

Throughout this document, we will use 'IAS Project' or 'Project' to talk about the Integrated Adult Services Pilot Project. This document provides help to explain the application process for the Integrated Adult Services Pilot Project.

### [Plain language Information about the Integrated Adult Services Pilot Project](#)

The IAS Project was created after a recent human rights complaint was made against the government. The complaint came from two young adults who lost many of their services when they turned eighteen or left school. They felt this was not good and against their human rights. The Human Rights Commission, who is responsible for protecting people's rights in Manitoba, agreed with them. The government agreed to create the IAS project and work with the two people that brought forward the complaint, along with 28 other people to try to help fix the trouble that they are experiencing in getting supports and services. The hope is that we will learn what is not working and how to do it better. We hope that the project will help to fix the problems that created the human rights complaint.

In order to be part of the Project, you must be able to say yes to each of the questions below:

1. Are you having trouble with getting the services you need?
2. Do you have a physical disability? (you might also have an intellectual disability as well but this is not required)
3. Do you live in the Winnipeg Health Region? This means that you live in one of these areas:
  - a. City of Winnipeg
  - b. City of Churchill
  - c. Municipalities of East and West St. Paul

In order to be part of the Project, you need to provide the information asked for on the Application form. The information you put on the form goes to two staff who work in the IAS Project. They may contact you for more information or to tell you if you were selected for the Project.

Your information will be kept private from others and no one else will know you are participating in the Project, unless you tell them or agree that others can know. You will be asked before your information is provided to other people so that they can provide services or supports. The government will do everything they can do keep your information private. There is always a chance that

information could be lost or shared with other people by accident. If that happens, you will be told. Your information will only be kept as long as it is needed for services or as required by law.

You can apply in a few different ways. Choose the one that is easiest for you.

- Go to the government's website and fill out the form online. To get to this form, click on the blue underlined web address here:  
<http://www.gov.mb.ca/fs/ias/index.html>.
- Fill out the text or word version of the application form on your computer or tablet and send to the IAS Team by email to [IntegratedAdultServices@gov.mb.ca](mailto:IntegratedAdultServices@gov.mb.ca) . You can get a copy of this form here:  
<http://www.gov.mb.ca/fs/ias/index.html>.
- Complete a paper copy of the application and mail or drop off in person to 3-170 Goulet Street, Winnipeg, MB, R2H 0R7. Put 'Attention Integrated Adult Services Pilot' on the envelope. You could also send it by fax to (204) 948-3282.
- Provide all the information in an email and sending to [IntegratedAdultServices@gov.mb.ca](mailto:IntegratedAdultServices@gov.mb.ca); or
- Call (204) 945-6533 and talk directly to someone who will take down your information.

If you need to get a copy of the application form or need help filling it out call (204) 945-6533.

If you complete and send in an application, this means you are agreeing to share your personal information with staff working in government.

In the application there is a question that asks "How old are you?" Below that questions is a list of choices that have a range of ages – this means you pick the choice which best describes your age. For instance, if you are 27 years old, you would select 25-34 because 27 falls between 25-34.

There are also several questions asking about how you 'identify'. This means that you select the options that best describes you. How you want to be referred to or known. There are questions about your gender and what communities and groups you belong to and feel part of. If you don't wish to tell us this information, you

can choose not to but it does help us make sure that we have many different people involved in the project.

Still have questions? Below are some questions and answers that others have had that might help you decide whether you want to apply for the Project:

### Questions you might have:

#### **1) Question:**

If I've been denied or unable to access services in the past, will being part of this project give me a chance for more services? Will current rules around who can be served and how much services I get be looked at again?

**Answer:** One of the goals of the project is to use creative or different ways to make things better. We want to explore what is working, what is not working and find services and supports that will meet your needs. This means that decisions about services that have been made before you apply could be reviewed or changed.

#### **2) Question:**

What will happen after I send in my application?

**Answer:** A member of the IAS Team might contact you to gather more information if that is required to help them decide if the project is right for you. They may ask questions about what is currently working or not working for you and your services. This information will help us decide if the project is right for you.

#### **3) Question:**

What will happen if I'm chosen to be part of the Project?

**Answer:** If you are chosen to be part of the Project, the staff from the IAS Team will contact you. They will meet with you to understand your needs, your hopes for the future and what services you currently are receiving along with what you might still need. After gathering that information, they will work with you to create a plan that we hope will improve your life and get you closer to where you want to be. Because we are learning, we may use

assessments that you have experienced before as well as those that are new or different. Assessments are what staff use to help understand what you need. It usually involves asking you many questions about your daily life.

**4) Question:**

How long will the Project last?

**Answer:**

30 months or 2 ½ years.

**5) Question:**

What are the risks if I'm chosen to be part of the Project? What are the benefits? In other words, what might be the good and bad things I should know about being in the Project?

**Answer:** Whenever you have new experiences, the changes can be hard to get used to, however, the IAS Team will do everything they can to help you so that in the end the changes make your life better. There is a chance that they won't be able to give you everything you want or need but the hope is that you end up with better services than you started. You will not lose services that you currently have.

**6) Question:** How will we know if the project worked or was a success?

**Answer:** A staff called an evaluator is being hired to help us know if the project was a success. This person will not work for government and may ask to talk to you to understand if being in the project has helped you or if it has not. This person will also talk to other people with disabilities who aren't in the project to learn more about what is working and not working when they are trying to get services in Manitoba. They will write everything they learned down in a report.

**7) Question:** What happens after the project?

**Answer:** Services that you began receiving during the project will continue after the project. A report will be done that lists everything we learned during the project, what worked, what could be better and ideas on how government

could improve services. The government will use this report to plan better services. You will not be named in the report.

Still have questions?

Call (204) 945-6533 or email [IntegratedAdultServices@gov.mb.ca](mailto:IntegratedAdultServices@gov.mb.ca)

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