

# Labour Market Agreement for Persons with Disabilities (LMAPD)

## LMAPD Report 2015 – 2016

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## INTRODUCTION

This Canada-Manitoba Labour Market Agreement for Persons with Disabilities (LMAPD) Report describes activities that were cost-shared under the LMAPD during the 2015/16 fiscal year.

The LMAPD provides for the transfer of federal funding to the provinces and territories for a range of programs and services that enhance the economic participation of working age adults with disabilities in the labour market. The overarching goal of the LMAPD is to improve the employment outcomes of persons with disabilities by enhancing the employability, and increasing the labour market participation, of persons with disabilities.

## BACKGROUND

The Government of Canada, the Provinces and the Territories have offered many programs over the years to assist persons with disabilities. In 1962, the Vocational Rehabilitation of Disabled Persons (VRDP) Agreement established funding arrangements between the federal and provincial governments to provide comprehensive programs for the vocational rehabilitation of persons with disabilities.

On April 1, 1998, the Employability Assistance for People with Disabilities (EAPD) Agreement replaced the VRDP. The Canada-Manitoba EAPD Agreement covered the period April 1, 1998 to March 31, 2004. The EAPD placed a stronger focus on employment within programs funded to assist persons with disabilities.

On April 1, 2004, the LMAPD replaced the EAPD. The Canada-Manitoba LMAPD provided greater flexibility in funding activities and increased accountability requirements which focused on outcomes and public reporting.

In Budget 2013, the Government of Canada proposed a new generation of LMAPD as part of its plan for jobs, growth and long term prosperity. The new LMAPD aims to better meet the employment needs of employers, improve the employment prospects for persons with disabilities, and includes enhanced accountability and reporting requirements.

## CANADA-MANITOBA LMAPD

The new generation of LMAPD covers the period April 1, 2014 to March 31, 2018 and outlines the funding arrangements between federal and provincial governments to provide programs and services that will enhance the economic participation of working age adults with disabilities in the labour market by helping them overcome barriers to employment.

In addition to reporting on enhanced performance indicators and evaluation activities, the new LMAPD will formally engage employers and disability community organizations in LMAPD planning and priority setting processes.

### ***Priority Areas to be Addressed***

Under the LMAPD, provincial and territorial governments have the flexibility to determine the programs and services to be funded in their jurisdictions, provided that the programs and services are consistent with the following priority areas:

- Education and Training – improve the level of basic and post-secondary education, and work-related skills for people with disabilities;
- Employment Participation – improve the labour market situation and independence of people with disabilities through employment-related activities;
- Employment Opportunities – expand the availability, accessibility and quality of employment opportunities for people with disabilities, in partnership with business and labour;
- Connecting Employers with Persons with Disabilities – enhance awareness of the abilities and availability of people with disabilities, and strengthen people with disabilities’ knowledge of labour market opportunities; and
- Building Knowledge – enhance the knowledge base to support continuous improvement of labour market policies and programs for people with disabilities.

## ***Federal Contribution***

The Government of Canada initially agreed to contribute 50 percent of the expenditures that Manitoba incurs in providing eligible programs and services under the LMAPD, up to a maximum of \$7,914.0 million annually.

The March 2004 federal budget included an additional \$30 million nationally for Labour Market Agreements for Persons with Disabilities. Beginning in 2004/05, this additional funding was allocated on a per capita basis, following deductions of funds required to create a base funding level of \$1.25 million for smaller jurisdictions (Prince Edward Island, Yukon, Northwest Territories and Nunavut).

This new funding provided an additional \$1,051.0 million for Manitoba, resulting in an increase in the federal contribution level from \$7,914.0 million to \$8,965.0 million annually. Under the new generation of LMAPD, the federal contribution level remains consistent at \$8,965.0 million annually.

# STAKEHOLDER ENGAGEMENT

There are currently three committees established to engage employers and disability community stakeholders to assist in identifying key labour market barriers and opportunities for people with disabilities in Manitoba.

## ***Multi-Sector Committee on Employment for Persons with Disabilities***

The Multi-Sector Committee for Persons with Disabilities brings together government, business, disability agencies and consumers to engage stakeholders, and to generate discussion and feedback on programming and interventions for people with disabilities.

On October 18, 2012, the Province of Manitoba first proclaimed that every October will officially be Disability Employment Awareness Month (DEAM) in Manitoba. Following this Proclamation, the Multi-Sector Committee on Employment for Persons with Disabilities assumed responsibility for developing and promoting the observance of DEAM in Manitoba.

DEAM is an annual opportunity for Manitoba businesses, industry associations, community organizations, educational institutions, government bodies, and other groups to take proactive steps to increase employment success for Manitobans with disabilities. Some of the actions that are recognized by DEAM are:

- Celebrating successes and achievements;
- Educating employers;
- Connecting, in new ways, to job applicants and students;
- Partnering with new organizations;
- Reviewing policies and practices; and
- Launching new programs & projects.

In addition, November has been proclaimed as Career and Workforce Development Month in Manitoba. The efforts of the Multi-Sector Committee is currently focused on leveraging existing resources to link the October and November activities together to focus on employment and careers for Manitobans, including people with disabilities.

## ***Joint Community and Government Members Committee on Disability-Related Employment and Income Assistance Issues***

The Joint Community and Government Members Committee on Disability-Related Employment and Income Assistance Issues provides 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 and develop new and innovative initiatives intended to better meet the needs of persons with disabilities to live as full citizens in society.

The Joint Committee meets at minimum three times a year and provides a forum for the various Departments of government and the community to discuss issues. The work of the Joint Committee focus primarily on advancing the employability and employment of persons with disabilities as well as the provision of income supports.

Members of the Committee are drawn from government and community organizations representing a broad sector of individuals living with a disability in Manitoba. Community members are representative of service agencies and individuals who share the common goal of addressing service delivery and policies affecting a broad spectrum of persons with disabilities. Members participate on the basis of their commitment to ongoing improvements in the areas of employability and employment and income supports for persons living with a disability.

The community members meet to discuss ongoing issues, challenges and experiences of those with disabilities and their support and service providers in the field. Through consensus, these observations are prioritized and reported to the broader Joint Committee for consideration. When deemed advisable, the community members shall consult with the broader community to gather more information. The Community Co-chair shall ensure that provincial government co-chair and committee members are informed of any planned consultations with the broader public.

## ***Accessibility Advisory Council***

The Manitoba government is working to develop accessibility standards that will make real, measureable and effective changes to accessibility. In December, 2013 the Accessibility for Manitobans Act (AMA) was passed.

Under the AMA, the Accessibility Advisory Council is responsible for making recommendations to the Minister regarding the development of accessibility standards. The council is made up of members of the disability community and other affected stakeholders, including representatives of business, municipalities and other organizations. The Council may establish committees of technical experts and other parties familiar with specific issues and which may include representatives of sectors or organizations that will have obligations under the standard being developed. Public consultations are essential to the process and include persons with disabilities, organizations with a responsibility to eliminate barriers and the general public.

There are five key areas of daily living the standards will focus on:

1. The Customer Service standard will address business practices and training requirements to provide better customer service to people with disabilities;
2. The Employment Accessibility standard will address practices related to employee recruitment, hiring and retention;
3. The Information and Communications standard will address barriers to accessing information provided in print, in person, on websites or in other formats;
4. The Built Environment standard will deal with access to those areas outside the jurisdiction of The Manitoba Building Code, such as sidewalks, pathways, parks;
5. The Transportation standard will apply to public transportation to address barriers Manitobans might encounter in daily life, such as getting to work or school, shopping and socializing.

The Customer Service standard has been established and the Council is currently in the process of developing the Employment standard.

## COMPONENTS OF MANITOBA LMAPD PROGRAMMING

The three departments with programs and services that are claimed under the LMAPD and provide employment-focused services to assist eligible participants with disabilities in preparing for, obtaining and maintaining employment are:

- **Manitoba Jobs and the Economy** - adults with mental, physical, psychiatric, or learning disabilities;
- **Manitoba Health, Healthy Living and Seniors** – adults with mental and psychiatric disabilities;
- **Manitoba Children & Youth Opportunities** - students with a disability.

The following table provides a summary of 2015/16 expenditures eligible for cost-sharing under the LMAPD by department.

<b>LMAPD ADMINISTRATION AND PROGRAM EXPENDITURES (\$000) 2015/16</b>			
<b>Department</b>	<b>Administration</b>	<b>Program</b>	<b>Total</b>
Jobs and the Economy	1,671.9	11,645.6	13,317.5
Health, Healthy Living & Seniors	1,516.7	11,799.5	13,316.2
Children & Youth Opportunities	0.0	257.1	257.1
<b>Total Expenditures</b>	<b>3,188.6</b>	<b>23,702.2</b>	<b>26,890.8</b>
<b>Federal Contribution*</b>	<b>896.5</b>	<b>8,068.5</b>	<b>8,965.0</b>
<b>Provincial Contribution</b>	<b>2,292.1</b>	<b>15,633.7</b>	<b>17,925.8</b>

\* Administration costs are to constitute no more than 10 percent of the total annual Federal contribution.

# JOBS AND THE ECONOMY

Manitoba Jobs and the Economy is committed to improving quality of life through furthering the economic, labour market and social inclusion of all Manitobans, and growing an economy that benefits all Manitobans by advancing the Province as a thriving place to live, learn, work and invest. The department will work to achieve these goals by fostering trade, investment and entrepreneurship in partnership with stakeholders to maximize opportunities for prosperity for all Manitobans, supporting the development of a skilled and sustainable workforce through training and employment opportunities and providing financial and other supports to citizens who need help meeting their basic needs so that they may achieve fuller participation in society and greater self sufficiency and independence.

## ***Description of Programs and Services***

Jobs and the Economy programs eligible for cost-sharing under the LMAPD are: the marketAbilities Program, additional Employment and Income Assistance (EIA) Benefits, the marketAbilities Fund, the marketAbilities Team, Supported Employment programming and Training and Employment Services projects.

## ***marketAbilities Program***

The marketAbilities Program offers a wide range of employment-focused services to assist adults with disabilities in preparing for, obtaining and maintaining employment in order to enhance their independence and ability to contribute socially and economically through employment in the competitive labour force.

The marketAbilities Program is delivered by vocational counsellors in Manitoba Family Services regional offices, the Regional Health Authorities and three designated agencies that receive provincial funding to deliver services to specific disability groups. The three designated agencies are:

- **Canadian National Institute for the Blind-MB Division (CNIB)**  
Provides vocational assessment, training, counselling, job placement services and adjustment training programs for daily living for participants with visual disabilities;

- **Canadian Paraplegic Association (CPA) (Manitoba) Inc.** Provides counselling, assessment, vocational training and job placement services to participants with spinal cord injuries; and
- **Society for Manitobans with Disabilities (SMD) Inc.** Provides assessment, counselling, vocational training and job placement services to individuals with physical and hearing disabilities.

The market *Abilities* Program also purchases evaluation, work training, placement, school-to-work transition and follow-up services from seven employment agencies. These agencies share a common goal of assisting program participants to prepare for, obtain and maintain employment. Each agency has developed its own method of achieving this objective and serves a different disability group. The seven agencies are:

- **Career Connections Inc.** – located in Brandon, provides work assessment, work training and follow-up services to individuals with a mental, physical, psychiatric, or learning disability in western Manitoba;
- **Employment Preparation Centre** – located in Winnipeg and operated by the Society for Manitobans with Disabilities Inc. to provide work assessment, work training and follow-up services to persons with a physical, psychiatric or learning disability in central, eastern, northwest and northern Manitoba;
- **Connect Employment Services Ltd.** – located in Winnipeg, provides work assessment, work training and follow-up services to persons with a mental disability;
- **Premier Personnel Corp.** – located in Winnipeg, provides school-to-work transition services and follow-up services to persons with a mental disability;
- **Sair Training and Employment Placement Services** – located in Winnipeg, assists participants experiencing mental health issues or learning disabilities to achieve their employment goals by providing vocational evaluations, assessments, community based work experiences, employability skills workshops, supported job search and support during their transition to successful employment;
- **SCE Lifeworks Inc.** – located in Winnipeg, provides work assessment, work training and follow-up services to persons with a mental disability; and
- **Segue Career Options Inc.** – located in Winkler, provides work assessment, work training and follow-up services to persons with a psychiatric, physical or learning disability in south-central Manitoba.

The LMAPD cost-shared activities of the market*Abilities* Program can be divided into three components:

- Administration;
- Service Coordination; and
- Training.

### ***Administration***

The Employment and Income Assistance Programs branch of Manitoba Jobs and the Economy provides policy direction to the provincial staff, designated agencies and external service providers who deliver the market*Abilities* Program. Staff within this branch also approve and monitor the funding for goods and services provided under the program to assist eligible participants in preparing for, obtaining and maintaining employment.

Manitoba Jobs and the Economy is also responsible for coordinating the administration of the LMAPD for the Province of Manitoba. This includes ensuring programs cost-shared under the LMAPD meet the eligibility criteria and that appropriate data collection systems are in place to meet the accountability and evaluation requirements. Administration costs also include a portion of the grants to the three designated agencies (CNIB, CPA and SMD).

### ***Service Coordination***

The market*Abilities* Program provides individualized services, based on a vocational rehabilitation model in which vocational counselling responsibilities include vocational assessments, adjustment and psychosocial counselling, case management, vocational planning, job placement and development activities. This model is participant-centered, with the vocational counsellor acting as an information and counselling resource designed to assist the participant in preparing for, obtaining and/or maintaining employment. The vocational counsellor coordinates the delivery of a range of goods and services required by the participant to achieve this goal. The activities of the vocational counsellor vary for each participant and can include:

- Determining eligibility for the market*Abilities* Program;
- Basic assessment;

- Pre-employment and vocational counselling, taking into consideration disability-related factors that impact employment;
- Development of an individualized vocational plan;
- Coordination of services required to implement and support the plan;
- Direct assistance in job search and employment placement; and
- Monitoring and follow-up after employment has been obtained to enhance the stability of the job by addressing disability-related issues as they arise or arranging appropriate employment-related supports.

### ***Training***

When the vocational plan includes formal educational or skill training, the vocational counsellor will assist the participant in selecting the appropriate training facility and accessing funding resources. When other funding resources are not available, the participant may be assisted to apply for funding through the market *Abilities* Program's Training Fund which provides funding for educational and vocational training.

In situations where the vocational plan includes more practical hands-on training, the vocational counsellor will assist the participant in accessing placement, assessment, work training and follow-up services from an employment agency. These agencies generally provide assessments and work training in regular, community-based employment settings. Occasionally, the vocational counsellor will arrange work training directly with an employer, usually in areas not served by one of the employment agencies.

When the participant demonstrates employment readiness, the vocational counsellor will assist directly or indirectly with job placement activities as well as a range of support services. Support services can include wage subsidies for Training on the Job Agreements, work site accommodations, specialized equipment and interpreting services during an orientation period. Follow-up services, including a limited amount of job coaching, are generally purchased from an employment agency.

## ***Other Options, Services and Supports***

In 2000/01, the marketAbilities Program was expanded to include the following two options and services:

- Self-Directed Option; and
- School to Work Transition.

### ***Self-Directed Option***

The self-directed option provides persons with disabilities a choice in how they can apply for marketAbilities Program Training Funding. This choice allows eligible participants who do not want or need assistance from a vocational counsellor the opportunity to submit requests for funding assistance. A review committee, consisting of community representatives and marketAbilities Program staff, reviews self-directed applications and forwards recommendations to the marketAbilities Program and Leading Practice Specialist for approval.

### ***School to Work Transition***

School to Work Transition provides funding supports to assist participants in obtaining and maintaining competitive employment. Funding is provided to purchase job coach services to support adults with developmental disabilities in their transition from the school system to competitive employment at minimum wage or higher.

## Program Participants

The following tables provide information on the region or agency providing case management services and on the primary disability of marketAbilities Program participants as at the end of March 2016.

<b>MARKETABILITIES PROGRAM AS AT MARCH 31, 2016</b>	
<b>Region / Agency</b>	<b>Number of Participants</b>
<b>Family Services Regional Offices</b>	
Central	45
Eastman	156
Interlake	26
Northern	19
Parkland	43
Westman	196
Winnipeg	1,011
<b>Subtotal</b>	<b>1,496</b>
The Canadian National Institute for the Blind (CNIB)	278
Canadian Paraplegic Association (CPA)	195
Society for Manitobans with Disabilities (SMD)	618
Reaching E-Quality Employment Services	23
Self Directed Option	18
Mental Health	384
<b>Subtotal</b>	<b>1,516</b>
<b>Total</b>	<b>3,012</b>

<b>MARKET ABILITIES PROGRAM AS AT MARCH 31, 2016</b>	
<b>Disability</b>	<b>Number of Participants</b>
Intellectual	638
Deaf/Hard of Hearing	154
Learning	313
Physical (other than hearing or visual disability)	701
Psychiatric	930
Vision	276
<b>Total</b>	<b>3,012</b>

The following tables provide detailed information on the marketAbilities Program Training Fund in 2015/16.

<b>MARKET ABILITIES PROGRAM TRAINING FUND 2015/16</b>	
<b>Disability</b>	<b>Number of Participants</b>
Intellectual	183
Deaf/Hard of Hearing	72
Learning	119
Physical (other than hearing or visual disability)	184
Psychiatric	374
Vision	42
<b>Total</b>	<b>974</b>

<b>MARKET ABILITIES PROGRAM TRAINING FUND 2015/16</b>	
<b>Activity</b>	<b>Expenditures (\$000)</b>
Educational Training	753.2
Vocational Training	127.5
Transportation	289.3
Special Support Services	486.7
Miscellaneous	1.5
<b>Total</b>	<b>1,658.2</b>

## ***Additional Jobs and the Economy Programming***

Manitoba Jobs and the Economy provides other programs that are eligible for cost-sharing under the LMAPD. These programs include: additional EIA Benefits, the marketAbilities Fund, the marketAbilities Team, Supported Employment programming, and Training and Employment Services projects.

### ***Additional EIA Benefits***

The Employment and Income Assistance program provides for additional budgetary measures to assist participants to prepare for employment and make a smooth transition from income assistance to work.

The Get Started! allowance assists participants who move from Employment and Income Assistance to work with a one-time payment to help with job-related expenses. In 2015/16, 269 participants with a disability received the Get Started! allowance.

The Rewarding Volunteers benefit assists participants engaged in volunteer opportunities with financial support to help with the costs of volunteering. In 2015/16, 1,273 participants with a disability received the Rewarding Volunteers benefit.

The Employment and Income Assistance Program also provides for additional benefits to offset employment expenses and to encourage and support Employment and Income Assistance participant's attachment to the labour force. In 2015/16, 2,312 participants enrolled in the disability category received assistance with work expenses to secure and maintain employment.

### ***marketAbilities Fund***

The marketAbilities Fund supports innovative employment partnerships to help persons with disabilities living in rural and northern regions to find and keep sustainable employment. The fund helps to close service gaps in rural areas and increase cooperation between potential employers and other community stakeholders.

In 2015/16, the marketAbilities Fund supported one project that assisted 20 participants and of those, 7 participants obtained some employment.

## **marketAbilities Team**

The marketAbilities Team assists people with disabilities enrolled in the Employment and Income Assistance program to move into employment by identifying those interested in employment, assessing their employment needs, promoting their employment abilities and providing employment-related supports and services.

The marketAbilities Team will also refer individuals to appropriate employment organizations for people with disabilities and will assist individuals directly with their employment plans and supports.

In 2015/16, the marketAbilities Team provided services to 140 participants and of those, 37 participants obtained employment.

## **Supported Employment Program**

The Supported Employment Program provides a range of services through community-based projects to help persons with disabilities prepare for, find and keep employment. The Supported Employment Program assists non-profit community organizations to develop and deliver supported employment activities, with an emphasis on pre-employment skills, supported work experience and job placements leading to employment. Services are to improve the participant's general employability, prepare for further training or job search or result in direct employment outcomes.

In 2015/16, fifteen community-based supported employment projects were cost-shared under the LMAPD: Association for Community Living – Beausejour; Association for Community Living – Interlake; Connect Employment Services; envision Community Living; Equal Opportunities West; Focus on Employment; Parkland Residential Vocational Services; Rose Inc.; Premier Personnel Inc.; Sam Inc.; SCE Lifeworks Inc.; SMD Thompson; The Pas Association for Human Development; Westman Coalition Employment Opportunity; and Westman Employment Services.

In 2015/16, these agencies provided support and services to 1,144 participants and of those, 781 had some employment. Of those employed, 532 participants met the supported employment definition of employment of 15 hours or more per week, at minimum wage or higher, for three consecutive months or longer. Additionally, 60 participants worked less than 15 hours or more per week but were assessed as having worked at their 'maximum capacity' due to

disability related issues. A total of 592 participants were considered to have had a successful employment outcome in 2015/16.

### ***Training and Employment Services***

Training and Employment Services contracts with community-based organizations to assist unemployed people to prepare for, find and keep jobs. These services are targeted to individual needs, specific client groups and local communities.

Supports and services each program/organization provides may include employment plan development, employment counselling, assessment services, information on the labour market and education/training opportunities, resume and job search assistance, job finding clubs and job reference/placement.

In 2015/16, six Training and Employment Services projects were cost-shared under the LMAPD: Canadian National Institute for the Blind-Employment Assistance Services Program; Community Futures North Red Inc.'s AIM for Work; Education and Employment Preparation Services – Employment Preparation Program; Reaching Equality Employment Services – Employment Assistance Services Program; Reaching Equality Employment Services – Co-op Project; and Sara Riel's Work Placement Force.

In 2015/16, these projects provided support and services to 644 individuals.

## Expenditures

The following table provides a breakdown of Jobs and the Economy program expenditures eligible for cost-sharing under the LMAPD for 2015/16.

<b>JOBS AND THE ECONOMY PROGRAMS 2015/16</b>			
<b>Program</b>	<b>Expenditures (\$000)</b>		
	<b>Administration</b>	<b>Program</b>	<b>Total</b>
marketAbilities Program*	1,671.9	6,919.8	8,591.7
Additional EIA Benefits	0.0	1,570.0	1,570.0
marketAbilities Fund	0.0	50.0	50.0
marketAbilities Team	0.0	328.7	328.7
Supported Employment Program	0.0	1,923.8	1,923.8
Training and Employment Services	0.0	853.3	853.3
<b>Total</b>	<b>\$ 1,671.9</b>	<b>11,645.6</b>	<b>13,317.5</b>
	<b>% 12.6</b>	<b>87.4</b>	<b>100.0</b>

\*Includes administration costs from the three marketAbilities Program designated agencies (CNIB, CPA and SMD).

## MANITOBA HEALTH, HEALTHY LIVING AND SENIORS

There are several LMAPD cost-shared programs and services, directly or indirectly supported by Manitoba Health, Healthy Living and Seniors which provide a wide range of employment-focused services to assist adults experiencing mental illness in preparing for, attaining and retaining employment.

In Manitoba, a “Prepare, Choose, Get and Keep” approach to employability services is used in the mental health field. Within this framework, supported employment services are used to help people experiencing mental illness to be satisfied and successful in the work environments of their choice, with the least possible professional support. The main components of the model are as follows:

- **Prepare** – the receipt of services related to the preparation for employment. Major activities include preparation for interviews, resume development, transportation and training.
- **Choose** – the selection of a job compatible with a participant’s values and qualifications. Three major “choosing” activities are employment goal setting, job development and decision-making.
- **Get** – the acquisition of a job from an employer in a desired competitive work setting. Three major “getting” activities are placement planning, direct placement and placement support.
- **Keep** – the maintenance of employee success and satisfaction through development and enhancement of the participant’s skills and supports. Three major “keeping” activities are skill development, service co-ordination and employer consultation.

### *Description of Programs and Services*

Employment activities cost-shared under the LMAPD, within the context of mental health services, can be divided into three categories:

- employability services funded directly through Manitoba Health, Healthy Living and Seniors;
- services delivered by the regional health authorities; and
- services provided by external agencies and funded by a regional health authority.

## ***Services Funded Directly Through Manitoba Health, Healthy Living and Seniors***

### ***Selkirk Mental Health Centre***

The Selkirk Mental Health Centre (SMHC) is a provincial health care facility that provides long-term mental health services, post acute acquired brain injury treatment and rehabilitation services, acute psychiatric treatment for residents of Manitoba and Nunavut, and long-term forensic rehabilitation.

The primary goal of the SMHC's Vocational Rehabilitation Centre (VRC) Program is to explore vocational interest and aptitudes and to develop job readiness through interdisciplinary assessments and skill development opportunities.

SMHC's VRC Program provides work-oriented experiences in different workstations within the Centre. Work placements are also arranged through community employers with on-site job coaching provided by VRC staff. The Program provides individuals the opportunity to develop work skills and habits that will increase their employment potential. The Program also provides opportunity for assessment and training in specific work activities, and enables individuals to maintain their work skills in a structured setting.

Information about the clients served through the SMHC's VRC Program is included in the Accountability Requirements section of this report.

## ***Services Delivered by the Regional Health Authorities***

Five regional health authorities are responsible for the direct delivery of core mental health services to clients (four in rural/northern Manitoba, one in Winnipeg). These services are delivered through the Community Mental Health Program which provides services to adults who experience acute mental illness, adults with severe and persistent mental illness, and older adults with mental health problems.

Employment-related services reported in this Annual Report are delivered by four types of workers and one multidisciplinary outreach team (which operates within the Community Mental Health Program in its respective regional health authority):

- **Generic Community Mental Health Workers** – Community Mental Health Workers (CMHW) provide comprehensive assessment, planning, intervention and rehabilitation services to adults experiencing acute or severe and persistent mental illness. CMHWs assist individuals in dealing with crises, link them with clinical supports and other resources, and provide counselling and case management services.
- **Intensive Case Managers** – Intensive Case Managers (ICM) provide a rehabilitation case management model of service to individuals with severe and persistent mental illness who require ongoing and intensive case management and rehabilitation services in order to obtain a satisfactory level of success in living in the community. ICMs assist individuals in reaching their goals in the areas of living, working, and learning.
- **Employment Development Counsellors** – Employment Development Counsellors (EDC) assist adults with a psychiatric disability in preparing, choosing, getting and keeping a job. The EDCs engage in all aspects of case management, job and resource development, and skill development with clients. In some situations, EDCs conduct the skill development training; in more involved and intense interventions, the EDCs engage proctors or job coaches.

The type of employment-focused activities provided by these service providers varies according to the needs of clients. The employment-related services provided could include:

- resume preparation;
  - practice interviews;
  - completing job applications;
  - vocational goal setting;
  - referrals (e.g., market *Abilities* Program, employment centres);
  - exploring employment opportunities with clients;
  - exploring barriers to employment;
  - assisting in preparing for work; and
  - providing support through vocational crisis.
- **Proctors** – Proctors are casual support workers who provide support and assistance to individuals with a mental illness in the areas of living, learning and working. These workers fall under the direction of the Community Mental Health Workers.
  - **Program of Assertive Community Treatment** – The Winnipeg Regional Health Authority has three self-contained Program of Assertive Community Treatment (PACT) teams which assist individuals with severe and persistent symptoms of mental illness to select, secure and maintain employment. A multidisciplinary team of mental health professionals (i.e., psychiatrist, social workers, nurses, and other professionals) provides rehabilitation, support and treatment services to individuals with a primary diagnosis of schizophrenia, bipolar disorder or a major psychotic disorder. Program activities include:
    - employment counselling;
    - skill development;
    - vocational crisis intervention and management;
    - pre-employment training;
    - education support and facilitation;
    - job search development skills;
    - accessing the hidden job market; and
    - ongoing active employment support.

Information about the clients served through the Community Mental Health Program is included in the Accountability Requirements section of this report.

## ***Services Delivered by External Agencies***

There are four external agencies cost-shared under the LMAPD that are funded by the regional health authorities and provide employability services to individuals living with a mental illness.

### ***Rehabilitation and Recovery Services (Canadian Mental Health Association)***

The Rehabilitation and Recovery Services, a program of the Canadian Mental Health Association Manitoba and Winnipeg, assists individuals who have mental health concerns in selecting, securing and retaining employment.

Service activities related to employment include:

- Employment counseling;
- Skill development ;
- School-to-work transition;
- Vocational crisis intervention and crisis management;
- Pre-employment training (e.g. setting up work experiences and work place tours);
- Ongoing , pro-active support for choosing, getting and keeping employment;
- Supported employment – marketing of participants to potential employers;
- Self-employment support;
- Career change support; and
- Return to work support (for participants on Long Term Disability and Canada Pension Plan who want/need to return to work).

In addition, the service assists persons with a mental health condition who want to return to school with exploring educational options, accessing funding source (external) and completing their studies followed up with targeted, supported job search.

#### **Employment Goal Statistics:**

In 2015/16 Rehabilitation and Recovery Services assisted 87 people to work on employment goals. The total number of participants who found employment was 19. Of the 19 participants to find employment,

9 found full-time jobs, 8 found part-time jobs, 1 participant found a casual job and 1 participant found a term position.

Twenty-four (24) participants of the total 87 participants working on an employment goal received program support/assistance to retain jobs they had found in previous reporting periods (prior to April 1, 2015). Eleven (11) people worked full-time jobs and 8 worked part-time, 1 participant had casual employment and 4 participants worked in term positions.

Forty-two (42) program participants chose to pursue volunteer roles in preparation for employment.

Twenty-one (21) participants were employed at exit: 16 exiting participants were employed full-time, 4 participants were employed part-time, and 1 participant had a term position.

Thirty-eight (38) employed participants received program support for employment related crises they experienced during the 2015/16 reporting period.

### ***Self Starting Creative Opportunities for People in Employment Inc.***

Self Starting Creative Opportunities for People in Employment Inc. (SSCOPE) is a Winnipeg based registered charity and non-profit agency incorporated in 1991 that provides employment opportunities through social enterprise business ventures to people living with mental health challenges. "Real work...Real income" is the motto of SSCOPE.

SSCOPE offers valuable work experience and on the job training at a flexible, choice-based level, meeting those needs within the spectrum not necessarily offered by other vocational programs. The program provides support, guidance and training for participants and assists them in planning and implementing individualized vocational goals. Currently, SSCOPE is the only service in Winnipeg which seeks to meet the need for flexible entry level work opportunities at labour market rates for consumers of mental health services.

SSCOPE staff secures work opportunities and matches the needs of each job with existing skills of participants. Team Leader staff of SSCOPE accompany an individual or crew members to a job site to

provide support, guidance, on-the-job training, transportation and customer relations while evaluating and assessing the needs of the participant. The program is flexible, allowing people to move in and out and take various work opportunities as they arise. Members themselves initiate the process of booking the work load they wish to have and determine their own readiness for more or fewer work hours at any time.

In the 12 month period from April 1, 2015 to March 31, 2016, SSCOPE provided services to 56 of 115 total employee members.

There were 5,791 work hours, with a total of \$63,700.00 paid out in wages and benefits. In comparison, April 1, 2014 to March 31, 2015, there were 7,169 work hours, with a total of \$78,866.00 paid out in wages and benefits to SSCOPE members. This is a \$15,166.00 difference year over year. Most of the decline is a result of two factors: less snow clearing due to reduced need from a lack of snow; and because one member became a full-time staff person and so their salary is not reflected in these figures.

In the last year SSCOPE has seen seven (7) members move on to employment elsewhere or internally.

### ***Selkirk and Interlake Mental Health Support Centres Inc.***

One of the goals of the Selkirk and Interlake Mental Health Support Centres is to train and develop individuals with persistent mental illness to maximize their employment potential in a supportive work environment. Employment Development Counsellors meet with clients on an individual basis to seek and maintain employment in the community.

The Selkirk and Interlake Mental Health Support Centre's Sunflower Cafe operates a Transitional Employment Program in which positions at different levels of skill and difficulty are created. There are a number of positions available at all times, due to the turnover of participants/employees.

In 2015/16, a total of 15 individuals participated in the program with nine (9) of the 15 remaining active as of March 31, 2016. There were four (4) new participants during the 2015/16 year. Within the same year, six (6) participants left the program, one (1) of which went onto work in the community, one (1) moved, one (1) left due to illness, and three (3) finished the program.

Additional information about the clients served through the Selkirk and Interlake Mental Health Support Centres, Inc. is included in the Accountability Requirements section of this report.

## ***Ventures***

Ventures is located in Brandon, and is a vocational skills assessment and training program primarily for adults with significant mental health issues that have compromised the individual's capacity for obtaining and maintaining employment. Ventures provides an assessment of current basic vocational skills and, as appropriate, specific goal-directed training to strengthen or build these skills. Focused work-training plans are developed with individuals to address their specific needs. Ventures always encourages and promotes partnerships that endeavor to provide work-training opportunities both within the regional health authority and the Brandon community. Educational opportunities for clients have been expanded and are always encouraged and supported (for example, the Food Safe course from Assiniboine Community College, safety in-services such as Workplace Hazardous materials Information system (WHIMS), and the Passport to Safety program).

In 2015/16, Ventures provided employment related services to 46 individuals. During the year, 10 vocational assessments occurred and 8 of those enrolled in the Ventures program. Of current clients, 9 have been in the program less than 2 years. Seven clients either obtained/maintained part time employment or had work experience during this time frame. All 7 have also maintained their enrolment at Ventures. Seven clients left the program this year. Many clients volunteer at community facilities (for example, The Winnipeg Humane Society, Art Gallery, personal care homes and local churches) and are also involved with various social and recreational programs.

Additional information about the clients served through the Ventures Program is included in the Accountability Requirements section of this report.

## Expenditures

The following table provides a breakdown of Manitoba Health, Healthy Living and Seniors program expenditures eligible for cost-sharing under the LMAPD in 2015/16.

<b>MANITOBA HEALTH, HEALTHY LIVING AND SENIORS PROGRAMS 2015/16</b>			
<b>Program</b>	<b>Expenditures (\$000)</b>		
	<b>Administration</b>	<b>Program</b>	<b>Total</b>
Community Mental Health Program	815.7	9,141.0	9,956.7
Rehabilitation and Recovery Services	339.4	690.7	1,030.1
Selkirk Mental Health Centre	288.7	1,705.1	1,993.8
Selkirk & Interlake MH Support Centre	0.0	138.9	138.9
SSCOPE	72.9	30.8	103.7
Ventures	0.0	93.0	93.0
<b>Total</b>	<b>\$ 1,516.7</b>	<b>11,799.5</b>	<b>13,316.2</b>
	<b>%</b>	<b>11.4</b>	<b>88.6</b>
			<b>100.0</b>

# CHILDREN AND YOUTH OPPORTUNITIES

Children and Youth Opportunities is focused on supporting Manitoba's children and youth to achieve their best possible outcomes at all stages of development. The experiences of early childhood have a profound impact on the overall health and well being of individuals throughout their lifetime. Supporting children and their families has benefits that extend to the economy, population health and community safety.

## ***CareerOptions for Students with Disabilities***

CareerOptions for Students with Disabilities (CareerOptions) is a component of STEP Services that provides salary dollars and full-time equivalents to provincial government departments to hire high school and post-secondary students with disabilities in career-related jobs. Post-secondary students are able to use and expand existing skills and develop new skills while high school students may experience their first job.

Although most of the jobs occur during the summer months, part-time jobs are also available for post-secondary students during the school year through the Part-Time STEP program.

Students are assessed to determine their skills, education, employment interests, career goals and work place accommodations, when required. Students must be 16 years of age or over on or before their first day of work. Students must be currently enrolled in school and returning to studies in the next academic year or be out of school for approximately one year due to their disability and returning to studies in the next academic year.

The purpose of CareerOptions is to be inclusive of all students and break down the barriers that students with disabilities face in their career path. CareerOptions also assists students to make the transition from school to work while providing them with career exploration opportunities in the provincial government.

In 2015/16, there were 42 students employed through the CareerOptions Program. Of those, 23 students were placed in full-time

employment positions, 13 students were placed in both full-time and part-time employment positions, and 6 students were placed in part-time employment positions through the CareerOptions for Students with Disabilities program.

## ***Expenditures***

The following table provides a breakdown of CareerOptions program expenditures eligible for cost-sharing under the LMAPD for 2015/16.

<b>CHILDREN AND YOUTH OPPORTUNITIES 2015/16</b>				
<b>Program</b>		<b>Expenditures (\$000)</b>		
		<b>Administration</b>	<b>Program</b>	<b>Total</b>
CareerOptions for Students with Disabilities	\$	0.0	257.1	257.1
	%	0.0	100.0	100.0

# ACCOUNTABILITY REQUIREMENTS

Governments recognize the important role that accountability plays in an effective, long-term approach towards reaching the shared goal of improving the labour market situation of persons with disabilities. As the LMAPD emphasizes accountability to stakeholders and the general public, a key part of the new generation of LMAPD is reporting on enhanced program indicators and evaluation activities.

## ***Evaluation Activities***

Evaluation activities are intended to measure the long-term and qualitative impacts and outcomes of programs and services for persons with disabilities cost-shared under the LMAPD. Under the previous LMAPD, the federal government funded a demonstration evaluation to assess the rationale, design and delivery processes and best practice of EAPD/LMAPD programming in Manitoba. The final EAPD/LMAPD Evaluation Summary Report was completed in June 2010 and is available at:

[http://www.hrsdc.gc.ca/eng/publications/evaluations/skills\\_and\\_employment/2010/february.shtml](http://www.hrsdc.gc.ca/eng/publications/evaluations/skills_and_employment/2010/february.shtml)

The marketAbilities Program (mAP) implemented revised Participant Identification Forms and Participant Closure Forms to meet the new LMAPD reporting requirements. A review of the 2015/16 mAP opening and closing forms was undertaken to identify services received and participant education and employment outcomes.

In 2015/16, mAP provided services to 3,727 participants, which includes new openings, as well as those participants that opened to mAP prior to 2015/16 and who continued to receive services during the year. In 2015/16, there were also 791 case closures.

Of the 791 case closures, there were 184 individuals that were supported in education and training through mAP and who earned 200 credentials. Certifications earned resulted in an increase in the number of participants with a college or bachelor degree (up from 2.9% to 12.1%) with a corresponding decrease in the number of participants with less than high school (down from 29.2% to 17.2%). As participants

may earn more than one credential, education certifications earned may be higher than the number of participants.

In addition, out of the 791 case closures, there were 405 individuals that were unemployed at time of opening, and 386 that were employed at time of opening.

Of the 405 individuals unemployed at time of opening, 104 participants (25.7%) obtained 108 jobs as a result of mAP, with the majority of individuals working 30 hours/week or more (37.0%), earning \$10.00-\$12.00/hour (45.4%).

Data of the number of individuals that were employed at time of opening and who continued to be maintained in that job while enrolled in mAP is not available. Data is available, however, on any additional employment these individuals obtained as a result of participating in the program. Of the 386 individuals that had some employment at time of opening, 180 participants (46.6%) found an additional 193 jobs as a result of mAP. Employment obtained resulted in an increase in the number of individuals working 30 hours/week or more (up from 28.3% to 51.8%) and an increase in the number of individuals earning \$12.00-\$18.00/hour or more (up from 17.8% to 59.1%).

Future evaluation activities Manitoba will undertake include: an analysis of Supported Employment Program service providers to determine how effective current programming is in achieving results, and an evaluation of the Rewarding Volunteers benefit in terms of the uptake of the benefit and number of EIA participants who leave volunteer positions for employment.

## Performance Indicators

The LMAPD requires government to report annually on programs and services to demonstrate the activities undertaken to improve the employment situation of persons with disabilities. The new generation of LMAPD includes 10 performance indicators related to client profile indicators, enhanced employability outcomes, and employment outcomes.

### Indicator 1: Number of clients served by intervention type

Intervention Type	Program	Number of clients served	Total Clients
Employment services (ES)	mAP Team	140	5,026
	EIA Benefits*	3,854	
	Community MH Program	1,032	
Skills development and upgrading interventions (SD)	mAP Program	3,727	3,727
Work experience interventions (WE)	Supported Employment Programs	1,144	1,186
	CareerOptions	42	
Skills development and work experience interventions (SD/WE)	Almost New Store	20	866
	TES Projects	644	
	Rehab and Recovery Services	87	
	Selkirk MH Centre	115	
Workplace-based skills development and training (WSD)	SSCOPE	56	117
	Ventures	46	
	Selkirk & Interlake MH Support Centre	15	
Health-care related interventions (HC)	None	0	0
<b>Total</b>		<b>10,922</b>	<b>10,922</b>

Note: Programs consist of more than one type of activity, and provide more supports and services than those included in the LMAPD definition of intervention type. For example, programs that are categorized as SD or WE also provide ES supports/services to participants in order to progress towards skills development or work experience activities.

\*EIA Benefits are additional budgetary measures to assist individuals enrolled on income assistance to prepare for employment and make a smooth transition from income assistance to work. These EIA benefits are provided to participants that meet program eligibility requirements and, therefore, no pre-intervention data or other LMAPD indicators are collected.

## Client Profile Indicators

**Indicator 2:** For those not employed pre-intervention, number of clients by gender, age and education.

**Indicator 3:** For those employed pre-intervention, number of clients by gender, age, education, pre-intervention hours works and hourly earnings.

Gender	Number of clients served
<b>Employed</b>	
Male	941
Female	835
Transgender	3
Don't Know	6
<b>Total</b>	<b>1,785</b>
<b>Unemployed</b>	
Male	3,007
Female	2,010
Transgender	3
Don't Know	6
<b>Total</b>	<b>5,026</b>
<b>Employment status unknown</b>	
Male	2,023
Female	1,901
Transgender	0
Don't Know	187
<b>Total</b>	<b>4,111</b>
<b>Total Participants</b>	<b>10,922</b>

Age	Number of clients served
<b>Employed</b>	
15-29	671
30-54	856
55 and over	251
Don't Know	7
<b>Total</b>	<b>1,785</b>
<b>Unemployed</b>	
15-29	2,289
30-54	2,157
55 and over	568
Don't Know	12
<b>Total</b>	<b>5,026</b>
<b>Employment status unknown</b>	
15-29	1,063
30-54	2,238
55 and over	624
Don't Know	186
<b>Total</b>	<b>4,111</b>
<b>Total Participants</b>	<b>10,922</b>

Education level	Number of clients served
<b>Employed</b>	
Less than high school	275
High school	985
Post-secondary	432
Don't know or N/A	93
<b>Total</b>	<b>1,785</b>
<b>Unemployed</b>	
Less than high school	1,323
High school	2,626
Post-secondary	921
Don't know or N/A	156
<b>Total</b>	<b>5,026</b>
<b>Employment status unknown</b>	
Less than high school	5
High school	13
Post-secondary	3
Don't know or N/A	4,090
<b>Total</b>	<b>4,111</b>
<b>Total Participants</b>	<b>10,922</b>

**For those employed pre-intervention, hours of work and hourly earnings. Employment pre-intervention may include those currently working and those working up to 3 months pre-intervention.**

<b>Pre-intervention Employment status</b>	<b>Number of clients served*</b>
Employed full-time	494
Employed part-time	950
Employed Other	0
Employed - type of employment unknown	341
Pre-intervention Employment Status Unknown	4,111
Not employed	5,026
<b>Total</b>	<b>10,922</b>

\*More than one type of employment may be counted for one individual, therefore, number may be greater than number of employed participants.

<b>Pre-intervention Hourly earnings</b>	<b>Number of clients served*</b>
Less than \$10.00	161
\$10.01-\$12.00	542
\$12.01-\$15.00	146
15.01-\$18.00	80
\$18.01 and over	93
Employed - hourly earnings unknown	763
Pre-intervention Employment Status Unknown	4,111
Unemployed	5,026
<b>Total Participants</b>	<b>10,922</b>

\*More than one type of employment may be counted for one individual, therefore, number may be greater than number of employed participants.

## Enhanced Employability Indicators

The following indicators are reported on by type of intervention: employment services (ES), skills development and upgrading (SD), work experience (WE), skills development and work experience (SD/WE), workplace-based skills development and training (WSD), and health-care related (HC).

Some programs collect outcome data at the end of intervention i.e. case closure. As a result, counts indicated may not represent the total number of individuals served during the year.

### Indicator 4: Proportion who indicate they are prepared for new or better employment as a result of intervention, by intervention type.

Prepared for new or better employment as a result of intervention							
Intervention type	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't Know	Total
ES	50	277	166	52	10	529	1,084
SD	56	190	106	29	3	407	791
WE	39	138	55	9	4	76	321
SD/WE	16	7	2	0	2	829	856
WSD	1	7	3	0	0	106	117
HC	0	0	0	0	0	0	0
<b>Total</b>	<b>162</b>	<b>619</b>	<b>332</b>	<b>90</b>	<b>19</b>	<b>1,947</b>	<b>3,169</b>

### Indicator 5: Proportion who earn credentials/certification as a result of intervention, by intervention type.

Earned credentials or certification								
Intervention type	Educational (HS/PS)	Industry specific	Trade school / Apprenticeship	Proprietary / firm issued	Some post-secondary	Don't Know	No Credentials Earned	Total
ES	38	28	9	5	18	5	985	1,088
SD	132	34	13	3	18	0	607	807
WE	0	0	0	0	0	0	0	0
SD/WE	2	0	0	0	0	87	113	202
WSD	0	4	0	7	0	96	10	117
HC	0	0	0	0	0	0	0	0
<b>Total</b>	<b>172</b>	<b>66</b>	<b>22</b>	<b>15</b>	<b>36</b>	<b>188</b>	<b>1,715</b>	<b>2,214</b>

Note: Some programs do not include education and training as part of their services or supports and may report a count of 0 or nil. For programs that support education and training, individuals may earn more than one credential or certificate as a result of their intervention.

**Indicator 6: Proportion who indicate career advancement (e.g. promotion, increased responsibilities, better wages) as a result of intervention, by intervention type.**

<b>Career advancement (promotion, increased responsibilities) as a result of intervention</b>							
<b>Intervention type</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree or disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't Know</b>	<b>Total</b>
ES	42	182	187	80	10	583	1,084
SD	53	126	116	38	3	455	791
WE	26	85	82	20	5	103	321
SD/WE	4	2	1	0	0	849	856
WSD	1	3	5	0	0	108	117
HC	0	0	0	0	0	0	0
<b>Total</b>	<b>126</b>	<b>398</b>	<b>391</b>	<b>138</b>	<b>18</b>	<b>2,098</b>	<b>3,169</b>

### ***Employment Outcome Indicators***

For indicators 7 and 8, which require follow-up within 3 and 12 months of completing the intervention, programs may choose to survey a representative sample of clients.

Data for the 3 month surveys will be reported on in the year the intervention was completed. Data for the 12 month surveys will be reported the year following the intervention as it is based on the end date of the intervention plus 12 months.

A transition period to phase in reporting on the new performance indicators has been provided. Data collection on the new indicators began in 2015/16. As a result, 3 month data collected for indicators 7 and 8 is available beginning 2015/16. The 12 month data collected in 2015/16 will be reported on in the following year 2016/17.

**Indicator 7: For those not employed pre-intervention, proportion of clients by employment status at 3 and 12 months post-intervention (employed/not employed, hours worked, hourly earnings), by intervention type.**

**Indicator 8: For those employed pre-intervention, proportion of clients by employment status at 3 and 12 months post-intervention (employed/not employed, hours worked, hourly earnings), by intervention type.**

Three months post-intervention								
Pre-intervention employment status	Post-intervention employment status	ES	SD	WE	SD/WE	WSD	HC	Total
Employed	Employed full-time	158	0	0	49	0	0	207
	Employed part-time	126	0	5	24	16	0	171
	Employed - no hours provided	44	0	0	2	0	0	46
	Not employed	91	0	0	20	0	0	111
	Don't know or N/A	80	406	76	1	0	0	563
	<b>Total</b>		<b>499</b>	<b>406</b>	<b>81</b>	<b>96</b>	<b>16</b>	<b>0</b>
Not employed	Employed full-time	15	0	0	124	0	0	139
	Employed part-time	64	0	3	103	2	0	172
	Employed - no hours provided	12	0	0	11	0	0	23
	Not employed	379	0	5	399	0	0	783
	Don't know or N/A	103	385	223	37	0	0	748
	<b>Total</b>		<b>573</b>	<b>385</b>	<b>231</b>	<b>674</b>	<b>2</b>	<b>0</b>
Employment Status Unknown	Employed full-time	0	0	0	0	0	0	0
	Employed part-time	2	0	0	0	0	0	2
	Employed - no hours provided	0	0	0	0	0	0	0
	Not employed	2	0	0	0	0	0	2
	Don't know or N/A	8	0	0	87	99	0	194
	<b>Total</b>		<b>12</b>	<b>0</b>	<b>0</b>	<b>87</b>	<b>99</b>	<b>0</b>

Note: Twelve months post-intervention survey data for 2014/15 is not available. Data for the 2015/16 twelve month post-intervention survey will be reported on in 2016/17.

**Indicator 9: Proportion of clients indicating employment is closely related to educational background/work undertaken during intervention.**

**Employment is closely related to educational background or work undertaken during intervention**

Intervention type	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't Know	Total
ES	34	145	97	57	12	739	1,084
SD	53	126	69	36	3	504	791
WE	28	92	54	18	5	124	321
SD/WE	4	2	0	0	0	850	856
WSD	2	4	2	0	0	109	117
HC	0	0	0	0	0	0	0
<b>Total</b>	<b>121</b>	<b>369</b>	<b>222</b>	<b>111</b>	<b>20</b>	<b>2,326</b>	<b>3,169</b>

**Indicator 10: Proportion of clients satisfied with intervention, by intervention type.**

**Individuals satisfied with the intervention**

Intervention type	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't Know	Total
ES	107	441	52	13	4	467	1,084
SD	90	253	55	3	2	388	791
WE	52	137	36	12	3	81	321
SD/WE	17	9	0	0	1	829	856
WSD	6	11	0	0	0	100	117
HC	0	0	0	0	0	0	0
<b>Total</b>	<b>272</b>	<b>851</b>	<b>143</b>	<b>28</b>	<b>10</b>	<b>1,865</b>	<b>3,169</b>

## CONCLUSION

The Government of Canada, the Provinces and the Territories have offered many programs over the years to assist people with disabilities. Beginning with the VRDP cost-sharing agreement, governments have worked collaboratively to provide people with disabilities with comprehensive vocational rehabilitation programs and services.

Successive cost-sharing agreements between governments, including the EAPD and LMAPD, continue to enhance the independence and ability of people with disabilities to contribute socially and economically through employment in the competitive labour force.

The recent changes reflected in the new generation of LMAPD further demonstrates government commitment to improve the employment opportunities and outcomes for persons with disabilities, better meet the employment needs of employers, and continue to meet higher standards of accountability.

Manitoba is committed to the integration and full citizenship of people with disabilities into the labour market and will continue to work to enhance its programs and services for people with disabilities.

Cette information existe également en français.