responsible for services that address the needs of Manitobans with disabilities:

- Strategic Initiatives and Program Support
- Adult and Children's Programs
- Office of the Vulnerable Persons' Commissioner

STRATEGIC INITIATIVES AND PROGRAM SUPPORT

Objectives

- To work in conjunction with the Adult and Children's Programs Branch and the Community Service Delivery Division in providing effective leadership, coordination, direction and support for the department's adult and children's programs for persons with disabilities.
- To research, design and develop policies and practices that shape the programs and services available to persons with disabilities.

- To take the lead role in developing and reviewing standards, quality assurance and performance measures and legislation that impact services provided to persons with disabilities.
- To pursue innovative solutions and initiatives which improve services for persons with disabilities and reflect the Vision, Mission and Goals of the division and the department.

Responsibilities

- Provides central program and policy direction for divisional programming.
- Provides program analysis, policy and strategic initiatives development, legislative and regulatory services.
- Provides business support services for adult and children's information systems.
- Provides financial management, central administration and support services.

09-3A Strategic Initiatives and Program Support

Expenditures by Sub-Appropriation	Actual 2003/04 \$000	FTE	Estimate 2003/04 \$000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	1,255.2	23.72	1,360.5	(105.3)	
Total Other Expenditures	1,463.5		1,480.1	(16.6)	

Activities/Highlights in 2003/04

- Provided leadership in the development of the strategic direction for the new division of Services for Persons with Disabilities, including a new vision, mission, goals, and values and principles.
- Established the Joint Community and Government Members Committee on Disability-Related Employment and Income Assistance Issues. The purpose of the Joint Committee is to provide a common table where government and community members can participate in a cooperative and collaborative approach to share information and opinions and provide constructive input as part of a process to address common issues for persons with disabilities on Employment and Income Assistance.
- Developed and distributed a survey of Day Services' agencies/organizations in order to better understand the types of services that currently exist and for whom, and to amend the Supported Living Program's current definitions as necessary.
- Developed the Integrated Financial Client and Case Tracking (inFACT) computer system, designed as an information management system to improve participant and financial tracking of program expenditures for the Supported Living, Children's Special Services and Special Needs programs.
- Continued the Canada Pension Plan Disability Pilot Project in Winnipeg, whereby Employment and Income Assistance participants are assisted to improve their access to federal Canada Pension Plan Disability benefits by receiving in-person assistance to complete applications and with the appeals process.

ADULT AND CHILDREN'S PROGRAMS

Objectives

- To provide program direction and funding for supported living programs for adults with a mental disability.
- To provide support to families with children who have disabilities.
- To plan and develop innovative means of meeting the child care needs of parents who have children with special needs.
- To provide leadership, direction and focus to the Vocational Rehabilitation program for adults with a physical, mental, psychiatric or learning disability.
- To provide direction and funding for employment and income support services to persons with disabilities.

The branch is divided into the following areas:

- Supported Living – Responsible for the planning, development, maintenance, overall direction and management of programs and resources that support and enhance the quality of life of adults with a mental disability living in the community. Responsible for the review and development of policies associated with Day Services, Residential Services, Support Services and Residential Care Licensing.
- Children's Programs – Responsible for policy and program development in supporting families to care for their children, aged 17 years and under, who have physical and/or developmental disabilities. Children's Programs include Children's Special Services, Children with Disabilities Program in Child Day Care, children with disabilities in care with a child welfare agency, and children with disabilities whose families are recipients of Employment and Income Assistance. The programs help families maintain their children with disabilities in their own homes and the local community to the greatest extent possible.
- Employment and Income Support Services – Provides leadership, direction and funding to programs for persons with disabilities interested in pursuing training and employment opportunities. Responsible for services provided through the Employment and Income Assistance for persons with disabilities and Vocational Rehabilitation programs.

Responsibilities

- Provides leadership and support to Community Service Delivery staff, external agencies and other service partners in promoting effective and efficient program administrative practices in the delivery of support services for adults and children with a physical and/or mental disability.
- Provides financial management, which includes preparing and managing the overall budget, with input from the Community Service Delivery Division; identifying the resources required to provide quality, cost-effective services; allocating financial resources; ensuring that programs are delivered within budgeted resources; and ensuring financial accountability for program funds.
- Interprets policy and legislation to government and non-government service providers.
- Develops and revises policies and programs in a manner that is consistent with, and responsive to ongoing changes in other programs and the socio-economic environment, and the community as a whole.

- Provides licensing standards to ensure the safety, health and well-being of adults with a mental disability, mental disorder, cognitive impairments or frailty due to aging, who reside in community residential care facilities; and children with disabilities in child care facilities.
- Supports parental participation in child care services for children with disabilities.
- Monitors and evaluates programs and services, including the adequacy of service rates and the ongoing identification of participants' needs and ensures that programs are delivered within government policy and legislation.
- Provides training and development opportunities for staff of the Community Service Delivery Division, Services for Persons with Disabilities Division and related agencies to ensure a working knowledge of programs and policies.

09-3B-1 & 2 Adult and Children's Programs

Expenditures by Sub-Appropriation	Actual 2003/04 \$000	FTE	Estimate 2003/04 \$000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	986.4	19.50	1,215.7	(229.3)	1
Total Other Expenditures	545.9		545.9	0.0	

1. The variance is primarily due to the timing of filling vacant positions.

09-3B-3 Adult and Children's Programs – Supported Living

Expenditures by Sub-Appropriation	Actual 2003/04 \$000	FTE	Estimate 2003/04 \$000	Variance Over/(Under)	Expl. No.
Supported Living	110,405.6		113,720.9	(3,315.3)	1
Total Sub-Appropriation	110,405.6		113,720.9	(3,315.3)	

1. The surplus is primarily attributable to the timing associated with implementing supported living services to individuals with mental disabilities.

09-3B-4 Adult and Children's Programs – Children's Programs

Expenditures by Sub-Appropriation	Actual 2003/04 \$000	FTE	Estimate 2003/04 \$000	Variance Over/(Under)	Expl. No.
Children's Special Services	14,319.9		14,746.4	(426.5)	
Community Services and Child Care	7,674.0		9,151.2	(1,477.2)	1
Total Sub-Appropriation	21,993.9		23,897.6	(1,903.7)	

1. The surplus is primarily attributable to lower than anticipated children in care.

09-3B-5 Adult and Children's Programs – Employment and Income Support

Expenditures by Sub-Appropriation	Actual 2003/04 \$000	FTE	Estimate 2003/04 \$000	Variance Over/(Under)	Expl. No.
Employment and Income Assistance	126,861.7		126,840.1	21.6	
Health Services	35,202.1		27,704.9	7,497.2	1
Income Assistance for Persons with Disabilities	15,572.9		15,815.9	(243.0)	
Vocational Rehabilitation	3,109.5		3,208.1	(98.6)	
Total Sub-Appropriation	180,746.2		173,569.0	7,177.2	

1. The shortfall is due to an increase in the volume of prescriptions and an increase to the average cost per prescription.

Activities/Highlights in 2003/04Supported Living

The Supported Living Program offers a range of day and residential services aimed at providing adults with a mental disability the opportunity for independence in a community setting to the extent possible for each individual. The Supported Living Program supports, that are potentially available, include Residential Services, Day Services, and related Support Services.

Residential Services include funding for a range of residential supports to assist adults with a mental disability to live in the community in their residential option of choice. The day services provided through the Supported Living Program include supported employment and follow-up services, services with a vocational focus, and individualized development services. Additional supports available with funding from the Supported Living Program may consist of transportation between Residential and Day Programs, respite and crisis intervention, and clinical services.

- Through the Staffing Stabilization Initiative and in partnership with service providers, the Supported Living Program has initiated the development of a Human Resource Strategy to ensure a well qualified workforce to provide services to adults with a mental disability. In 2003/04, this included the development of job descriptions and competencies, as well as providing training to 516 staff of agencies for two Red River College accredited courses, Foundations in Disability & Community

Support, and Supervision in Human Resource Service Settings. Training was delivered to 2,909 agency staff, including Foundations curriculum, Non-Violent Crisis Intervention, First Aid, and Supervisory Training.

- In partnership with the departments of Health and Justice, the Supported Living Program is participating in the management of a Provincial Special Needs Program for individuals who present a serious risk to themselves or the community, but who would not otherwise be eligible for the supported living supports or Community Mental Health Services.
- By the end of 2003/04, the Provincial Special Needs Program (PSNP) was serving 66 participants, 45 of whom were receiving program funding; the remaining 21 received case management supports with no direct program funding attached. This represents an increase of 8 per cent from 2002/03 in the number of individuals being served. The PSNP, operated in partnership with the departments of Health and Justice, provides case management and funding for individuals with a mental disorder or disability who pose a high risk to themselves or to the public but who do not qualify for the Supported Living Program or Community Mental Health Services. In addition, the Provincial Special Needs Unit, which delivers the PSNP, provided intermittent consultations to both service providers and funders for 31 additional individuals who are considered either at “high risk” to offend or at extreme risk of being victimized.
- The Supported Living Program continues to develop various protocols and policies to ensure the effective delivery of the program, including the establishment of a Discharge Policy (relating to both Day Services and Residential Programs), a Working Alone Policy (affecting agency employees while on the job), Self-Administered Respite policies, Restraint Policy, and Transitional Protocols (authorized jointly with the Child Services Branch and intended to inform the transition of eligible children involved with Child and Family Services into adult programs offered by Supported Living).
- The Residential Care Licensing unit inspected 183 licensed adult residential care facilities, with a total of 1,295 bed spaces to ensure continued compliance with standards. The unit also provides consultation and support to designated licensing authorities for approved facilities. In 2003/04, these designated authorities (Family Services and Housing Regional Managers and Regional Health Authorities) issued 717 letters of approval for homes with three beds or less, representing a total of 1,313 bed spaces.
- Residential Care Licensing staff have participated in planning meetings with the City of Winnipeg, the Fire Prevention Office and the Fire Commissioner’s Office to develop a set of guidelines for approved homes (three beds and under). These guidelines will be shared throughout the province once they are finalized.
- Six of the eleven Regional Health Authorities (RHAs) have now accepted the delegated licensing responsibility for approved homes for their program (Mental Health). Residential Care Licensing staff provide training and policy interpretation, as required.

Supported Living
Total Active Caseload by Type of Accommodation
as at March 31

Accommodation	2001/02 Active Files	2002/03 Active Files	2003/04 Active Files
Foster Homes and Private Licensed Residential Care Facilities	581	531	530
Parental Homes	1,010	1,147	1,140
Agency-Managed Residential Care Facilities	985	996	1,099
Extended Family	183	206	220
Independent Living with Support	523	527	520
Independent Living	367	373	370
Alternate Care (e.g. Hospitals, Personal Care Homes)	113	121	120
In the Company of Friends	41	45	45
Total	3,803	3,946	4,044

Supported Living
Total Active Caseload by Type of Day Activity
as at March 31

Day Activity	2001/02 Active Files	2002/03 Active Files	2003/04 Active Files
Competitive Employment	138	151	174
Supported Employment and Follow-Up Services	342	333	330
Services with a Vocational Focus	1,144	1,133	1,175
Personal Development Services	869	806	820
In the Company of Friends	42	45	45
Attending School	346	633	630
Retirement Program	89	65	70
No Program	833	780	800
Total	3,803	3,946	4,044

Residential Services
Individuals Funded by Region
as at March 31

Region	2001/02	2002/03	2003/04
Winnipeg	943	1,060	1,162
Eastman	132	149	156
Interlake	141	153	165
Central	204	210	220
Westman	287	307	314
Parkland	131	129	137
Norman	53	60	60
Thompson	33	35	31
Total	1,924	2,103	2,245

**In the Company of Friends
Individuals Participating in Program
as at March 31**

	2001/02	2002/03	2003/04
Number of Participants	42	45	45

**Respite Services
Individuals Funded by Region
as at March 31**

Region	2001/02	2002/03	2003/04
Winnipeg	297	318	325
Eastman	109	116	115
Interlake	65	69	72
Central	71	80	82
Westman	86	87	97
Parkland	48	35	51
Norman	9	7	12
Thompson	13	14	17
Total	698	726	771

**Crisis Intervention
Individuals Funded by Region
as at March 31**

Region	2001/02	2002/03	2003/04
Winnipeg	219	187	159
Eastman	18	32	21
Interlake	11	18	20
Central	5	7	19
Westman	30	28	38
Parkland	5	5	8
Norman	2	4	3
Thompson	9	9	16
Total	299	290	284

**Day Services
Individuals Funded by Region**
as at March 31

Region	2001/02	2002/03	2003/04
Winnipeg	1,051	1,116	1,189
Eastman	289	300	293
Interlake	138	144	155
Central	311	313	313
Westman	289	295	297
Parkland	126	122	124
Norman	34	38	37
Thompson	24	27	31
Total	2,262	2,355	2,439

**Day Services – Special Rate
Individuals Funded by Region**
as at March 31

Region	2001/02	2002/03	2003/04
Winnipeg	340	400	457
Eastman	38	62	59
Interlake	8	17	19
Central	22	29	33
Westman	94	99	104
Parkland	11	23	26
Norman	7	8	11
Thompson	11	12	14
Total	531	650	723

**Day Services – Transportation
Individuals Funded by Region**
as at March 31

Region	2001/02	2002/03	2003/04
Winnipeg	971	1,052	1,119
Eastman	243	253	251
Interlake	113	123	131
Central	225	222	214
Westman	239	250	256
Parkland	99	95	97
Norman	20	19	19
Thompson	24	25	30
Total	1,934	2,039	2,117

**Number of Licensed and Approved Residential Care Facilities and Beds
as at March 31**

	2001/02		2002/03		2003/04	
	Facilities/Beds		Facilities/Beds		Facilities/Beds	
Licensed	174	1,273	178	1,301	182	1,297
Approved	702	1,333	718	1,359	737	1,389
Total	876	2,606	896	2,660	919	2,686

**ANNUAL REPORTS OF ALLEGED ABUSE/NEGLECT
2000/01 TO 2003/04**

	2001/02	2002/03	2003/04
Reports of Alleged Abuse/Neglect	152	122	106
Referred to Police or RCMP	36	19	31
Person Charged under the Criminal Code	5	2	1

Reported Allegations of Abuse/Neglect April 1, 2003 - March 31, 2004							
Region	Types of Alleged Abuse/Neglect						
	Verbal	Physical	Sexual	Emotional	Financial	Neglect	Total
Central	1	4	4	4	1	0	14
Eastman	0	5	3	0	1	3	12
Interlake	0	1	0	0	5	0	6
Northern	0	1	0	0	1	0	2
Parkland	1	2	0	0	0	0	3
Westman	2	4	4	0	0	0	10
Winnipeg	4	33	10	4	4	4	59
Total	8	50	21	8	12	7	106

Children's Programs

Children's Programs is responsible for policy and program development in supporting the ability of families to care for their children, aged 17 years and under, who have physical and/or developmental disabilities. Children's Programs services help families maintain their children with disabilities in their own homes and the local community to the greatest extent possible.

Children's Programs is in the process of operationalizing the department's Integrated Service Delivery initiative by integrating Children's Special Services, the Children with Disabilities portion of the provincial Child Day Care Program, children with disabilities whose families receive Employment and Income Assistance, and children with disabilities who are in care with a child welfare agency. These programs are

being harmonized to facilitate improved access to service and to better address the needs of children and their families.

Children’s Special Services

Children’s Special Services (CSS) is a non-statutory, voluntary program that provides assistance to natural, adoptive or extended families living with children who have developmental and/or physical disabilities. Program staff in six regional offices throughout the province and six community areas in Winnipeg provide case management support and individualized services that address the unique needs and circumstances of eligible children and their families. Services and supports are intended to strengthen families and reduce their stress so that costly out-of-home placement is prevented or delayed.

CSS also provides grant funding to external agencies to deliver specialized services.

Children with Disabilities Program – Child Day Care

Children’s Programs is responsible for the Children With Disabilities (CWD) program that supports the child care needs of children with disabilities and their families. It is responsible for providing program and administrative direction to eligible child care facilities and homes to support the attendance and participation of children with disabilities.

CWD provides supports and grants to assist child care centres, nursery schools, family child care and group child care homes to work with children with mental, physical, behavioural and emotional disabilities. The goal of enrolling children with disabilities in early childhood settings is to help promote their developmental potential within an inclusive community environment.

Children with Disabilities Program – Child Day Care

Number of Children Who Received Service

as at March 31

	2001/02	2002/03	2003/04
Number of Children	1,202	1,271	1,366

Children in Care with Disabilities Receiving Support from the Exceptional Circumstances Fund

Children’s Programs is responsible for the administration of the Exceptional Circumstances Fund which refers to central funding administered by the Child Protection Branch for children in the care of Child and Family Services agencies or Regional offices who meet one of several unique criteria to merit specialized funding.

Children with Disabilities whose parents are in receipt of Employment and Income Assistance

Employment and Income Assistance (EIA) is a provincial program for people who need help to meet basic personal and family needs. Wherever possible, the program is aimed at helping people find a job or get back to work. Children with disabilities are supported by EIA by virtue of their families being enrolled in the program.

Family Support Services

Children’s Special Services provides families who have children with a developmental and/or physical disability with a variety of supports that reflect the unique circumstances of each family and the needs of their child. Staff use a family-centred approach in helping families to identify and access the resources,

both formal and informal, that they require. These supports include provision of individualized services such as respite care, child development, therapy, supplies, equipment, transportation, and home modifications. The purpose of family support is to reduce stress encountered by families and to better enable families to address the needs of their children with disabilities in their own homes.

In 2003/04, a permanent Applied Behavioural Analysis (ABA) program for pre-school children with autism was expanded. The ABA program provides intensive behaviour intervention and is delivered by St. Amant Centre in partnership with the Manitoba Families for Effective Autism Treatment.

Children's Special Services delivers Family Support Services through regional offices, staffed by the department's Community Services Delivery Division and supports these services and staff by providing financial and program guidelines, consultation, training, research and evaluation.

Children's Special Services – Family Support Services and Unified Referral and Intake System (URIS) Group A

Children Served by Region

as at March 31

Region	2001/02	2002/03	2003/04
Winnipeg	1,916	1,905	1,993
Eastman	279	337	312
Interlake	254	250	248
Central	279	246	278
Westman	411	418	428
Parkland	152	139	156
Norman	68	80	84
Thompson	177	157	164
URIS Group A		61	49
Total	3,536*	3,593	3,712

* Includes 69 children with URIS Group A health care needs.

Funding to External Agencies

Children's Special Services provides funding and consultation to external agencies that deliver specialized services, such as therapy and respite for children with disabilities and their families. Funded non-government agencies include the Society for Manitobans with Disabilities, Rehabilitation Centre for Children, St. Amant Centre, Community Respite Services, Central Speech and Hearing Clinic and Open Access Resource Centre.

Children's Special Services works closely with Child Day Care and Child Protection and Support Services, Healthy Child Manitoba, the voluntary sector, the Regional Health Authorities, hospitals, schools, and agencies. As well, Children's Programs staff work collaboratively with the provincial departments of Education, Citizenship and Youth, and Health to coordinate programs and activities that promote and support the development of children with disabilities and their families.

Unified Referral and Intake System

Children's Special Services provides leadership and administrative support to the Unified Referral and Intake System (URIS), a joint initiative of the departments of Family Services and Housing, Education, Citizenship and Youth, and Health. The protocol supports children who require assistance to perform medical procedures when they are apart from their parents/guardians.

URIS provides funding and policy direction to assist community programs, such as schools, child care facilities, recreation programs and respite services to safely support children with special health care needs.

Unified Referral and Intake System Number of Children Registered for Service as at March 31

	2001/02	2002/03	2003/04
URIS Group B*	4,357	6,111	7,204

* *URIS Group B refers to children who require health care routines that may be delegated to non-health care personnel trained and monitored by a registered nurse.*

Provincial Outreach Therapy for Children

The Provincial Outreach Therapy for Children (POTC) program is delivered as a joint venture by the Society for Manitobans with Disabilities (SMD) and the Rehabilitation Centre for Children (RCC). SMD delivers occupational therapy, physiotherapy, and speech and language therapy to pre-school children in Winnipeg and delivers speech and language services to pre-school children in rural and northern Manitoba. RCC delivers occupational therapy to pre-school children and some school age children in rural and northern Manitoba. In Winnipeg, St. Amant Centre is also a participating agency in POTC. Services are provided to children who are eligible for Children's Special Services.

The goal of POTC is to utilize a collaborative, consultative approach in which therapy is provided in the child's natural setting. Therapists work with the child's parents or caregivers so that they become the primary provider of therapy services and integrate that therapy into the child's and their daily routines.

Children's Therapy Initiative

Manitoba Health, Education, Citizenship and Youth, and Family Services and Housing provide funding for children's occupational therapy, physiotherapy, speech/language pathology and audiology services. These services are delivered through the regional health authorities, school divisions and service agencies.

Based on the recommendations stemming from the regional consultations with major stakeholders throughout the province, an interdepartmental working group has developed a framework for the provision of the above services.

The Children's Therapy Initiative is intended to provide coordinated, regionally-based therapy services that assist all children in need of therapy, to reach their full potential. The approach will improve delivery of existing therapy services and result in a more effective provision of services through better collaboration between stakeholders. Pilot projects were carried out in Winnipeg, Central Region, Brandon and Northern Region.

Employment and Income Assistance – Persons with Disabilities

Employment and Income Assistance, operating under the authority of *The Employment and Income Assistance Act*, provides financial assistance to persons with disabilities who are in need and eligible for assistance, while the Health Services program provides assistance for essential health services.

Employment and Income Support – Employment and Income Assistance – Persons with Disabilities Average Monthly Caseload as at March 31

	2001/02	2002/03	2003/04
Persons with Disabilities	15,538	16,198	16,696

Employment and Income Support – Employment and Income Assistance – Persons with Disabilities Expenditures by Category (\$000) as at March 31

	2001/02	2002/03	2003/04
Persons with Disabilities	\$113,862.0	\$120,319.5	\$126,861.7

Employment and Income Support Health Services Disabled – Caseload as at March 31

	2001/02	2002/03	2003/04
Cases	14,511	14,859	15,029

Employment and Income Support – Health Services Expenditures by Category (\$000) as at March 31

Category	2001/02	2002/03	2003/04
Dental	\$1,857.4	\$2,004.2	\$2,177.9
Drugs	25,011.3	29,080.6	32,631.6
Optical	345.2	375.5	392.6
Total	\$27,213.9	\$31,460.3	\$35,202.1

Income Assistance for Persons with Disabilities

The Income Assistance for Persons with Disabilities program provides for additional financial assistance for adults with disabilities enrolled under Employment and Income Assistance, in recognition of the additional costs associated with living in the community. Program benefits are \$80.00 per month.

**Employment and Income Support – Income Assistance for Persons with Disabilities
Caseload**
as at March 31

	2001/02	2002/03	2003/04
Average Monthly Caseload	14,725	15,403	15,925

**Employment and Income Support – Income Assistance for Persons with Disabilities
Expenditures (\$000)**
as at March 31

	2001/02	2002/03	2003/04
Total	\$14,432.5	\$15,085.4	\$15,572.9

Vocational Rehabilitation

The Vocational Rehabilitation program assists eligible adults with a disability to pursue and secure gainful employment by providing a spectrum of vocational training, education and support services.

Individual vocational training plans are submitted to the Vocational Rehabilitation program by Vocational Rehabilitation Counsellors employed by Community Services Delivery or grant funded agencies. Based on these plans, funds are approved to assist individuals in accessing vocational training services.

The objectives of the Vocational Rehabilitation program are:

- To provide vocational rehabilitation services to adults with a disability, to enhance their independence and ability to contribute socially and economically through employment in the competitive labour force.
- To assist adults with a mental, physical, psychiatric or learning disability to prepare for, obtain and maintain employment through the provision of assessment, training, education and support services.

Activities/Highlights in 2003/04

- Initiated the transfer of Doray Enterprises, an employment program for adults who have a psychiatric disability and are not ready to cope with the demands and pressures of the competitive work environment, to the Winnipeg Regional Health Authority in order to align services with other employment-related programs for people with psychiatric disabilities.
- Initiated a review and update of the Vocational Rehabilitation policy manual to reflect the Integrated Service Delivery model, clarify procedures and make changes identified by field staff.
- Partnered with Social Development Canada to undertake a comprehensive evaluation of Manitoba's labour market programming for persons with disabilities which is supported by the Employability Assistance for People with Disabilities Agreement. The first phase initiated in 2003/04 will establish the evaluation framework and methodology for the review.
- Continued meeting with the departments of Health and Advanced Education and Training to review supported employment programs and develop a joint strategic plan based on the review of Manitoba's supported employment services infrastructure.

- Provided vocational services for 4,525 people with disabilities with 1,697 receiving vocational training funds to assist them in accessing education and training opportunities to improve employment outcomes.
- Vocational Rehabilitation outcome data is not available until October 2004, but data for 2002/03 indicates that services were provided for 4,364 participants and 1,413 had some form of employment following intervention. A further 331 participants in vocational crisis were supported by the program to preserve employment.
- Signed the new Canada Manitoba Labour Market Agreement for Persons with Disabilities (LMAPD), which replaced the Employability Assistance for Persons with Disabilities Agreement. The LMAPD will be effective April 1, 2004 to March 31, 2006.
- Continued to create an awareness of the abilities of persons with disabilities to promote and support their employability in 2003/04 and will continue to develop strategies in this area.

Employment and Income Support – Vocational Rehabilitation
Total Active Caseload by Disability
as at March 31

Disability	2001/02	2002/03	2003/04
Physical Disability	972	844	874
Psychiatric Disability	1,006	1,153	1,226
Mental Disability	691	701	697
Learning Disability	312	307	284
Sight Disability	512	595	599
Hearing Disability	208	221	247
Total	3,701	3,821	3,927

Employment and Income Support – Vocational Rehabilitation
Total Active Caseload by Region/Program/Agency
as at March 31

Region/Program/Agency	2001/02	2002/03	2003/04
Winnipeg	1,222	1,086	988
Westman	231	229	235
Eastman	70	88	77
Central	146	133	140
Interlake	77	53	60
Parkland	107	102	94
Norman	6	6	5
Thompson	32	29	17
Grant Funded Agencies	1,579	1,457	1,495
Employment and Income Assistance	213	447	549
Self Directed	18	13	16
Reaching Equality Employment Services *	-	6	5
Mental Health **	-	172	246
Total	3,701	3,821	3,927

* During the 2002/03 fiscal year, Reaching Equality Employment Services began accessing the individual Vocational Training Fund for direct employment supports.

** During 2002/03, consumers began participating in active vocational rehabilitation programming and receiving case management service from Mental Health staff.

Employment and Income Support – Vocational Rehabilitation
Individuals Funded by Disability
as at March 31

Disability	2001/02	2002/03	2003/04
Physical Disability	420	481	426
Psychiatric Disability	642	697	681
Mental Disability	296	297	310
Learning Disability	130	146	129
Sight Disability	76	59	58
Hearing Disability	78	98	93
Total	1,642	1,778	1,697

- The following table outlines the services purchased by type of service. The number of services provided is much larger than the number of individuals served, as any one individual may consume a number of different services simultaneously or over time.

**Employment and Income Support – Vocational Rehabilitation
Services Purchased by Type
as at March 31**

Disability	2001/02	2002/03	2003/04
Education – University	130	141	137
Education – Community College	133	161	161
Education – Special Colleges	95	39	48
Education – School	20	30	35
Education – Out of Province	10	8	11
Work Assessment/Training	3,021	2,653	2,513
Transportation	1,896	2,124	1,979
Special Services	2,404	2,745	2,551
Other	-	17	11
Total	7,709	7,918	7,446

OFFICE OF THE VULNERABLE PERSONS' COMMISSIONER

Objectives

- To administer the substitute decision-making provisions of *The Vulnerable Persons Living with a Mental Disability Act*, proclaimed on October 4, 1996, in keeping with the department's goal of increasing the safety and well-being of persons who are vulnerable or at-risk. The Act is designed to safeguard the rights of vulnerable persons and to protect them from abuse and neglect. A substitute decision-maker is an individual appointed by the Vulnerable Persons' Commissioner to make decisions for a vulnerable person who requires decisions to be made and is unable to make them. A vulnerable person is defined in the Act as an adult living with a mental disability who is in need of assistance to meet his or her basic needs with regard to personal care or management of his or her property.

Responsibilities

- Conducts preliminary investigations of applications for the appointment of substitute decision-makers for vulnerable persons.
- Establishes hearing panels to review applications and make recommendations to the Vulnerable Persons' Commissioner as to whether the criteria for the appointment of a substitute decision-maker are met, as well as the terms and conditions of any appointment.
- Appoints substitute decision-makers and keeps a register of appointments of substitute decision-makers.
- Provides notice to vulnerable persons, their families, support network members and substitute decision-makers with respect to the disposition of applications and the appointment of substitute decision-makers.
- Provides information to vulnerable persons, their families and friends and members of the general public about the substitute decision-making process.

09-3C Office of the Vulnerable Persons' Commissioner

Expenditures by Sub-Appropriation	Actual 2003/04 \$000	FTE	Estimate 2003/04 \$000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	388.1	5.00	374.5	13.6	
Total Other Expenditures	91.4		175.8	(84.4)	

Activities/Highlights in 2003/04

- Administered the substitute decision-making provisions of the Act.
- Reviewed and carried out preliminary investigations on 110 applications for the appointment of a substitute decision-maker for a vulnerable person.
- Reviewed and took action on 23 applications for the appointment of an emergency substitute decision-maker for a vulnerable person.
- Maintained a register of appointments of substitute decision-makers for 1,532 vulnerable persons.
- Reviewed and monitored the activities of over 400 family members and friends who are substitute decision-makers for personal care and/or property for vulnerable persons.
- Carried out approximately 650 reviews of vulnerable persons whose appointment of a substitute decision-maker was expiring to determine if the appointment should be renewed.
- Made presentations to approximately 420 individuals including vulnerable persons and their families, staff and board members of non-governmental agencies, social workers and staff in government agencies and teachers employed at a Winnipeg school.
- Amended the Hearing Panel Procedures in consultation with members of the hearing panel roster to allow vulnerable persons in certain circumstances to present their testimony on an ex parte (in private) basis at a hearing. The new procedures were used in several hearings when for compelling reasons, a vulnerable person felt uncomfortable or intimidated in testifying in front of a person who was present at a hearing.