
Manitoba



Annual Report 1995 - 1996

Manitoba Family Services



Includes 10% post-consumer waste



**Minister of
Family Services**

Room 357
Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

September, 1996

His Honour W. Yvon Dumont
Lieutenant-Governor
Province of Manitoba

May It Please Your Honour:

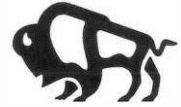
I have the pleasure of presenting herewith the Annual Report of the Department of Family Services of the Province of Manitoba for the year 1995/96.

Respectfully submitted,

Bonnie Mitchelson

Bonnie Mitchelson





Deputy Minister of
Family Services

Winnipeg, Manitoba, CANADA
R3C 0V8

September, 1996

The Honourable Bonnie Mitchelson
Minister of Family Services
357 Legislative Building

Madam:

I have the honour of presenting to you the Annual Report of the Department of Family Services for the fiscal year ending March 31, 1996.

During 1995/96, the department's Income Security programs continued to provide financial assistance for persons in need, and to work towards reducing dependency on social assistance. Several Making Welfare Work Initiatives were undertaken to encourage and actively assist clients to make the transition to employment. These initiatives involved partnerships with governments, businesses, service providers and the voluntary sector.

Towards the end of the fiscal year, a new provincial program was announced which will focus on helping Manitobans gain independence through employment. As a first step in the coming year, the new Employment and Income Assistance program will work with people receiving income assistance to develop personal job plans and help with a job search.

The department has maintained its strong commitment to community living and vocational rehabilitation programs. Greater numbers of adults with a mental disability are being supported in community living. The first Vulnerable Persons' Commissioner was appointed in preparation for the proclamation of the new *Vulnerable Persons Living with a Mental Disability Act*.

Child and family services remain a high priority of the department. There has been increased departmental activity in quality assurance and preventative services. A new pilot program, called "For the Sake of the Children," was initiated this year within Family Conciliation. This voluntary parent education program provides separating or divorcing parents with information regarding the needs of children during and after the separation or divorce of their parents.

With enthusiasm and commitment, Family Services staff are working to maintain a high level of service to the department's clients. We look forward to working with Manitobans most in need, assisting them in the pursuit of greater independence and self-sufficiency.

Respectfully submitted,

A handwritten signature in cursive script that reads "Tannis Mindell".

Tannis Mindell



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Mission and Goals

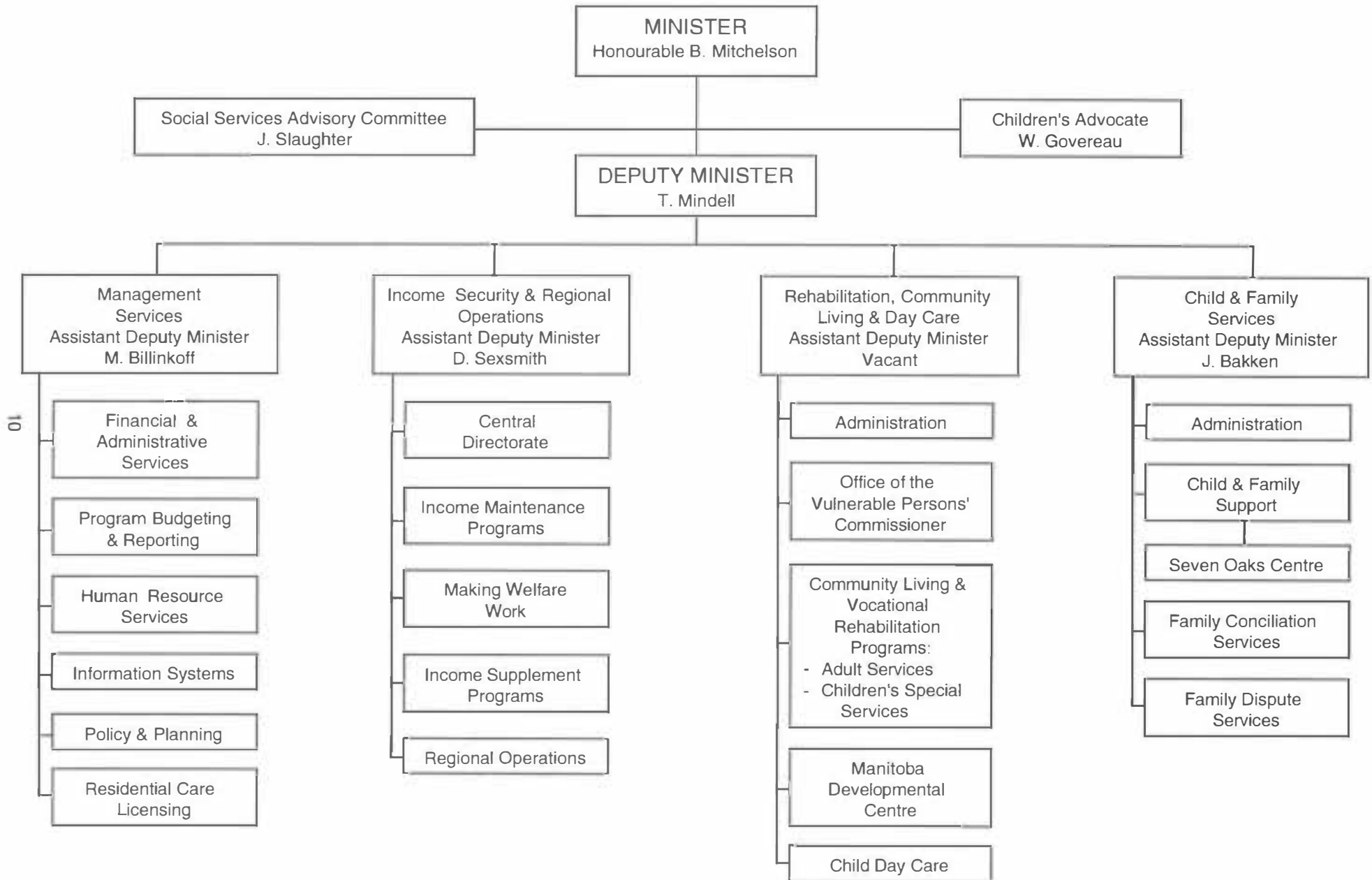
The mission of the Department of Family Services is to strengthen and support Manitoba families, ensuring the provision of financial assistance and social services which protect and assist Manitobans in need, in a manner which fosters self-reliance and reduced dependency.

The goals of the department are:

- to ensure that Manitobans' basic needs for food, clothing, shelter, safety and care are met while encouraging and supporting efforts to reduce dependency and enhance self-sufficiency;
- to protect children and to ensure the well-being of vulnerable adults, providing a wide range of alternate or institutional care for those requiring such services;
- to promote and support independent living and participation in the community for Manitobans with mental or physical disabilities;
- to assist families in times of stress or difficulty in maintaining their integrity, resolving their own problems, and fulfilling their responsibilities; and
- to help social assistance recipients, persons with disabilities and other Manitobans facing serious barriers to stable employment adapt to, and participate in, the province's work force.

Organization Chart - Department of Family Services

at March 31, 1996



Overview

The Department of Family Services provides a comprehensive range of social services and income security programs for Manitobans who are vulnerable or in financial need.

The department is organized into four divisions: Management Services; Income Security and Regional Operations; Rehabilitation, Community Living and Day Care; and Child and Family Services. The executive function in the department includes support for the offices of the Minister and Deputy Minister. The Children's Advocate and the Social Services Advisory Committee, an independent appeals body, report directly to the Minister.

The department delivers services throughout the province through several networks of regional offices. The two major regional service systems are the Income Security District Offices, which deliver the Social Allowances Program, and the combined Health and Family Services Regional Offices, which provide a range of social services. Maps of these regional systems are provided following this Overview.

The statutory responsibilities of the Minister of Family Services are as follows:

- *The Child and Family Services Act*;
- *The Community Child Day Care Standards Act*;
- *The Mental Health Act - Part II*;
- *The Parents Maintenance Act (Section 10)*;
- *The Social Allowances Act*; and
- *The Social Services Administration Act*.

The Social Allowances Act and *The Social Services Administration Act* require the Minister to report annually to the Legislature. These reporting requirements for 1995/96 are met by this Annual Report. The Children's Advocate's report to the Legislature under *The Child and Family Services Act* is tabled by the Minister separately from the department's Annual Report.

**INCOME SECURITY
DISTRICT OFFICES
REGIONS SERVED**
1995/96



**HEALTH AND FAMILY SERVICES
REGIONAL OFFICES
REGIONS SERVED**

1995/96



Minister and Executive Support

Specific responsibilities of these areas follow.

Minister

- Provides overall policy direction to the department pertaining to program and financial matters, as they relate to the provision and delivery of services by the department.

Executive Support

- Provides advice to the Minister and leadership to the department on program matters, policy development and resolution of policy issues.
- Interprets and implements government policy through the delivery of departmental programs.
- Ensures effective and efficient management of departmental programs.
- Safeguards the public interest through enforcement of legislation and regulations.
- Ensures effective development and management of the department's human resources.

09-1A Minister

09-1B Executive Support

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	488.3	11.00	504.4	(16.1)	
Other Expenditures	87.0		80.7	6.3	

Children's Advocate

Provides advocacy services to ensure that the rights, interests and preferences of children who receive or are entitled to receive services under *The Child and Family Services Act* are respected and protected.

Under the legislation, the Children's Advocate is required to provide a separate report to the Minister of Family Services for tabling in the Legislative Assembly. The Children's Advocate's second annual report was tabled in the Manitoba Legislature in 1995/96.

09-1C Children's Advocate

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	220.3	4.00	207.8	12.5	
Other Expenditures	79.1		99.1	(20.0)	

Management Services

The Management Services Division is comprised of six branches. Financial and Administrative Services, Program Budgeting and Reporting, Human Resource Services, and Information Systems provide centralized administration and financial support services to the department. Policy and Planning provides a central policy coordinating function. Residential Care Licensing is a regulatory branch, responsible for licensing, and for ensuring that fire, safety and health standards are maintained in residential care facilities.

Financial and Administrative Services

The Financial and Administrative Services Branch is responsible for maintaining an active comptrollership function, by ensuring that financial and administrative policies, services and reporting systems are developed, implemented and administered to effectively meet management and internal requirements. Specific responsibilities of the branch follow.

- Provision of financial accounting services, including processing of all departmental payments of accounts and revenues, maintaining departmental receivables, reconciling expenditure data from the voucher accounting and special chequing records, providing expenditure reports and expenditure information for cost-sharing purposes, monitoring the departmental commitment accounting system, and providing direction on financial and administrative policies and procedures.
- Provision of active comptrollership activities by ensuring that departmental receipts and disbursements are processed in accordance with governing legislation and established accounting policies and procedures.
- Provision of administrative services, such as management of the department's vehicle fleet, coordination of parking, purchasing, records management, insurance and risk management and coordination of office space requirements; coordination of *The Freedom of Information Act* and Workplace Health and Safety activities; and provision of analytical support to managers.
- Administration of the Social Allowances Health Services Program, which provides drug, dental and optical goods and services to social allowances recipients. Areas of responsibility include: providing statistical and financial data; developing annual budget and cash flow information; negotiating various agreements with professional organizations supplying health services and goods; and providing pharmaceutical liaison services, including auditing of pharmacy drug claims for product eligibility, pricing, prescription drug abuse and inappropriate prescribing and dispensing practices.
- Administration of the Social Allowances Lien Registry, including registration of lien renewals, lien discharges and collection of related revenue.
- Coordination of the department's internal audit activities, including maintenance of the departmental audit follow-up action plan, ensuring that issues identified in the audit report are resolved.
- Provision of administrative support to the Child Abuse Registry Review Committee and the Day Care Staff Qualifications Review Committee. Activities include the coordination, attendance, and scheduling of hearings for approximately 70 appeals per year.
- Coordination of French Language Services, including the development and monitoring of the department's French Language Services Implementation Plan.

In 1995/96, the branch recorded a number of achievements:

- continued improvement and enhancement of the department-wide commitment accounting system;
- ongoing assistance to other departments in the implementation and training of staff for commitment accounting;
- assistance with departmental reviews of financial and administrative systems and implementation of comptrollership activities;
- development of proposals for re-engineering the departmental disbursements accounting system;
- implementation of an electronic interface between Social Allowance Health Services and Manitoba Health's Drug Program Information Network (DPIN);
- completion of a feasibility study for automating the dental and optical programs;
- implementation of a direct deposit system for District Income Security offices' revenue transactions; and
- coordination of the divisional head office space amalgamation and related moving activities.

In addition, the branch has: handled 58 applications under *The Freedom of Information Act*; and continued to actively support the department's Records Management function.

09-1E-1 Financial & Administrative Services

Expenditures by Sub-Appropriation	Actual 1995/96 \$	SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	1,749.0	47.00	1,857.7	(108.7)	
Other Expenditures	479.8		481.1	(1.3)	

Program Budgeting and Reporting

Program Budgeting and Reporting's objective is to strengthen and support the departmental comptrollership function by ensuring that effective management control, accountability and reporting systems are in place, and that principles of sound financial and program management are adhered to by program managers.

Major responsibilities of the branch include:

- directing the department's annual estimates exercise; evaluating and analyzing program requirements; and linking planning with budgeting, monitoring and reporting;
- coordinating the department's financial forecasting exercises; monitoring departmental financial performance; and assisting managers with the development and identification of program performance indicators;
- coordinating the development of departmental financial management policies and providing functional direction and advice regarding financial planning, controlling and reporting;

- identifying and monitoring potential financial and program management issues, ensuring that effective control and accountability systems are in place, and advising executive management regarding such issues on a timely basis;
- supporting departmental management through the provision of analytical, consultative and evaluative advice on new departmental program and financial proposals and ongoing operations;
- providing consultative assistance and training to operating division staff and agency boards, to improve and enhance effective management practices; and
- conducting special financial and management reviews of external agencies, as required.

In 1995/96, the branch continued to build upon its past achievements, including:

- enhanced management reporting within the department, by which the department's fiscal status, as well as emerging financial and program management issues, are brought to the attention of executive management and central government;
- continued strengthening of the department's financial forecasting processes;
- ongoing identification and monitoring of emerging financial and program management issues and monitoring to ensure that control and accountability systems were in place;
- enhancement of the structured, decision-focused budgeting and resource allocation process;
- coordination of the preparation and production of the department's annual report, Estimates Supplement and Estimates briefing material;
- assisting "Service First - Better Methods" in the Phase I review of the Estimates process;
- developing the Request For Proposals for the department's information technology review, and assisting with the review of the proposals and in the implementation of the "Partners In Progress" initiative; and
- undertaking operational reviews of external agencies.

09-1E-2 Program Budgeting and Reporting

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	401.9	9.00	451.2	(49.3)	
Other Expenditures	96.0		97.8	(1.8)	

Human Resource Services

The objectives of the Human Resource Services Branch are to assist the department in recruiting, selecting, developing, managing and retaining a well-qualified and highly-motivated workforce that will carry out departmental objectives.

Specific services provided for the department include recruitment and selection, job analysis, job classification and evaluation, consultation in areas relating to employee relations, grievance handling, staff development and training, and human resource policy development and administration. Staff development services provided include the development and delivery of sexual harassment training to managerial staff, production of a Department Organization Development Plan, and a review of the process for approval and reporting of education and training activities. The branch ensures the integrity of employee records, and ensures employees are appropriately compensated and paid in a timely fashion.

The branch continued its work in promoting and integrating the principles and practices of Affirmative Action by establishing a system which reports on results based on individual branch plans, and by working with managers on the application of Affirmative Action principles, conducting outreach recruitment and creating and applying special measures.

The organizational review at the Manitoba Developmental Centre was completed, and the first draft of an absenteeism management process was completed.

09-1E-3 Human Resource Services

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	762.6	17.00	778.7	(16.1)	
Other Expenditures	109.6		101.9	7.7	

Information Systems

The Information Systems Branch is responsible for providing technical expertise in developing and maintaining computer systems which serve departmental programs. These systems may be operational or administrative in nature. The branch's support includes strategic and operational technology planning, information systems analysis, design, implementation and ongoing technical support to the users of existing systems.

Existing automated systems support the Social Allowances Program, the Child Related Income Support Program, 55 PLUS - a Manitoba Income Supplement Program, the Child Day Care Program, Residential Care Licensing, Rehabilitation and Community Living, and Child and Family Services programs.

During the year, the branch has continued to maintain the operational integrity of its existing systems and has delivered critical development for specific information systems. Major accomplishments include the following:

- Continued implementation of the Child and Family Services Information System (CFSIS) in private agencies and regional government offices. Case and facility information is now routinely entered and accessed by caseworkers, supervisors and management. Increasing user benefits of CFSIS (eg. high quality prior contact checks, case and statistical reporting) has been emphasized. A phased-in approach to implementing CFSIS in specific native agencies is under consideration.

- Family Services initiated the "Partners in Progress" project in partnership with IBM Canada, which outsources the technical and operational support for the department's information systems. This initiative allows the Information Systems Branch to provide consulting services to the systems users and focus on the department's strategic systems priorities.
- Ongoing maintenance and enhancements to the Social Allowances Management Information Network (SAMIN).
- Of particular significance, the departments of Health and Family Services jointly developed an electronic interface between the Drug Program Information Network (DPIN) and the Social Allowances Health Services Drug Program, in order to achieve improvements/efficiencies in Drug Program data entry, adjudication, claims processing and payment, and management reporting functions.

09-1E-4 Information Systems

Expenditures by Sub-Appropriation	Actual	Estimate		Variance Over/(Under)	Expl. No.
	1995/96 \$	SY	1995/96 \$		
Total Salaries	1,137.2	22.00	1,150.1	(12.9)	
Other Expenditures	142.1		109.9	32.2	

Policy and Planning

Policy and Planning provides a central coordination function for policy formulation and the development of priorities, providing the Minister, Deputy Minister and senior management with information and assistance contributing to effective policy development and planning within the department. The branch is also responsible for coordinating intergovernmental relations and federal-provincial cost-sharing.

Specific activities of the branch include:

- management support; strategic planning and policy coordination; and preparation and coordination of submissions, policy papers and briefing information on a range of topics and issues;
- policy research and analysis on social service and income security issues;
- program analysis and evaluation supporting departmental operations;
- preparation and negotiation of Manitoba's cost-sharing claims under the Canada Assistance Plan and Vocational Rehabilitation for Disabled Persons Agreement; and
- representation of the department on intergovernmental and interdepartmental committees relating to a broad range of social services and income security issues.

Management Support, Strategic Planning and Policy Coordination

During 1995/96, Policy and Planning continued coordination of strategic planning across the department. On request, the branch assisted program branches with the development of strategic plans. The branch prepared briefing notes and submissions on various policy issues, and coordinated the preparation of briefing material for estimates review.

Policy Research and Analysis

The branch carried out policy analysis on the impact of the federal proposals for social program reform measures, i.e., Employment Insurance, and options for the reform of the Canada Pension Plan. The Policy and Planning Branch represented the department on the Children and Youth Secretariat's review of the Health of Manitoba's Children Report. The branch also participated on the Joint Management Committee overseeing Health Canada's Community Action Program for Children in Manitoba, on the Provincial Committee for Aboriginal Head Start, and in planning for the 1999 Pan Am Games.

Program Analysis and Evaluation

During 1995/96, the branch continued the evaluation of the Community Living Pilot Project "In the Company of Friends," and completed the evaluation of the City of Winnipeg's Community Services projects. The branch also participated on a committee for developing approaches to evaluating the "Taking Charge!" program.

Federal-Provincial Cost-Sharing

The branch was responsible for recoveries under the Canada Assistance Plan (CAP) and the Vocational Rehabilitation of Disabled Persons (VRDP) Agreement on behalf of the departments of Family Services, Health, Education and Training, and Justice. This involved recovery of about \$300 million under these arrangements in 1995/96. The branch continued to manage the one-tier audit of claims under the CAP and VRDP Agreements. Staff continue to negotiate the resolution of various claims issues, and to respond to federal inquiries.

Intergovernmental Relations and Interdepartmental Representation

In 1995/96, the branch was involved in committees which coordinated preparations for hosting the Annual Provincial/Territorial Social Services Ministers' meeting. This responsibility included extensive intergovernmental consultation, preparation of materials, and hosting and chairing of meetings at the officials' and ministerial levels.

Support was provided to Ministers' and Deputy Ministers' meetings, including those meetings associated with federal social policy reform and renewal. The branch continued to represent the province on the support committee for provincial/territorial Deputy Ministers of Social Services, and continued to represent Manitoba on the federal/provincial steering committee to examine proposals to amend the Canada Pension Plan benefit structure. Branch staff also represented the department on interdepartmental committees and working groups examining various issues on a government-wide basis. Branch staff represented the department on the interdepartmental task team which examined and developed responses to federal social security reform proposals.

09-1E-5 Policy and Planning

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	\$	Variance Over/(Under)	Expl. No.
Total Salaries	675.9	14.26	769.6	(93.7)	
Other Expenditures	244.8		244.9	(0.1)	

Residential Care Licensing

The Residential Care Licensing Branch is responsible for licensing community residential care resources which provide service to the mentally disabled, mentally ill, infirm aged and children in care. The branch ensures that care facilities comply with fire, safety and health standards.

Services provided by the branch include: developing and maintaining standards; processing applications for licensing; monitoring facility operations for conformity with regulated and established licensing criteria; maintaining and providing facility registries; disseminating statistical information; and assisting in program development.

In 1995/96, the 50 licensed children's group homes (439 bed spaces) and 184 licensed residential care facilities (1,447 bed spaces) in the adult programs were inspected for continued compliance with standards.

The branch also provides a consultative and support role to the designated licensing authorities for approved facilities in the adult and foster care programs. In 1995/96, there were 576 approved homes (1,121 bed spaces) in the adult program licensed by Regional Directors, and 2,400 foster homes (4,900 bed spaces) in the children's program licensed by Regional Directors and Executive Directors of child caring agencies.

09-1E-6 Residential Care Licensing

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	\$	Variance Over/(Under)	Expl. No.
Total Salaries	359.6	6.00	311.1	48.5	
Other Expenditures	26.5		26.5	0.0	

Income Security and Regional Operations

The Income Security and Regional Operations Division is responsible for six major income transfer programs, Making Welfare Work, and the delivery of a comprehensive range of social services throughout the province.

The income transfer programs include: the Social Allowances Program; Social Allowances Health Services; Municipal Assistance; Income Assistance for the Disabled; 55 PLUS - A Manitoba Income Supplement; and the Child Related Income Support Program (CRISP). These programs are designed to assist Manitobans in need by providing basic assistance or income supplements.

Making Welfare Work initiatives include "Taking Charge!", Community Services Projects in Winnipeg and the Rural Jobs Project. These initiatives are designed to reduce social assistance dependency by encouraging and actively assisting clients to make the transition to work.

The social services provided through Regional Operations include vocational rehabilitation, services to adults with a mental disability, child and family services, children's special services, family conciliation, child day care, social allowances and emergency social services.

Income Security and Regional Operations consists of four major branches: Central Directorate, Income Maintenance Programs, Income Supplement Program, and Regional Operations.

The major objectives of this division are:

- to assist Manitobans in financial need through the effective and efficient administration of income maintenance and income supplement programs;
- to reduce the financial dependency of Manitobans requiring social assistance through employment incentives, the creation of job opportunities, and the enhancement of their job skills and employability;
- to provide a financial contribution and program support to municipalities which provide assistance to persons in need within their municipal boundaries under the Municipal Assistance Program; and
- to provide for the delivery of a range of social services throughout the province.

Financial Assistance Expenditures by Program (\$000)

1993/94 to 1995/96

Program	1993/94	1994/95	1995/96
Social Allowances	\$229,975.6	\$223,563.7	\$223,433.1
Social Allowances Health Services	14,307.0	15,047.4	15,906.7
Municipal Assistance	118,077.8	113,326.7	113,331.9
Income Assistance for the Disabled	9,097.8	9,054.9	9,056.0
55 PLUS - A Manitoba Income Supplement	8,428.2	8,476.1	8,313.2
Child Related Income Support Program	4,934.7	4,998.9	4,797.7
Total	\$384,821.1	\$374,467.7	\$374,838.6

Central Directorate

The Central Directorate provides overall management, central budgeting and administration for the Income Security Programs and Regional Operations. In addition, the directorate provides program policy direction, analysis, and strategic program planning for the Income Security Programs. Other activities include overpayment recovery from former social allowances clients, investigative support, and Social Allowances Management Information Network (SAMIN) user support.

In addition to these ongoing activities, the Central Directorate was involved in a number of specific achievements during 1995/96, such as preparatory work for welfare reform, including: preliminary study of a one-tier welfare system in the City of Winnipeg, development of new work expectations, revised work incentives and related regulatory changes, development of initiatives such as Opportunities Manitoba, the Manitoba Conservation Corps and further development of "Taking Charge!", to help social assistance clients find jobs; and ongoing support of Community Services Projects and Rural Jobs Projects. Other initiatives included expansion of information-sharing with other governments and agencies, and streamlining administration of the Income Supplement Programs.

09-2A Central Directorate

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	1,220.4	26.00	1,273.2	(52.8)	
Other Expenditures	580.1		592.4	(12.3)	

Income Maintenance Programs

The Income Maintenance Programs provide financial assistance to ensure that no Manitoban lacks the goods and services essential to his or her health and well-being. The Social Allowances and Municipal Assistance programs provide financial assistance for basic necessities, while the Social Allowances Health Services Program provides assistance for essential health services. Income Assistance for the Disabled provides additional financial assistance to disabled social allowances clients.

Social Allowances Program

The Social Allowances Program, operating under the authority of *The Social Allowances Act*, is the largest of the Income Security Programs in terms of both caseloads and expenditures. The objectives of the Social Allowances Program are to ensure that persons likely to be in need of long-term assistance do not lack those goods and services essential to their health and well-being, and to reduce social assistance dependency.

Financial assistance is provided to persons in need who are eligible for benefits under *The Social Allowances Act*, including sole-support parents, persons with physical or mental disabilities, aged persons, persons requiring the protection of a crisis intervention facility, children whose parents are unable to support them, persons with dependents in need of special care, and unemployed employable persons in areas of the province where municipal assistance is not available (general assistance). Eligibility may also be granted under special case consideration at the discretion of the Minister. Persons in need who do not qualify for social allowances may apply to their local municipality for assistance under the Municipal Assistance Program.

Eligibility for social allowances is further determined by a needs test in which the total amount of a household's financial resources is compared to the total costs of its basic necessities as defined in *The Social Allowances Act* and Regulations. Certain items and income are not included in the calculation of financial resources.

Generally, exempted assets include liquid assets up to \$1,000 per person for the first two persons and \$500 for each additional dependent to a maximum of \$3,000 per family, equity in the home in which the person lives, essential personal property and a life insurance policy with a cash surrender value of up to \$2,000. A higher liquid asset exemption level is available for disabled clients. Disabled clients are allowed liquid assets up to \$2,000 for the first person, \$1,000 for the second person, and \$500 for each additional dependent to a maximum of \$4,000 per family. After enrollment, general assistance clients are eligible for a liquid asset exemption of up to \$400 per person to a family maximum of \$2,000. Elderly persons are permitted to retain a funeral plan valued at up to \$1,000 if the plan was purchased at least one year prior to their application for social allowances. Essential farm or business equipment, a basic stock herd, and seed for the next year's crop are also considered allowable assets.

All earned or unearned income is expected to be totally available for a client's maintenance, subject to the exemptions provided in the Social Allowances Regulations. Exempted unearned income sources include the Child Tax Benefit, tax credits, small gifts, and foster home payments for children. With respect to earned income, clients who are eligible for work incentive provisions are allowed exemptions which represent \$50 per month, 70 cents per hour worked, or 30 percent of gross monthly earnings, whichever is the greatest amount. Those who are not eligible for the work incentive provisions (i.e., newly enrolled, self-employed and special dependent care cases), are allowed earning exemptions of up to \$50 per month. Allowances are also made for necessary work expenses and most compulsory payroll deductions. The remainder of the earned income is applied to the client's budget, thereby reducing the amount of social allowances granted. The exception to these rules is that the earnings of children who attend school full-time are totally exempted from consideration when calculating social allowances benefits.

Benefits are paid monthly and represent the amount by which the cost of a household's basic needs (food, clothing, personal needs, household supplies, shelter, fuel, and utilities) exceeds its financial resources. Additional assistance is available for special needs and health needs not otherwise covered.

The rates for basic needs are reviewed and adjusted periodically. Rates for shelter are approved within administrative guidelines and are also reviewed and adjusted periodically. Assistance for fuel, utilities, and health needs is provided at actual cost.

The Social Allowances Program provided assistance to an average monthly caseload of 26,182 in 1995/96, a decrease of 1.2 percent from the previous year.

During 1995/96, approximately 15 percent of the social allowances caseload made use of the work incentive provisions of the program.

Social Allowances Program
Average Monthly Caseload by Office and Category of Assistance
 1995/96

Office	Children	Sole-Support Parents	Aged	Disabled	Crisis Facility Cases	General Assistance	Special Cases	Total
Beausejour	13	408	19	627	0	87	0	1,154
Brandon	12	953	45	1,292	22	27	0	2,351
Dauphin	3	295	37	387	13	157	0	892
Flin Flon	4	148	4	76	0	164	1	397
Morden	6	227	35	467	5	2	1	743
Portage	12	400	24	876	16	106	1	1,435
Selkirk	7	460	38	659	11	72	2	1,249
Swan River	2	264	3	211	1	328	0	809
The Pas	3	279	2	119	9	254	0	666
Thompson	4	587	4	146	7	359	3	1,110
Winnipeg Central	23	2,273	53	1,580	0	0	4	3,933
Winnipeg North	37	1,531	36	943	0	0	5	2,552
Winnipeg West	40	2,866	66	2,697	17	0	3	5,689
Winnipeg South	17	1,693	32	1,456	0	0	4	3,202
Total	183	12,384	398	11,536	101	1,556	24	26,182

**Social Allowances Program
Caseload by Month
1993/94 to 1995/96**

Month	1993/94	1994/95	1995/96
April	28,386	26,864	26,181
May	28,236	26,875	26,335
June	27,039	26,837	26,229
July	27,139	26,801	26,225
August	27,394	26,876	26,416
September	27,134	26,591	26,249
October	26,734	26,279	26,149
November	26,676	26,192	26,029
December	26,569	26,165	26,048
January	26,626	26,203	26,072
February	26,714	26,219	26,069
March	26,835	26,194	26,185
Monthly Average	27,124	26,508	26,182

**Social Allowances Program
Average Monthly Number of Clients by Office
1993/94 to 1995/96**

Office	1993/94	1994/95	1995/96
Beausejour	2,299	2,300	2,287
Brandon	4,677	4,601	4,406
Dauphin	1,895	1,911	1,900
Flin Flon	1,110	1,062	850
Morden	1,558	1,456	1,365
Portage	2,448	2,359	2,468
Selkirk	2,284	2,191	2,288
Swan River	1,822	1,796	1,846
The Pas	1,603	1,635	1,535
Thompson	2,683	2,651	2,830
Winnipeg Central	8,732	8,321	8,221
Winnipeg North	6,230	5,971	5,777
Winnipeg West	11,370	11,476	11,322
Winnipeg South	6,074	6,167	6,148
Total	54,785	53,897	53,243

Social Allowances Program
Average Monthly Caseload by Category
 1993/94 to 1995/96

Category	1993/94	1994/95	1995/96
Children	305	210	183
Sole-Support Parents	12,588	12,535	12,384
Aged	517	452	398
Disabled	11,618	11,554	11,536
Crisis Facility Cases	126	101	101
Students	226	0	0
General Assistance	1,729	1,637	1,556
Special Cases	15	19	24
Total	27,124	26,508	26,182

Social Allowances Program
Expenditures by Category (\$000)
 1993/94 to 1995/96

Category	1993/94	1994/95	1995/96
Children	\$1,139.3	\$820.0	\$732.0
Sole-Support Parents	131,704.0	128,953.6	128,481.1
Aged	1,311.7	1,124.8	1,127.3
Disabled	80,639.3	79,097.6	79,369.8
Crisis Facility Cases	1,160.0	1,123.7	1,135.9
Students	1,114.5	0.0	0.0
General Assistance	10,911.2	10,177.9	10,078.4
Special Cases	442.2	504.9	582.8
Other*	1,553.4	1,761.2	1,925.8
Total	\$229,975.6	\$223,563.7	\$223,433.1

* Other expenditures include items such as Home Care Services provided to social allowances clients, the Blind Persons' Allowance and the Disabled Persons' Allowance.

Social Allowances Program
Expenditures by Month (\$000)
 1993/94 to 1995/96

Month	1993/94	1994/95	1995/96
April	\$17,792.3	\$17,488.1	\$16,294.1
May	20,313.4	19,080.2	18,943.8
June	18,370.4	18,775.9	18,041.9
July	18,249.4	17,133.6	18,312.8
August	19,189.5	19,559.8	18,182.0
September	18,170.4	17,303.2	17,447.8
October	18,482.1	18,124.7	18,522.1
November	19,393.7	18,425.7	18,758.5
December	17,853.4	17,763.8	16,780.3
January	19,738.0	19,397.9	20,411.9
February	20,208.3	18,400.2	18,701.8
March	22,214.7	22,110.6	23,036.1
Total	\$229,975.6	\$223,563.7	\$223,433.1

Social Allowances Program: Work Incentive
Average Monthly Caseload by Office and Category of Assistance
 1995/96

Office	Sole-Support Parents	Disabled	General Assistance	Total
Beausejour	102	159	23	284
Brandon	240	239	1	480
Dauphin	63	64	23	150
Flin Flon	36	4	32	72
Morden	70	148	0	218
Portage	99	266	6	371
Selkirk	108	97	5	210
Swan River	34	54	47	135
The Pas	43	5	61	109
Thompson	88	24	90	202
Winnipeg Central	316	128	0	444
Winnipeg North	144	68	0	212
Winnipeg West	392	253	0	645
Winnipeg South	371	139	0	510
Total	2,106	1,648	288	4,042

Social Allowances Health Services

The Social Allowances Health Services Program provides essential drug, dental and optical supplies and services to social allowances clients and wards of the province.

Clients enrolled for more than three months are issued a Social Allowances Health Services card, which allows them to receive basic drug, dental and optical supplies and services without further authorization. Clients enrolled for three months or less may receive an interim health card which allows them to receive drug benefits. Clients who are not eligible for a health services card, such as general assistance clients and patients in a hospital or extended treatment facility, receive approval for their health needs on an item-by-item basis.

Supplies and services are provided in accordance with approved fee schedules. Specialized dental and optical services must receive special approval. Arrangements for the delivery of health care supplies and services have been made through service agreements with the following professional and business organizations:

- Drugs — Manitoba Society of Pharmacists
- Dental — Manitoba Dental Association
- Denturist Association of Manitoba
- Optical — Ophthalmic Dispensers of Manitoba

The service agreements specify the types of goods and services to be provided, and outline the eligibility criteria for these goods and services, the level of payment and related billing procedures. Optometric services are provided through individual arrangements with optometrists.

Social Allowances Health Services provided benefits to an average monthly caseload of 29,897 in 1995/96. Over 83 percent of the caseload was comprised of social allowances cases, while the remaining 17 percent were wards of the province.

Social Allowances Health Services Expenditures and Caseload

1993/94 to 1995/96

	1993/94	1994/95	1995/96
Expenditures (\$000)			
Dental	\$2,712.5	\$2,722.9	\$2,598.9
Drugs	11,050.3	11,753.4	12,757.8
Optical	544.2	571.1	550.0
Total	\$14,307.0	\$15,047.4	\$15,906.7
Average Monthly Number of Cases	30,187	29,999	29,897
Average Monthly Number of Clients	56,795	56,294	56,009

Municipal Assistance

The Municipal Assistance Program encompasses the individual financial assistance programs administered and delivered by Manitoba municipalities. In accordance with *The Social Allowances Act* and *The Municipal Act*, municipalities are responsible for providing assistance to persons in need within their boundaries who are not eligible for provincial social allowances benefits. These are primarily persons in need of short-term assistance while seeking employment or persons with disabilities likely to last 90 days or less.

Municipalities are responsible for the administration and delivery of municipal assistance, consistent with provincial regulation. Municipalities have the authority to establish exemptions for earnings and liquid assets, and may exceed provincially established assistance benefits at municipal expense.

The Department of Family Services has two main roles with respect to municipal assistance. The first is the administration of cost-sharing arrangements between the three levels of government. The province cost-shares financial assistance payments and certain administrative costs with municipalities, according to the provisions of *The Social Allowances Act*. Municipalities are reimbursed 100 percent for financial assistance paid on behalf of non-area residents, while reimbursement for assistance paid on behalf of area residents represents the greater of 40 percent of gross payments or 80 percent of gross assistance costs in excess of .2 mill of total assessment of that municipality. The province also reimburses municipalities 50 percent of the amount by which the salaries of staff engaged in full-time welfare work exceed the costs incurred in 1964 and 50 percent of eligible administrative costs. (These two expenditures are known as "Welfare Services.") The federal government cost-shares with the province 50 percent of the total financial assistance and Welfare Services costs in accordance with the Canada Assistance Plan.

A second departmental role is to administer the provincial regulation and provide interpretation and support to municipalities.

Municipalities provided assistance to an average monthly caseload of 18,749 in 1995/96. The City of Winnipeg caseload accounted for approximately 90 percent of total municipal assistance cases.

Municipal Assistance
Total Expenditures for Manitoba and the City of Winnipeg* (\$000)
1993/94 to 1995/96

Month	Total Province			City of Winnipeg		
	1993/94	1994/95	1995/96	1993/94	1994/95	1995/96
Financial Assistance by Month						
April	\$10,671.7	\$10,593.7	\$9,756.4	\$9,909.5	\$9,622.4	8,935.1
May	10,182.6	10,967.5	10,802.7	9,478.8	10,012.0	9,969.6
June	10,710.8	10,981.7	10,248.1	9,982.7	10,073.6	9,523.1
July	10,951.8	9,586.2	9,424.5	10,206.6	8,802.3	8,825.6
August	10,345.9	10,165.0	10,448.0	9,550.6	9,423.9	9,790.9
September	11,115.2	10,455.5	9,646.9	10,323.6	9,742.1	8,986.6
October	10,455.4	9,604.6	9,906.9	9,680.1	8,926.0	9,263.2
November	10,861.8	10,024.2	10,610.0	10,027.3	9,277.6	9,877.0
December	12,068.0	10,013.0	10,463.3	11,025.5	9,111.5	9,538.9
January	10,470.6	10,398.0	11,385.5	9,585.5	9,620.5	10,559.8
February	11,146.5	10,424.8	11,389.3	10,081.7	9,532.1	10,442.7
March	12,923.6	11,203.8	10,916.1	11,809.0	10,303.7	10,013.7
Sub-Total	131,903.9	124,418.0	124,997.7	121,660.9	114,447.7	115,726.2
Welfare Services	9,152.6	9,679.9	10,046.6	8,596.6	9,050.4	9,273.2
Total Expenditures	\$141,056.5	\$134,097.9	\$135,044.3	\$130,257.5	\$123,498.1	\$124,999.4

* Gross municipal assistance expenditures (municipal and provincial shares before cost-sharing under the Canada Assistance Plan).

Municipal Assistance
Provincial Share of Expenditures for Manitoba and the City of Winnipeg*(\$000)
1993/94 to 1995/96

	Total Province			City of Winnipeg		
	1993/94	1994/95	1995/96	1993/94	1994/95	1995/96
Financial Assistance	\$113,745.2	\$108,724.6	\$108,546.5	\$105,199.1	\$100,063.3	\$100,635.5
Welfare Services	4,332.6	4,602.1	4,785.4	4,068.0	4,294.9	4,406.3
Total	\$118,077.8	\$113,326.7	\$113,331.9	\$109,267.1	\$104,358.2	\$105,041.8

* Provincial share of municipal assistance expenditures (before cost-sharing under the Canada Assistance Plan).

Municipal Assistance
Number of Cases for Manitoba and the City of Winnipeg
1993/94 to 1995/96

Month	Total Province			City of Winnipeg		
	1993/94	1994/95	1995/96	1993/94	1994/95	1995/96
April	21,289	23,284	19,065	19,392	21,036	17,098
May	21,210	23,235	18,860	19,403	21,017	16,922
June	21,977	22,573	18,378	20,153	20,364	16,554
July	22,218	21,601	17,713	20,312	19,611	16,107
August	22,364	21,489	17,886	20,394	19,604	16,241
September	22,390	21,239	17,899	20,354	19,372	16,182
October	21,772	20,548	17,937	19,789	18,882	16,281
November	22,004	20,707	18,629	19,967	18,946	16,833
December	22,406	21,028	19,189	20,174	18,928	17,139
January	22,460	21,086	19,442	20,374	19,244	17,582
February	23,052	21,345	19,985	20,649	19,294	17,864
March	23,583	21,794	20,004	21,178	19,761	17,880
Monthly Average	22,227	21,661	18,749	20,178	19,672	16,890

Note: The method of counting municipal cases changed in 1995/96 from cases served each month to cases active at month end (same as Social Allowances Program). Data for 1993/94 and 1994/95 have not been restated.

Municipal Assistance
Number of Clients for Manitoba and the City of Winnipeg
1993/94 to 1995/96

Month	Total Province			City of Winnipeg		
	1993/94	1994/95	1995/96	1993/94	1994/95	1995/96
April	31,704	34,263	30,914	28,306	30,140	27,333
May	31,392	33,929	30,571	28,194	29,963	27,053
June	32,296	32,996	29,890	29,069	29,081	26,566
July	32,613	31,504	28,857	29,221	27,932	25,924
August	33,012	31,322	29,115	29,447	27,948	26,088
September	33,060	30,948	29,120	29,423	27,645	26,034
October	32,052	29,916	29,228	28,483	26,828	26,283
November	32,620	30,267	30,380	28,884	27,112	27,136
December	33,324	31,072	31,511	29,193	27,295	27,694
January	33,270	31,071	31,622	29,532	27,807	28,210
February	34,191	31,387	32,619	29,869	27,759	28,620
March	34,845	32,143	32,498	30,456	28,470	28,560
Monthly Average	32,865	31,735	30,527	29,173	28,165	27,125

Note: The method of counting municipal clients changed in 1995/96 from clients served each month to clients active at month end (same as Social Allowances Program). Data for 1993/94 and 1994/95 have not been restated.

Income Assistance for the Disabled

The Income Assistance for the Disabled Program provides for additional financial assistance for disabled adults enrolled under the Disabled category of the Social Allowances Program, in recognition of the additional costs associated with living in the community. Program benefits are \$70.00 per month.

The Income Assistance for the Disabled Program provided assistance to an average monthly caseload of 10,589 in 1995/96.

Income Assistance for the Disabled Caseload by Month

1993/94 to 1995/96

Month	1993/94	1994/95	1995/96
April	10,834	10,652	10,572
May	10,756	10,651	10,575
June	10,724	10,619	10,576
July	10,684	10,587	10,544
August	10,666	10,590	10,568
September	10,650	10,537	10,543
October	10,603	10,545	10,567
November	10,600	10,542	10,601
December	10,631	10,567	10,632
January	10,617	10,596	10,615
February	10,603	10,583	10,639
March	10,619	10,576	10,636
Monthly Average	10,666	10,587	10,589

Income Assistance for the Disabled Expenditures by Month (\$000)

1993/94 to 1995/96

Month	1993/94	1994/95	1995/96
April	\$769.0	\$758.7	\$753.6
May	763.7	758.6	753.8
June	761.5	756.5	754.0
July	758.9	754.4	751.7
August	757.8	754.6	752.8
September	756.8	751.0	751.0
October	753.7	751.8	753.2
November	753.8	751.5	755.4
December	756.2	752.6	757.6
January	755.4	755.7	756.2
February	754.7	755.2	756.4
March	756.3	754.3	760.3
Total	\$9,097.8	\$9,054.9	\$9,056.0

09-2B Income Maintenance Programs

Expenditures by Sub-Appropriation	Actual	Estimate	Variance Over/(Under)	Expl. No.
	1995/96 \$	1995/96 SY \$		
Social Allowances	223,433.1	225,124.7	(1,691.6)	1
Health Services	15,906.7	14,259.9	1,646.8	2
Municipal Assistance *	113,331.9	108,195.5	5,136.4	3
Income Assistance for the Disabled	9,056.0	9,100.0	(44.0)	

* Provincial share of municipal assistance expenditures before cost-sharing under the Canada Assistance Plan.

1. The 1995/96 actual expenditures for the Social Allowances Program were \$1,691.6 or 0.8 percent less than the estimate. This variance is primarily due to lower than estimated caseloads.
2. The 1995/96 actual expenditures for the Health Services Program were \$1,646.8 or 11.5 percent greater than the estimate. This variance is primarily due to greater than expected drug costs.
3. The 1995/96 actual expenditures for the Municipal Assistance Program were \$5,136.4 or 4.7 percent greater than the estimate. This variance is primarily due to higher than estimated caseloads and assistance-related costs.

Making Welfare Work

Making Welfare Work initiatives have been undertaken to reduce dependence on social assistance by encouraging and actively assisting clients to make the transition to employment. The initiatives provide for the development of partnerships between governments, businesses, service providers and the voluntary sector. They also provide for identified projects to test innovative and cost-effective methods of reducing social assistance dependency through employment. As well, they provide for fundamental reforms which emphasize active labour market measures with strengthened work expectations and incentives, rather than passive income support.

During 1995/96, three major projects were undertaken: the implementation of "Taking Charge!" and the operation of the City of Winnipeg's Community Services Projects and the Rural Jobs Project.

Also during 1995/96, the Social Allowances Program expanded employment and training opportunities for clients by partnering with private sector companies in the fashion industry and non-profit organizations, such as Pathways.

"Taking Charge!"

Operating under the direction of a community board, "Taking Charge!" was implemented to assist single parents on social allowances to make the transition to employment. An agreement between the federal and provincial governments provides for \$26.2 million in joint funding over five years, to assist about 4,000 social allowances clients over the duration of the project.

In 1995/96, "Taking Charge!" developed systems for client monitoring and program evaluation, established guidelines for client training and employment supports, developed policy for making child care available for clients, opened an on-site child care facility, and developed contract text, schedules and payment structures for service providers and clients.

“Taking Charge!” also developed and delivered services for clients, such as registration and assessment services, orientation and information sessions, on-site “cafeteria-style” training and on-site child care. Programming offered through “Taking Charge!” focused on skills training, job preparation, GED preparation and literacy training.

The 1995/96 program results included the following: 484 clients were registered, 182 clients attended orientation sessions, 66 clients were assessed, and 158 clients were placed in employment focused programs.

Community Services Projects

Income Security and Regional Operations provided \$750.0 in funding to the City of Winnipeg to expand the Community Services Projects. The projects provide work experience and are used to assess the skills and work habits of City social assistance clients. This work experience can lead to other employment for some clients and thus to reduced welfare costs. The Community Services Projects consist of two components:

Community Services Worker Project

The Community Services Worker Project provides employment opportunities for social assistance clients. The City pays clients \$6.00 per hour to provide maintenance services at local community clubs. Activities included ice-making, rink cleaning and other general community club maintenance.

Community Home Services Project

The Community Home Services Project also provides employment opportunities for social assistance clients. The City pays clients minimum wage to provide home and yard maintenance services for low-income older seniors and disabled persons. Activities included lawn cutting, snow shovelling and light-duty household maintenance.

These projects served 750 participants in 1995/96 (542 in the Community Home Services Project and 208 in the Community Services Worker Project). Approximately one-half the participants who left the projects went on to other employment, education or training.

Rural Jobs Project

The Rural Jobs Project provides employment opportunities for municipal assistance clients outside Winnipeg. The Rural Jobs Project costs in 1995/96 were \$66.2.

A committee representing the Union of Manitoba Municipalities, the Manitoba Association of Urban Municipalities and provincial staff, was set up to review the project proposals. For a project to qualify, its jobs had to be with a municipality, private sector business or non-profit organization. Its jobs also had to last at least 280 hours.

If the employer was a municipality, the Rural Jobs Project provided 50% of minimum wage and a portion of employee benefits. If the employee was in the private or non-profit sector, Rural Jobs provided \$2.10 per hour to cover salaries and benefits.

In 1995/96, the Rural Jobs Project created 36 positions and 760 weeks of work. Project activities included: vehicle repair and maintenance, residential home care, retail sales, building maintenance, recycling and landscaping.

09-2C Making Welfare Work

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY \$	Variance Over/(Under)	Expl. No.
Making Welfare Work	860.5	3,600.0	(2,739.5)	1

1. *The 1995/96 actual expenditures for the Making Welfare Work Program were \$2,739.5, or 76.1 percent less than the estimate. This variance is primarily due to lower than expected costs for "Taking Charge!" and lower than expected program take-up in the Rural Jobs Project.*

Income Supplement Programs

Income Security and Regional Operations administers two Income Supplement Programs for low-income Manitobans: 55 PLUS - A Manitoba Income Supplement and the Child Related Income Support Program (CRISP), administered from offices in Carberry and Killarney, respectively. Staff assess eligibility, monitor cases and provide information to clients and the general public.

55 PLUS - A Manitoba Income Supplement

The 55 PLUS Program provides quarterly income supplements to low-income Manitobans who are 55 years of age and over. The program has two components. The first, or Senior Component, is for persons eligible to receive certain levels of benefits from the Federal Old Age Security Programs (Guaranteed Income Supplement, Spouses' Allowance and Widowed Spouses' Allowance). Persons in this component are primarily 65 years of age and over. The second, or Junior Component, is for persons 55 years and over who are not eligible to receive Old Age Security benefits but whose income falls within certain specified ranges.

An application for benefits from the Senior Component is not necessary, as eligibility is determined from the person's annual application to the Federal Guaranteed Income Supplement Program. The 55 PLUS benefit is paid to those individuals with little or no personal income other than income from Old Age Security and Guaranteed Income Supplement benefits.

An annual application is necessary for benefits from the Junior Component. In 1995/96, maximum benefits were paid to single persons with a net income of \$8,930.40 or less. Partial benefits were payable to single persons with incomes between \$8,930.41 and \$9,722.40. Maximum benefits were paid to married persons with a net family income of \$14,479.20 or less. Partial benefits were payable to married persons with incomes between \$14,479.21 and \$16,207.20.

The maximum quarterly benefits available for both components for the April, July and October 1995 and January 1996 benefit periods were \$111.60 for single persons and \$119.90 for each eligible married person.

During 1995/96, 55 PLUS benefits were provided to an average of 21,103 individuals per quarter. Approximately 65 percent were in receipt of full benefits from the program.

55 PLUS - A Manitoba Income Supplement
Number of Recipients by Marital Status and Quarter
 1993/94 to 1995/96

Program Component	1993/94			1994/95			1995/96		
	Single	Married	Total	Single	Married	Total	Single	Married	Total
Senior									
April	10,662	4,253	14,915	10,706	4,092	14,798	10,244	4,102	14,346
July	11,066	4,440	15,506	11,055	4,267	15,322	10,598	4,122	14,720
October	10,908	4,324	15,232	11,107	4,274	15,381	10,695	4,140	14,835
January	10,911	4,280	15,191	11,119	4,277	15,396	10,649	4,067	14,716
Average	10,887	4,324	15,211	10,997	4,227	15,224	10,547	4,107	14,654
Junior									
April	2,868	2,970	5,838	2,953	2,994	5,947	3,155	2,881	6,036
July	3,122	3,386	6,508	3,211	3,271	6,482	3,336	3,071	6,407
October	3,191	3,457	6,648	3,325	3,237	6,562	3,431	3,173	6,604
January	3,222	3,568	6,790	3,429	3,329	6,758	3,522	3,226	6,748
Average	3,101	3,345	6,446	3,229	3,208	6,437	3,361	3,088	6,449
Total Program Average	13,988	7,669	21,657	14,226	7,435	21,661	13,908	7,195	21,103

NOTE: Single recipients include those who have never been married, as well as those who are no longer married (i.e., widowed, divorced, separated). For married recipients, in some cases, both members of a couple receive 55 PLUS and in other cases only one spouse is a recipient.

55 PLUS - A Manitoba Income Supplement
Expenditures by Quarter (\$000)
 1993/94 to 1995/96

Program Component	1993/94	1994/95	1995/96
Senior			
April	\$1,329.4	\$1,336.8	\$1,306.2
July	1,387.2	1,391.7	1,342.7
October	1,360.6	1,393.7	1,356.8
January	1,358.4	1,394.8	1,347.9
Total	\$5,435.6	\$5,517.0	\$5,353.6
Junior			
April	\$663.1	\$670.0	\$679.1
July	787.7	769.3	747.1
October	766.2	747.7	776.1
January	775.6	772.1	757.3
Total	\$2,992.6	\$2,959.1	\$2,959.6
Total Expenditures	\$8,428.2	\$8,476.1	\$8,313.2

Child Related Income Support Program (CRISP)

The Child Related Income Support Program provides monthly supplements to low-income families to assist them in meeting the costs of raising their children.

CRISP benefits are available to Manitoba families who:

- support one or more children under 18 years of age who are listed as their dependents on a valid Manitoba Health Services card;
- receive the Child Tax Benefit for these children;
- have a total family income within specified levels; and
- have net family assets of \$200,000 or less.

Benefits are determined by total family income for the previous tax year, less certain deductions. Estimated income for the current year may be used when there has been a change in the applicant's situation due to a relatively permanent or long-term disability, a change in marital status or the recent immigration of the family to Canada.

For the 1995/96 benefit year, which started on July 1, 1995, one-dependent families with net annual incomes of \$12,384.00 or less were eligible for the maximum benefit of \$30 per month. Annual benefits are reduced 25 cents for each dollar of net family income over the eligibility level for maximum benefits. Benefits were available only by application, and a new application was required for each benefit year.

Net family assets include all personal, farm and business assets of the family, excluding the principal residence, household furnishings and the family vehicle used most often. The value of an asset is determined to be its current market value less any amount owed on the asset.

During 1995/96, CRISP benefits were provided to an average of 6,179 families per month, representing 13,938 children. Approximately 45 percent of the families were headed by single parents, and approximately 88 percent were in receipt of full benefits from the program.

Child Related Income Support Program
Number of Cases and Number of Children
1993/94 to 1995/96

Month	1993/94		1994/95		1995/96	
	Number of Cases	Number of Children	Number of Cases	Number of Children	Number of Cases	Number of Children
April	6,841	15,711	7,216	16,370	7,175	16,076
May	6,895	15,809	7,331	16,592	7,262	16,233
June	6,947	15,905	7,426	16,758	7,320	16,348
July	4,350	9,833	4,730	10,636	4,038	8,963
August	5,096	11,496	5,528	12,373	5,011	11,215
September	5,660	12,918	5,816	12,980	5,446	12,224
October	6,138	14,116	6,297	14,255	5,803	13,184
November	6,461	14,839	6,551	14,840	6,189	14,125
December	6,672	15,290	6,627	14,953	6,282	14,328
January	6,862	15,630	6,790	15,254	6,418	14,616
February	6,997	15,953	6,917	15,520	6,524	14,798
March	7,128	16,190	7,084	15,861	6,679	15,145
Average	6,337	14,474	6,526	14,699	6,179	13,938

Child Related Income Support Program
Number of Cases by Family Type and Month
1993/94 to 1995/96

Month	1993/94		1994/95		1995/96	
	Single Parent	Two Parent	Single Parent	Two Parent	Single Parent	Two Parent
April	3,287	3,554	2,987	4,229	3,053	4,122
May	3,300	3,595	3,045	4,286	3,088	4,174
June	3,321	3,626	3,109	4,317	3,134	4,186
July	2,282	2,068	2,226	2,504	2,005	2,033
August	2,532	2,564	2,560	2,968	2,424	2,587
September	2,628	3,032	2,659	3,157	2,594	2,852
October	2,728	3,410	2,772	3,525	2,693	3,110
November	2,816	3,645	2,856	3,695	2,797	3,392
December	2,867	3,805	2,879	3,748	2,828	3,454
January	2,884	3,978	2,924	3,866	2,858	3,560
February	2,922	4,075	2,962	3,955	2,906	3,618
March	2,959	4,169	3,021	4,063	2,966	3,713
Average	2,877	3,460	2,833	3,693	2,779	3,400

Child Related Income Support Program
Monthly Expenditures and Average Monthly Payment
1993/94 to 1995/96

Month	1993/94		1994/95		1995/96	
	Expenditures (\$000)	Average* Monthly Payment	Expenditures (\$000)	Average* Monthly Payment	Expenditures (\$000)	Average* Monthly Payment
April	\$435.2	\$62.83	\$457.7	\$62.90	\$445.5	\$61.78
May	434.8	62.76	464.8	62.76	452.6	61.74
June	438.9	62.69	466.2	62.63	455.8	61.73
July	273.4	62.08	299.6	62.56	249.9	62.04
August	325.8	62.21	352.6	62.10	327.1	62.40
September	393.6	63.02	365.4	61.81	355.6	62.38
October	442.4	63.68	459.8	62.39	412.0	62.99
November	424.3	63.65	427.7	62.22	448.8	63.32
December	437.6	63.40	413.0	62.12	401.1	63.27
January	437.6	62.99	421.7	61.84	409.5	63.04
February	446.4	63.12	429.2	61.83	412.2	62.79
March	444.7	62.91	441.2	61.74	427.6	62.78
Total Expenditures	\$4,934.7		\$4,998.9		\$4,797.7	

* Average monthly payment does not include benefits paid retroactively.

09-2D Income Supplement Programs

Expenditures by Sub-Appropriation	Actual 1995/96 \$	SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	680.7	22.00	741.0	(60.3)	
Other Expenditures	409.3		443.5	(34.2)	
Financial Assistance	13,110.9		13,632.7	(521.8)	
Total Other Expenditures	13,520.2		14,076.2	(556.0)	

Regional Operations

The Regional Operations Branch is responsible for the delivery of a comprehensive range of social services throughout the province, including: vocational rehabilitation; services to the mentally disabled; child and family services; children's special services; family conciliation; child day care; social allowances; and emergency social services. The Municipal Assistance Office also supports municipalities in the delivery of municipal assistance. In 1995/96, there were three major operating areas in Regional Operations, as described below.

Income Maintenance Field Operations

Income Maintenance staff are responsible for providing assistance to Manitobans in need in accordance with relevant legislation, regulation and policy. Field staff, located in fourteen offices, assess eligibility, provide assistance and monitor cases.

Income Maintenance staff are responsible for the following programs:

- **Social Allowances Program**
- **Social Allowances Health Services**
- **Income Assistance for the Disabled**

Staff also refer clients to appropriate employment, training and rehabilitation programs and other support services, as required.

Municipal Assistance Office

Municipal Assistance staff develop regulations and policies for the Municipal Assistance Program and provide support to, and audit, municipalities' assistance programs. Each municipality provides financial assistance to persons in need who are not eligible for benefits under the Social Allowances Program (primarily unemployed persons seeking employment). Such assistance is provided in accordance with minimum standards set in provincial regulation. Municipal Assistance staff also administer cost-sharing between municipalities and the province in relation to financial assistance and welfare services.

Health and Family Services Field Operations

Health and Family Services staff are responsible for delivering a comprehensive range of community social services for the Department of Family Services and community health services for the Department of Health throughout the province. Field staff, located in eight regions, work closely with communities, program directorates, related agencies and other provincial and federal departments to promote the objectives of Family Services and its specific programs.

Health and Family Services staff deliver services for two areas of the Department of Family Services, as follows:

- **Rehabilitation, Community Living and Day Care:**

- community services for adults with a mental disability;
- vocational rehabilitation for adults with a mental, psychological or physical disability;
- children's special services for children with disabilities; and
- child day care support services outside of the City of Winnipeg.

- **Child and Family Services**

- child and family support services, including assistance to families, child protection, child placement and services to minors and single parents (in five of eight regions); and
- family conciliation services (in five of eight regions).

Caseload statistics for programs delivered by Regional Operations are reported in the respective program areas of the Annual Report.

09-2E Regional Operations

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	\$	Variance Over/(Under)	Expl. No.
Total Salaries	22,425.5	530.01	22,776.1	(350.6)	
Other Expenditures	5,311.7		5,306.6	5.1	

Rehabilitation, Community Living and Day Care

The Rehabilitation, Community Living and Day Care Division provides coordination, direction and support for a range of services to mentally and physically disabled adults and children, child care facilities, and families eligible for financial assistance using child care services.

The major objectives of the division are:

- to provide services for the care, accommodation and assistance of adults with a mental disability and vocational rehabilitation programs for adults who are physically, psychiatrically or mentally disabled;
- to provide program direction and funding support for services provided to children with mental or physical disabilities and their families;
- to provide care for the adults with a mental disability residing at the Manitoba Developmental Centre; and
- to facilitate the development, availability and accessibility of high-quality child care services throughout Manitoba.

The branches of the division are:

- Administration;
- Community Living and Vocational Rehabilitation Programs;
- Manitoba Developmental Centre; and
- Child Day Care.

Administration

The Administration Branch includes the office of the Assistant Deputy Minister, and is responsible for overall management, policy direction, program analysis, management information and financial support functions for the division.

The main objectives of this branch are:

- to provide central administration, management and financial support to the program branches within the division;
- to ensure that division activities are consistent with department and government policy and legislation; and
- to provide sustaining grants to non-profit organizations which support or enhance the objectives of the division.

These objectives are achieved by the branch through the provision of program planning and policy development activities, external agency resource allocations, and development and maintenance of management information systems.

Major activities of this branch in 1995/96 included:

- coordination of the 1996/97 estimates process;
- ongoing maintenance and enhancement of the Financial and Client Tracking System (F.A.C.T.) to better enable the division to monitor services to clients, and to monitor or estimate costs associated with such services, on a regional basis;
- preparation for the implementation of *The Vulnerable Persons Living with a Mental Disability and Consequential Amendments Act*; and
- reviewing and assessing 1,500 day care files by the Investigation Unit, to ensure that subsidy applicants provided accurate information to support their subsidy eligibility.

09-3A Administration

Expenditures by Sub-Appropriation	Actual 1995/96 \$	SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	567.6	13.00	641.3	(73.7)	
Other Expenditures	222.7		230.7	(8.0)	

Office of the Vulnerable Persons' Commissioner

During 1995/96 the Office of the Vulnerable Persons' Commissioner was staffed in order to prepare for the proclamation of *The Vulnerable Persons Living with a Mental Disability and Consequential Amendments Act*. Dr. Allan Hansen was appointed as the first Vulnerable Persons' Commissioner on February 5, 1996.

The main objective of this office is to ensure that the rights of mentally disabled individuals to make decisions are respected through the implementation of the substitute decision making provisions of the Act.

09-3B Office of the Vulnerable Persons' Commissioner

Expenditures by Sub-Appropriation	Actual 1995/96 \$	SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Salaries	157.5	4.00	208.7	(51.2)	
Other Expenditures	162.9		257.0	(94.1)	

Community Living and Vocational Rehabilitation Programs Branch

The Community Living and Vocational Rehabilitation Programs Branch is comprised of the following areas:

- Community Living, which is responsible for residential and support services for adults with a mental disability;
- Day Services, which is responsible for day and transportation services for adults with a mental disability;
- Vocational Rehabilitation, which is responsible for vocational rehabilitation and training services for persons with a mental, physical, psychiatric or learning disability;
- Children's Special Services, which is responsible for services to families with children with a mental or physical disability; and
- Special Projects, which is responsible for overseeing the development, drafting and negotiating of service contracts with funded external agencies, development and training programs for government and non-government staff, as well as implementation of the pilot project, "In the Company of Friends."

The major objectives of this branch are:

- to facilitate the development of community-based residential, day and support services for adults with a mental disability and their families and for families with children with a mental or physical disability;
- to provide direction and standards governing services offered within the mandate of the branch;
- to ensure that policies and programs developed are responsive to the changing needs of the target populations;
- to provide leadership and direction to organizations, agencies and the regional operations system in promoting effective and efficient program administration practices;
- to establish and monitor funding to external agencies that deliver services to target populations;
- to work with Regional Operations' staff in developing and monitoring regional budgets for services to eligible adults and children;
- to monitor and evaluate programs and services provided by funded agencies and the regional delivery system;
- to work in partnership with departmental divisions, central government and community resources to ensure services are evaluated in a timely manner for effectiveness and efficiency;
- to provide consultation and technical direction to regional field management and external agencies which provide services to adults and children with a disability;
- to assist adults with a mental, physical, psychiatric or learning disability in accessing the workforce through the provision of assessment, training, education, and support services;
- to identify required training and development for regional and agency staff; ensure the appropriate prioritization and expenditure of funds for these activities; deliver and/or ensure the delivery of training programs; and evaluate the training programs offered;
- to provide information, options and recommendations to the Minister of Family Services concerning policies affecting persons with a disability; and

- to maintain positive and constructive relationships with program participants, advocacy organizations, community organizations and community parties.

Major activities of this branch in 1995/96 included:

- provision of residential resources and community-based supports for adults with a mental disability;
- the establishment of nine new community residences in the Community Living program: Pulford Community Living Services Inc. (two homes), Arcane Horizons Inc., D.A.S.C.H. Inc., Opportunities for Independence Inc., St. Amant Centre Inc., Brandon Community Options Inc., Riverdale Place Homes Inc., and Thompson Region;
- provision of Day Services for adults with a mental disability, which included funding for safe and reliable transportation for 84 percent of the participants. Other program participants used independent means of transportation or were within walking distance of their day service;
- provision of Supported Employment Follow-up Services to support 118 individuals with a mental disability;
- provision of School to Work Transition employment services with on-site training for adults with a mental disability leaving school;
- provision of training and employment-related services to mentally, physically and psychiatrically disabled individuals;
- provision of case management and community-based supports to families caring for disabled children and children with lifelong complex medical needs;
- coordination of early intervention resources through the inter-agency Service Coordination and Planning Committee for Preschool Children with Disabilities;
- participation in the activities of the non-government Manitoba Consortium on Alternative and Adaptive Communications;
- in conjunction with the Children and Youth Secretariat, development of the Technology Dependent Protocol, an innovative method of coordinating existing and new supports to children with complex medical needs at home, in licensed day care programs and schools;
- implementation of the pilot project, "In the Company of Friends," to assist individuals with a mental disability presently living in either institutional or unstable community settings, to live more independently in the community;
- participation in an interdepartmental committee with the departments of Justice and Health on the development of protocols for the handling of cases involving mentally disordered or mentally disabled offenders;
- the Community Living Unit, in conjunction with Regional Operations, conducted a complete review of the Management of Personal Funds Policy;
- the Community Living Unit participated with the departments of Education and Training and Health in a major review of the transitional planning protocol;
- development of a revised Support Services Manual which details policy and procedures in all areas of branch involvement;

- provision of orientation to *The Vulnerable Persons Act*, which was carried out in two modules, for all Regional Operations staff across the province, as well as for the staff of other government agencies such as the Public Trustee's Office and Residential Care Licensing; and
- provision of orientation to *The Vulnerable Persons Act* for Developmental Centres.

Staff Development and Training

In 1989, a staff development and training initiative was introduced in the Department of Family Services. This initiative was to include both government and non-government staff working with adults with a mental disability, and was to be provided through the Rehabilitation, Community Living and Day Care Division.

Since that time, in consultation and cooperation with agencies and their representative organizations, the Community Living and Vocational Rehabilitation Programs Branch has provided and facilitated a broad spectrum of training programs for staff at all levels of the service delivery system.

The objectives of the Development and Training Program are:

- to provide for staff development and training programs that enhance the ability of agencies and Family Services staff to ensure the quality care and safety of individuals in residential and day programs; and
- to ensure the ongoing availability of education to government and non-government staff providing care and support to adults with a mental disability in the community.

In 1995/96, there was provision or purchase of staff development and training services for over 1,500 agency and government staff serving individuals with a disability.

Community Living

The Community Living unit is responsible for residential and support services to assist adults with a mental disability and their families, and other primary care providers. These services are designed to promote maximum independence, and to allow adults with a mental disability to live in the least restrictive manner possible.

Community Living Consumers Served by Program 1993/94 to 1995/96

Program	Number of Consumers		
	1993/94	1994/95	1995/96
Residential and Support Services	635	664	683
Additional Care and Support	778	843	902
Supported Independent Living	306	344	346
Respite Services	542	580	562
Crisis Intervention	86	153	177
Special Rate	145	195	268

Community Residences

Community residences are residential resources operated by an agency for adults with a mental disability. The agency assumes responsibility for the provision of accommodation, purchase of day-to-day operating necessities and provision of on-site care and support, consistent with the needs of individual residents. Community residences are licensed to operate as residential care facilities.

The objectives of the Community Residence program are:

- to provide community housing for adults with a mental disability who, for a variety of reasons, do not live independently or with family or friends;
- to provide a safe and supportive community environment for adults with a mental disability;
- to encourage integration of adults with a mental disability into regular community activities in order to promote social and life skills development; and
- to promote and support independence in a residential setting.

Residential and Support Services Consumers Served by Region

1993/94 to 1995/96

Region	Number of Consumers		
	1993/94	1994/95	1995/96
Winnipeg	278	286	299
Eastman	50	55	57
Interlake	52	61	66
Central	94	93	91
Westman	88	89	89
Parkland	56	59	62
Norman	8	10	10
Thompson	9	11	9
TOTAL	635	664	683

Additional Care and Support

Additional Care and Support provides training, care and support to adults with a mental disability living in a variety of residential options. Funding is provided on an individual basis, to address assessed needs and goals which are over and above basic care and support requirements.

The objectives of Additional Care and Support are:

- to provide for the professional and para-professional supports required to support adults with a mental disability in community-based settings;
- to augment basic residential care to address the varied and individual needs of adults with a mental disability; and
- to promote the movement of adults with a mental disability to increasingly independent residential options.

Additional Care and Support Consumers Served by Region

1993/94 to 1995/96

Region	Number of Consumers		
	1993/94	1994/95	1995/96
Winnipeg	348	387	429
Eastman	71	74	80
Interlake	86	94	91
Central	83	88	90
Westman	97	101	107
Parkland	62	62	68
Norman	20	26	24
Thompson	11	11	13
Total	778	843	902

Supported Independent Living

Supported Independent Living provides training and support to enable adults with a mental disability to live in their own accommodation.

The objectives of Supported Independent Living are:

- to enable adults with a mental disability, capable of semi-independent living, to reside in the least restrictive alternative possible;
- to facilitate training and support which maintains adults with a mental disability in their own accommodation in a safe and healthy environment;
- to assist adults with a mental disability in developing skills in personal care, home maintenance, budgeting, menu planning, shopping, cooking, safety, recreation/leisure, community awareness and community participation; and
- to allow more capable individuals to vacate dependent and costly residential options, thereby freeing these residential options for individuals who have greater need of them.

Supported Independent Living Consumers Served by Region

1993/94 to 1995/96

Region	Number of Consumers		
	1993/94	1994/95	1995/96
Winnipeg	108	129	128
Eastman	27	28	28
Interlake	24	29	28
Central	51	53	54
Westman	48	54	56
Parkland	35	35	36
Norman	4	6	7
Thompson	9	10	9
Total	306	344	346

Respite Services

Respite Services provides short-term care for adults with a mental disability in order to relieve primary caregivers from continuous care.

Primary caregivers, for the purpose of Respite Services, include natural families, as well as the operators of Licensed Foster Care Facilities.

The objectives of Respite Services are:

- to provide supports which enable primary caregivers to continue to provide community-based residential care; and
- to provide short-term alternative care in the least restrictive environment, and in a manner which is minimally disruptive to the individual's lifestyle.

Respite Services Consumers Served by Region 1993/94 to 1995/96

Region	Number of Consumers		
	1993/94	1994/95	1995/96
Winnipeg	215	227	216
Eastman	64	74	81
Interlake	51	56	48
Central	61	70	62
Westman	82	88	89
Parkland	59	52	53
Norman	5	8	10
Thompson	5	5	3
Total	542	580	562

Crisis Intervention

Crisis Intervention provides individualized support to adults with a mental disability who are living in the community and are experiencing crisis.

Crisis Intervention is designed to provide immediate supports pending the development and implementation of longer-term plans.

The objectives of Crisis Intervention are:

- to ensure the immediate physical safety and well-being of individuals in crisis and those around them;
- to maintain the individual in crisis in the least restrictive alternative while long-term plans are put into place;
- to provide immediate assistance or relief to caregivers and service providers who are experiencing crisis with an adult with a mental disability;
- to prevent institutional placement of individuals due to a lack of time to develop appropriate program options; and
- to provide caregivers and service providers with on-site assistance in dealing effectively with crisis situations.

Crisis Intervention Consumers Served by Region 1993/94 to 1995/96

Region	Number of Consumers		
	1993/94	1994/95	1995/96
Winnipeg	45	105	115
Eastman	6	5	7
Interlake	3	10	13
Central	11	9	5
Westman	16	17	26
Parkland	3	4	4
Norman	1	1	4
Thompson	1	2	3
Total	86	153	177

Special Rate

Special Rate provides resources to support adults with a mental disability whose needs cannot be adequately met through existing programs and rates.

Resources provided in special rate situations may include, but are not restricted to, residential support, day service support, family support, and clinical/therapeutic input.

The objectives of Special Rate are:

- to provide short-term (2 - 12 months) intensive support to assist adults with a mental disability to fully access and benefit from existing services and support systems;
- to provide planned long-term supports to individuals who require enhanced services supports; and
- to facilitate community placement of individuals currently living in developmental centres whose needs cannot be met through other support options.

Special Rate Consumers Served by Region

1993/94 to 1995/96

Region	Number of Consumers		
	1993/94	1994/95	1995/96
Winnipeg	120	150	197
Eastman	4	13	26
Interlake	4	6	13
Central	3	3	3
Westman	11	16	12
Parkland	1	3	5
Norman	2	4	5
Thompson	0	0	7
Total	145	195	268

Administrative Support

The objectives of Administrative Support are:

- to provide funds to residential and day service operators to assist in offsetting the costs of program administration; and
- to acknowledge the administrative costs of program operation and improve the administrative capability of non-profit agencies.

**Administrative Support
Spaces Funded by Program**
1993/94 to 1995/96

Program	Program Spaces Funded		
	1993/94	1994/95	1995/96
Community Residences	620	646	664
Day Services	1,695	1,717	1,732
Supported Independent Living	228	238	242
Total	2,543	2,601	2,638

Day Services

Day services maximize the independence and productivity of adults with a mental disability by assisting them in adapting to and participating in the province's work force; facilitating their involvement in the community; and enhancing their potential for personal development.

Service options include supported employment and follow-up services, services with a vocational focus and individualized development services.

- Supported Employment and Follow-Up Services are aimed at supporting individuals in jobs in community settings. Individual support and training are provided at employment settings within the community. Once a job is secured and training is complete, follow-up services which include those activities that need to occur for the worker to maintain the job, are provided.
- Services with a Vocational Focus are aimed at developing, maintaining and maximizing an individual's vocational and social skills. The ultimate goal is competitive employment in integrated community settings.
- Individualized Development Services are aimed at developing, maintaining and maximizing an individual's personal care skills, emotional growth, physical development, socialization opportunities and communication skills through the provision of in-house or community-based activities. Personal development services may also include activities with a vocational focus wherever possible.

**Day Services
Consumers Served by Region**
1993/94 to 1995/96

Region	Number of Consumers		
	1993/94	1994/95	1995/96
Winnipeg	693	734	748
Eastman	242	252	248
Interlake	116	122	123
Central	265	271	272
Westman	224	228	226
Parkland	155	160	160
Norman	25	26	27
Thompson	17	16	17
Unallocated	20	22	22
TOTAL	1,757	1,831	1,843

Day Services - Transportation

The Community Living and Vocational Rehabilitation Programs Branch funds transportation services for adults with a mental disability who attend departmentally approved and funded day services.

Public transportation is the option of choice for individuals who, given the opportunity and appropriate training, are capable of utilizing it. Where distance or the level of disability dictate that public transportation is not the safest, most effective option, specialized transportation services are purchased from a number of private and non-profit carriers.

In 1995/96, the Community Living and Vocational Rehabilitation Programs Branch provided transportation services to 1,547 adults with a mental disability.

The objectives of Day Services - Transportation are:

- to purchase safe transportation from appropriately equipped and licensed carriers for individuals who require specialized services as a result of their mental and/or physical disability;
- to purchase public transportation (bus passes) for individuals who have the physical and mental skills to utilize such services; and
- to purchase services based on established rates and in consideration of historical experience with the quality of services provided.

Day Services - Transportation Consumers Served by Region

1993/94 to 1995/96

Region	Number of Consumers		
	1993/94	1994/95	1995/96
Winnipeg	660	726	738
Eastman	212	214	211
Interlake	93	93	94
Central	233	235	236
Westman	138	146	145
Parkland	72	82	82
Norman	17	18	19
Thompson	16	10	11
Unallocated	20	11	11
TOTAL	1,461	1,535	1,547

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. Based on these plans, funds are approved to enable individuals to access 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; and
- to assist adults with a mental, physical, psychiatric or learning disability to access the competitive work force through the provision of assessment, training, education and support services.

Vocational Training Persons Served by Disability 1993/94 to 1995/96

Disability	Number of Persons Served		
	1993/94	1994/95	1995/96
Physically Disabled	299	314	362
Psychiatrically Disabled	239	266	303
Mentally Disabled	176	203	265
Learning Disabled	47	47	67
Sight Disabled	52	62	40
Hearing Disabled	61	78	84
Total Persons Served	874	970	1,121

The following two tables outline the services purchased both by type of service and by disability group receiving that service. The number of services provided is much larger than the number of people served, as any one person may consume a number of different services simultaneously, or over time.

**Vocational Training
Purchased by Major Service**

1993/94 to 1995/96

Type of Service	Number of Services Provided		
	1993/94	1994/95	1995/96
Education - University	143	143	126
Education - Community College	136	114	96
Education - Special Colleges *	46	57	72
Education - School	33	46	18
Education - Out of province	28	33	23
Work Assessment Training	1,148	1,669	3,133
Transportation	1,191	1,230	1,347
Special Services	1,873	1,941	2,005
Total	4,598	5,233	6,820

* Other colleges in Manitoba

**Vocational Training
Services Purchased by Disability**

1993/94 to 1995/96

Disability	Number of Services Provided		
	1993/94	1994/95	1995/96
Physically Disabled	1,756	1,748	2,385
Psychiatrically Disabled	1,197	1,495	1,934
Mentally Disabled	765	927	1,321
Learning Disabled	230	223	356
Sight Disabled	199	242	197
Hearing Disabled	451	598	627
Total	4,598	5,233	6,820

09-3C-1 Adult Services

Expenditures by Sub-Appropriation	Actual 1995/96 \$	SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	1,172.1	24.00	1,316.9	(144.8)	
Other Expenditures	306.6		336.1	(29.5)	
Financial Assistance and External Agencies	42,902.2		43,803.7	(901.5)	1
Total Other Expenditures	43,208.8		44,139.8	(931.0)	

- The variance is primarily due to Community Residences, Additional Care and Support, and Special Rate funding underexpenditure, due to part-year costs for individuals reaching the age of majority at different times during the fiscal year.*

Children's Special Services

The objectives of the Children's Special Services unit are to plan, develop, and monitor programs for children with a physical or mental disability, to support families to maintain children with a disability in their own homes to the greatest extent possible, and to ensure that high-quality alternative resources are available for those children with a disability for whom no viable community care options currently exist.

The objectives of Children's Special Services are achieved through the following activities:

- development of program policies and service guidelines for the delivery of services to Manitoba children with a disability living with their families;
- provision of program consultation, monitoring, and funding support to St. Amant Centre Inc., the Society for Manitobans with Disabilities Inc., and Community Respite Services;
- support of the delivery of services by regional offices and agencies through consultation, training, research, and evaluation across government departments and programs;
- leadership in the development of resources to meet evolving demands (e.g., children with medically complex/technology-dependent needs) within the context of current services; and
- provision of program consultation and funding support to external agencies and regional offices delivering therapy, respite services and family support services.

These activities involve the provision of the following services:

- **Community-Based Services to Families** caring for children with a disability, including training, and consultation for regional staff; and
- **External Agencies** providing residential care, early intervention, and respite services.

Community-Based Services to Families

Children's Special Services develops guidelines and provides resources for family supports such as respite care; child development; supplies and equipment; transportation; and training.

The purpose of family supports is to reduce the stress encountered by the family. Families receive differing levels of support depending on their individual needs. High-need families include single-parent families caring for a disabled child, families with more than one disabled child, or families with a disabled child at risk of institutionalization (or other alternate placement) due to very high or complex needs.

Children's Special Services delivers services through the regional offices, staffed by the Regional Operations Branch of the Department of Family Services, and supports these services and staff by providing training, research, and evaluation. The unit consults with regional offices in the development of individualized care plans for families, and provides financial and program guidelines regarding service delivery.

In regions of the province where therapy services are not available, Children's Special Services contracts for a mobile therapy program, which provides occupational and physiotherapy on an itinerant basis. This therapy is delivered in the home, at school, at day care, or in nursery school programs.

External Agencies

Children's Special Services funds St. Amant Centre Inc. for the provision of residential care services to children and adults for whom no viable community care options currently exist.

Program consultation and funding support is also provided to the Society for Manitobans with Disabilities Inc., which offers assessment and early intervention including occupational therapy, speech therapy, and physiotherapy, early childhood education, and family counselling, and to Community Respite Services, which provides community-based respite.

The unit works closely with the Child Day Care and Child and Family Support programs, the voluntary sector, hospitals, schools, and private external agencies. In addition, the unit acts in conjunction with the Department of Education and Training and the Department of Health to ensure program coordination.

Number of Families Accessing Service in the Community

Type of Service	1993/94	1994/95	1995/96
Family Support Services	1,506	1,581	1,798
Medically Complex (Technology-Dependent)	39	46	61
Mobile Therapy *	222	249	249
Total	1,545	1,627	1,859

* Included in Family Support Services total.

St. Amant Centre Inc.

Number of Residents

Year*	Number of Children	Number of Adults	Number of Residents	Children % of Residents
1992	108	138	246	43.9%
1993	94	144	238	39.5%
1994	94	155	249	37.8%
1995	80	166	246	32.5%
1996	72	178	250	28.8%

* As of March 31. The number of residents is based on long-term admissions and does not include temporary respite.

09-3C-2 Children's Special Services

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Variance Over/(Under)	Expl. No.
Total Salaries	275.5	5.00	247.2	28.3
Other Expenditures	132.7		83.3	49.4
Financial Assistance and External Agencies	21,893.3		21,319.3	1
Total Other Expenditures	22,026.0		21,402.6	623.4

1. The variance is primarily due to additional family supports including respite, child development, training, supplies and transportation.

Manitoba Developmental Centre

The Manitoba Developmental Centre is a residential facility providing care, supervision and developmental programs for adult mentally disabled individuals from all regions of Manitoba.

The major objectives of the Centre are:

- to provide comprehensive programs and developmental training for residents, in accordance with accepted standards in the health care field and consistent with client needs in all life areas;
- to provide medical, pharmaceutical, dental, physiotherapy, occupational therapy and special diet services;
- to provide communications, life skills, behavioural and pre-vocational training services for the residents;
- to provide recreation and physical fitness services;
- to ensure the provision of a safe and therapeutic environment for residents, staff and visitors at the Centre;
- to provide support to community resources and encourage families and friends of residents to take part in many aspects of the Centre's programming;
- to provide client assessment, planning and assistance to residents returning to the community;
- to encourage and engage in research which benefits the population at the Centre and mentally disabled persons in general;
- to provide respite care as needed, and maintain an active liaison with community agencies; and
- to contribute to the provision of orientation, training and ongoing education of all staff.

In 1995/96, the Centre recorded a number of major accomplishments. In the course of this fiscal year, the Centre:

- completed the Medical Services Review and began implementation of the recommendations;
- introduced a training plan for staff working with sex offenders in treatment;
- expanded the Developmental Activity Program to one of the Cottage residences;
- installed a new telecommunications system, which provided an opportunity to reallocate staff and upgrade services in the "Drop-In" Centre sensory stimulation programs and to add a half-time staff in Pharmacy;
- initiated automated inventory management within the Stores department and took preliminary steps to develop a network information system;
- upgraded folding equipment in the Laundry, which improved efficiency;
- reviewed the dental services contract, improving its productivity, and upgrading the equipment to current standards;
- introduced a highly successful program of Chaplaincy Services, which included on-site interfaith services, group study, individual counselling, visitation and funeral services;

- introduced on-site deaf-blind intervenor training for staff working with deaf-blind residents;
- introduced occupational therapy, including assessment and treatment of autistic and severely mentally disabled residents;
- held an ethnic-fest celebration for the residents and staff commemorating Manitoba's 125th birthday;
- continued its long-range maintenance/upgrade programs with the Department of Government Services, to include:
 - washroom upgrade in the Groveby residence
 - ventilation upgrade in Spruce and Poplar cottages
 - fire alarm upgrade
 - a sidewalk replacement program; and
- minor capital improvements.

Manitoba Developmental Centre Admissions and Separations

1988/89 to 1995/96

Fiscal Year	Opening Population	New Admission	Re-Admission	Total Admissions	Discharges	Deaths	Closing Population
1988/89	584	6	27	33	23	10	584
1989/90	584	11	11	22	12	11	583
1990/91	583	4	20	24	19	9	579
1991/92	579	9	20	29	23	11	574
1992/93	574	5	8	13	18	10	559
1993/94	559	3	8	11	10	12	548
1994/95	548	6	1	7	9	7	539
1995/96	539	4	4	8	5	10	532

09-3D Manitoba Developmental Centre

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	22,180.3	614.26	22,801.0	(620.7)	
Other Expenditures	2,938.1		2,831.3	106.8	

Child Day Care

The objectives of the Child Day Care Branch in 1995/96 were:

- to support the development of accessible, high-quality child care by assisting child care facilities to meet established standards of care;
- to promote positive developmental care for children;
- to support parental participation in child care services; and
- to support inclusion of children with special needs in child care, including children with disabilities and children of families in crisis.

The Child Day Care Branch is responsible for:

- establishing minimum licensing standards for child care facilities under *The Community Child Day Care Standards Act*, and licensing and monitoring facilities according to these standards;
- providing financial assistance for child care fees on behalf of eligible parents with children attending child care facilities;
- providing grants and program assistance to eligible community groups and individuals who provide child care services; and
- classifying all child care workers who work in child care centres in Manitoba.

Licensed child care is provided for children 12 years of age or under in seven categories of centres or homes, as follows:

- full-time day care centres— six or more preschool age children are cared for on a full-time basis;
- school age day care centres— nine or more children enrolled in Kindergarten to Grade 6 are cared for during out-of-school hours;
- nursery schools— four or more infants or six or more preschool age children are cared for on a part-time basis;
- occasional day care centres— six or more children are cared for on a casual basis;
- family day care homes— up to eight preschool and school age children, including no more than five preschool children, are cared for in a private home;
- group day care homes— up to twelve children, of whom not more than three are less than two years of age, are cared for in one of the homes of the two people providing care; and
- private home day care— up to four preschool and school age children are cared for in a private home where a licence is optional.

The only change to the Child Day Care Program in 1995/96 was the elimination of the Acknowledgement form, as a condition of licensing for family day care homes. The Acknowledgement continued as a requirement of licensing for those child care centres that were willing to operate without funding assistance in the form of grants or subsidies.

Subsidized child care remained capped at 9,900 children in 1995/96.

The reasons under which families qualified for a fee subsidy continued to be based on criteria of need (employment, seeking employment, education, medical need, special social need), as well as an assessment of family income. The amount of provincial subsidy a family is eligible to receive continued to be based on family size, composition, income and cost of child care.

The continuation of pilot projects in funded facilities allowed for expansion through the creation of new unfunded licensed spaces in existing facilities. In 1995/96, there were 254 new licensed spaces created in 32 funded facilities.

Operating grants continued to be based upon the number of licensed spaces in the facility, the type of care offered, the hours of care and the ages of the children enrolled. The maximum amount for each grant was established by regulation and the amounts did not change in 1995/96.

The Children With Disabilities Program places children with physical disabilities, developmental delays or emotional and/or behavioural problems into child care settings, including day care centres, family day care homes and nursery schools. The program provides supports and grants to eligible child care facilities and offers children an opportunity to reach their developmental potential in a community environment which fosters positive attitudes towards the disabled. The number of children participating directly in this program in 1995/96 was 581.

The educational requirements necessary for child care workers are specified by regulation under *The Community Child Day Care Standards Act*. Individuals may be classified at the Child Care Worker Assistant or Child Care Worker (CCW) I, II or III levels. Classification at the CCW II and III levels requires formal education, or may be awarded upon a demonstration of on-the-job abilities through a competency based assessment.

A total of 1,144 child care workers applied to Child Day Care and received classifications in 1995/96. There were 11 candidates who successfully completed the Competency Based Assessment (CBA) and were classified at the Child Care Worker II level by Child Day Care in 1995/96. Child Day Care's CBA Program has been offered since 1987.

Child Day Care provides information to parents and interested individuals about child care services and options. An "Intake Line" is operated during regular office hours, and is also accessible through a government toll-free telephone number. Information sessions are provided in the evenings to individuals and groups interested in establishing a day care centre or becoming a licensed family day care provider.

The 1995/96 fiscal year was the last fiscal year that Manitoba received federal cost-sharing under the provisions of the Canada Assistance Plan for grant and subsidy expenditures made on behalf of subsidized children in non-profit day care centres and family day care homes.

**Centres and Homes
Total Facilities and Spaces**

Centres	1994/95		1995/96	
	No. of Centres	No. of Spaces	No. of Centres	No. of Spaces
Fully Funded	402	11,959	395	11,807
Partially Funded and Unfunded Non-Profit	76	2,242	78	2,566
Private	41	1,534	43	1,641
Total	519	15,735	516	16,014

Homes	1994/95		1995/96	
	No. of Homes	No. of Spaces	No. of Homes	No. of Spaces
Fully Funded	261	1,511	296	1,811
Partially Funded and Unfunded Non-Profit	260	1,600	228	1,461
Total	521	3,111	524	3,272

Fully Funded Centres and Homes

As of March 31, 1996

Region	Centres		Homes		Total	
	No. of Centres	No. of Spaces	No. of Homes	No. of Spaces	No. of Facilities	No. of Spaces
Winnipeg	216	7,570	135	773	351	8,343
Westman	51	1,149	81	516	132	1,665
Eastman	33	774	11	70	44	844
Central/ South Central	40	904	23	129	63	1,033
Interlake	19	447	19	123	38	570
Parkland	16	321	10	70	26	391
Norman	8	230	13	100	21	330
Thompson	12	412	4	30	16	442
Total	395	11,807	296	1,811	691	13,618

Partially Funded and Unfunded Non-Profit Centres and Homes

As of March 31, 1996

Region	Centres		Homes		Total	
	No. of Centres	No. of Spaces	No. of Homes	No. of Spaces	No. of Facilities	No. of Spaces
Winnipeg	55	2,004	155	974	210	2,978
Westman	6	131	49	330	55	461
Eastman	5	85	5	30	10	115
Central/ South Central	4	104	7	44	11	148
Interlake	5	119	4	25	9	144
Parkland	—	7	3	19	3	26
Norman	1	28	2	18	3	46
Thompson	2	88	3	21	5	109
Total	78	2,566	228	1,461	306	4,027

Private Centres

As of March 31, 1996

Region	Total No. of Facilities	Total No. of Spaces
Winnipeg	39	1,525
Westman	4	116
Total	43	1,641

Licensing Orders, Suspensions, Refusals

1995/96

Facilities	Number of Licensing Orders*	Licence Suspensions/Refusals
Non-profit centres	2	—
Private centres	3	—
Family day care homes	4	—
Total	9	—

- * A licensing order is issued under Section 18 of *The Community Child Day Care Standards Act* when serious violations of licensing regulations occur.

09-3E Child Day Care

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Variance Over/(Under)	Expl. No.	
Total Salaries	2,060.9	48.26	2,065.2	(4.3)	
Other Expenditures	576.2		519.2	57.0	
Financial Assistance and Grants	40,057.3		44,679.2	(4,621.9)	1
Total Other Expenditures	40,633.5		45,198.4	(4,564.9)	

1. The underutilization of subsidized cases has been attributed to general economic conditions and the availability of lower-cost unlicensed care.

Child and Family Services

The Child and Family Services Division is responsible for the delivery of a range of high-quality social services to strengthen and support Manitoba families. The primary goal of the divisional programs is to support family unity. However, when families are unable to fully carry out their responsibilities, divisional programs provide for the protection and well-being of family members. When the rights of children and families are in conflict, the Child and Family Services Division ensures that the needs of children are met.

The major objectives of this division are:

- to provide central program management for child and family services programs;
- to provide program and administrative direction and funding support for services which are mandated under *The Child and Family Services Act* and are delivered by child and family services agencies and regional offices, and for specialized services provided by other agencies;
- to provide short-term care and shelter for youth who require placement in a secure setting;
- to provide social service support to the Court of Queen's Bench, Family Division, through information/referral, mediation, conciliation counselling, and court-ordered assessments; and
- to provide program and administrative direction and funding support to community-based agencies which offer services to abused women, to their children, and to abusers; and to women's resource centres which assist women to make informed decisions in their lives.

The programs and services administered by the division are delivered through three program branches: Child and Family Support (including Seven Oaks Centre), Family Conciliation, and Family Dispute Services.

Administration

The staff of the division's Administration Branch consists of the Assistant Deputy Minister, and advisory and support staff. The objectives of the branch are to manage, direct, and support divisional programs, to ensure effective service delivery within available budgetary and human resources, to facilitate the development of effective management practices within divisional programs, to promote external agency accountability necessary to ensure compliance with legislation and the administrative and funding guidelines of the department, to coordinate the divisional budget process to ensure that adequate resources are available for divisional programs, and to coordinate divisional planning and policy development to ensure that the division's programs identify and meet changing client needs.

The objectives of the Divisional Administration Branch are achieved through the following activities:

- provision of divisional comptrollership and quality control through direction of, consultation with, and assistance to program branches, to ensure that program commitments are met within available budgetary resources;
- direction and coordination of divisional financial management processes including budget preparation, monitoring, and reporting;
- direction and coordination of the development of policy, program, and service delivery options consistent with governmental and departmental objectives and the changing needs of client groups;
- direction, coordination, and monitoring of the implementation of service purchase agreements with agencies in receipt of funding through the division; and

- initiation of and participation in the cross-system coordination of services, such as interdepartmental committees and working groups, and First Nations organizations.

During 1995/96, accomplishments for the Administration Branch included:

- coordination of the 1996/97 estimates process for the division in accordance with departmental and Treasury Board guidelines and target dates;
- continued coordination of the development of a plan to control volumes and costs of children in care and to provide support services designed to prevent children from coming into care, as well as to assist children to exit formal care;
- continued coordination of short- and long-term initiatives such as: Service Purchase Agreements, Audit Action Plans, Agency Reporting Requirements, Child Abuse Registry Review Committee, Conflict of Interest, Freedom of Information, Affirmative Action, and French Language Services;
- maintenance and refinement of a divisional administrative, program and financial overview package, which includes all branches within the division; and
- continued improvement of timing and accuracy of correspondence and submissions regarding divisional activities.

In addition to these accomplishments, ongoing activities in 1995/96 included:

- provision of regular management consultation and support to program branches in order to assist them in meeting their objectives; and
- ongoing maintenance of divisional quality control, and tracking systems.

09-4A Administration

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	448.5	7.00	406.7	41.8	
Other Expenditures	56.6		61.1	(4.5)	

Child and Family Support and Seven Oaks Centre

Child and Family Support

The Child and Family Support Branch has responsibility for the administration of *The Child and Family Services Act*. Services under the Act include support of community groups, assistance to families, child protection, child placement, and services to minor and single parents. The branch is also responsible for the operation of the Seven Oaks Centre, a secure, protective residential facility for children.

The objectives of the Child and Family Support Branch include:

- to plan and develop a comprehensive continuum of child and family services throughout the province, designed to support, supplement, and where necessary, substitute for parental care and supervision; and
- to ensure the delivery of high-quality services by external agencies and regional offices, in accordance with provincial statutory requirements, program standards, policy direction, and budgetary allocations.

The Child and Family Support Branch operates as a central directorate and provides administrative, program, and funding support to external agencies and regional offices to ensure the delivery of services which:

- strengthen families to enable children to remain in their own homes;
- investigate allegations of child abuse;
- protect children at risk of abuse and neglect;
- provide support to pregnant adolescents and young parents;
- provide substitute parental care, including foster and residential care homes; and
- place children for adoption.

Child and family services are provided through a network of external agencies and regional offices, which are mandated to provide services under *The Child and Family Services Act*, and by ancillary and related service organizations that provide a range of preventative and supportive services to children, families, and to minor and single parents.

The Child and Family Support Branch also maintains the Central Adoption, the Post-Adoption, and the Child Abuse Registries; and an Interprovincial Desk, which facilitates the interprovincial movement of children, and the transmission of child protection alerts.

The Act provides for the licensing and funding of placement resources for children, including foster homes, group homes, and child care treatment centres. Foster homes are approved by the mandated agencies and regional offices; group homes and treatment centres are licensed by the department's Residential Care Licensing Branch, and are funded through the Child and Family Support Branch.

Activities carried out by the Child and Family Support Branch include:

- **Planning** - design and coordination of a strategic planning process for service providers and community agencies within the child and family services system, and the development and enhancement of the provincial Child and Family Services Information System;
- **Quality Assurance and Program Evaluation** - establishment of standards of service delivery and evaluation of agency programs in relation to those service standards;
- **Policy and Legislation** - identification of policy development issues, review of legislation, preparation of legislative changes and regulations, and implementation of new policies and legislation in the child and family services system;

- **Service Promotion and Support** - promotion of high-quality services delivered by agencies through consultation, training, research, and evaluation;
- **Budgeting and Funding** - funding of child and family services agencies, including the development of budgets, funding mechanisms and contractual relationships; the reviewing of financial requirements and results; and the maintenance of accountability for public funds; and
- **Centralized Provincial Services** - administration of centralized provincial services, including the Adoption and the Post-Adoption Registries, and the Child Abuse Registry.

Planning

The Child and Family Support Branch planning activities in 1995/96 reflected government priorities related to program and financial accountability, quality of services, and volume management issues. Child and Family Support Branch activities resulted in the following accomplishments:

- continued support for a strategic shift towards services which emphasize family preservation, family support, and family responsibility. Agencies have increased flexibility in the development and delivery of front-end preventative services through the continued support for projects funded under the Family Support Innovations Fund. Funding was recommended and approved for 24 projects in 1995/96;
- implementation of an Adoption Initiative to support the development and preparation of permanent adoptive homes for permanent wards over the age of one year, which resulted in 55 more children being placed for adoption in 1995/96 (an increase of more than fifty percent from 1994/95). Thirty of these children were 2-5 years of age; sibling group placements increased from 5 to 19; and foster parent adoptions increased by 24 placements;
- increased involvement in cross-system coordination efforts through initiatives of the Children and Youth Secretariat, and a number of ongoing interdepartmental activities such as the Crisis Committee for emotionally/behaviourally disturbed children and adolescents, and the Seven Oaks Centre review committee; and
- continued development of service purchase agreements with agencies funded by the Branch to clearly specify the nature and quantity of service to be provided by the agency, and the level and type of funding to be provided by government.

Quality Assurance and Program Evaluation

The Child and Family Support Branch significantly increased quality assurance and program monitoring and evaluation activities in 1995/96:

- detailed program reviews of nine child and family services agencies/organizations and of twelve residential care facilities were undertaken;
- upon completion of the reviews, extensive consultation and support was provided, at the request of agencies and facilities, in the development of action plans to address the reviews' recommendations; and
- three components of Competency-Based training were provided to 53 participants and 66 supervisors from the child and family services agencies, and 35 individuals received components of Competency-Based Training for Trainers. In addition, 11 issue-specific workshops were delivered to 232 participants.

Policy and Legislation

Activities in this area involved ongoing updating of standards, amendments to *The Child and Family Services Act*, and continued documentation of comments and recommendations for legislative change.

- Chapter 23 - *The Child and Family Services Amendment Act* - came into force on November 3, 1995. These amendments apply to children in need of protection who are apprehended by a child and family services agency for medical reasons.
- Chapter 22 - *The Intercountry Adoption (Hague Convention) and Consequential Amendments Act* - was passed on November 3, 1995, and comes into force on proclamation. This legislation incorporates *The Hague Convention on Intercountry Adoption and Protection of Children* into Manitoba legislation.

Service Promotion and Support

In 1995/96, program consultation and support were provided to agencies, regional offices, and other service organizations through individual and group meetings (e.g. council meetings), workshops, agency visits, records management, and forms distribution. Achievements resulting from this activity were:

- continuation of a biannual forum for conjoint consultation between the Division and all Executive and Regional Directors of mandated child and family services agencies;
- development of a working group to review the appropriateness of current residential care resources for the needs of children using them, and to assist in the shaping of a long-term plan for residential care;
- ongoing training and support for the implementation of the Child and Family Services Information System, and extensive support for the development and delivery of Competency-Based Training throughout the child and family services system;
- ongoing work by a working group of Native and non-Native agency representatives to define and pilot protocols whereby Native agencies are informed of and engaged in cases involving Treaty Indian children in the care of non-Native agencies; and
- financial and organizational support in the development of the Manitoba Youth-in-Care Network, to provide youth and children in care with a supportive organization and formal voice regarding the services and issues which affect them.

Budgeting and Funding

As part of continued direction by government for improved financial management, efficiency, and increased accountability, Child and Family Support Branch activities resulted in the following accomplishments for 1995/96:

- continued support for a Volume Management Initiative to reduce the number of children in care and to enhance agency accountability and reporting in this regard;
- implementation of additional service purchase agreements with agencies to improve accountability for the use of government funds; and
- review and updating of a new "Agency Reporting Requirement" package, with increased emphasis on outputs.

Funding is provided to three main agency groupings:

- i. **Mandated Agencies/Central Programs**
- ii. **Child Care Treatment Centres/Residential Care Facilities**
- iii. **Other External Agencies**

i. Mandated Agencies/Regions

Funding is in support of the following:

- Central Support/Program Grants - These grants provide funding for Central Support, Services to Communities and Families, Protective Family Services, and Children in Care.
- Basic Maintenance - These payments provide for the basic cost of children in care and are paid by agencies to foster parents.
- Special Rate/Needs - These funds are in support of the special needs costs for all children in care, and the special rate costs associated with children in care that are classified as Level II-IV.
- Exceptional Circumstances Fund - This fund is centrally administered by the department to help offset the cost of unusually high-cost needs for all children, the cost of approved Level V placements, and the high costs related to northern/remote locations.
- Support Services - These funds are for the provision of individual, family and group support services for ~~clients at high risk~~ or for children in care.
- Project Grants - These grants are in support of individually approved projects which:
 - address caseload volume or management issues, or
 - pilot innovative approaches to preventive or treatment service, or
 - support initiatives in the province's child abuse programs.

Included in this category are five community-based child and family services agencies, seven Native child and family services agencies, and five regional offices.

- Child and Family Services Agencies:
 - Winnipeg Child and Family Services
 - Child and Family Services of Central Manitoba
 - Child and Family Services of Western Manitoba
 - Jewish Child and Family Service
 - Churchill Health Centre
- Native Agencies:
 - Dakota Ojibway Child and Family Services
 - West Region Child and Family Services
 - Southeast Child and Family Services
 - Anishinaabe Child and Family Services (East - Intertribal)
 - Anishinaabe Child and Family Services (West)
 - Awasis Agency of Northern Manitoba
 - The Cree Nation Child and Family Caring Agency
- Regional Offices:
 - Eastman
 - Interlake
 - Parkland
 - Norman
 - Thompson

ii. Child Care Treatment Centres/Residential Care Facilities

Funding is in support of the following:

- Central Support/Program Grants - Treatment Centres - These grants provide funding for central support and specialized programs operated by the four child care treatment centres.
- Project Grants - These funds are in support of initiatives in the province's child abuse programs.
- Residential Care Facilities - These funds are in support of the client costs of placements in group homes or child care treatment centres (Level III - V), and are paid directly to the facility. Admissions to Level IV and Level V facilities are screened by a committee.
- Residential Support Services - These funds are in support of supplementary child care workers to provide additional support for individual high-needs children placed in residential care facilities, or stabilization of the facility as a whole.

Included in this category are 45 residential care facilities (296 beds) operated by 4 child care institutions and 15 other organizations/agencies.

- Child Care Treatment Centres:
Children's Home of Winnipeg
Knowles Centre Inc.
Marymount Inc.
Macdonald Youth Services
- 15 Residential Group Home Organizations/Agencies:
B & L Homes for Children
Child and Family Services of Western Manitoba
Church of God in Christ
Churchill Health Centre
Green Pastures Retreat
Haldorsson Group Homes
Hydra House
Jewish Child and Family Centre
Jessie Home
Naturas Inc.
Project Neechewam
Quest Group Home Services
St. Amant Centre
Starhawk Child Care Services
Haldisse Community Services Inc.

iii. Other External Agencies/Central Programs

External Agencies

Included in this category are 16 agencies that receive funding from the department for a variety of child and family service programs:

Ma Mawi-Wi-Chi-Itata Centre, Inc.
Native Women's Transition Centre, Inc.
Manitoba Metis Federation Inc.
Villa Rosa Inc.
Family Services of Winnipeg Inc. (Family Support Program)
Health Sciences Centre (Child Protection Centre)
Rossbrook House Inc.
Pregnancy Distress Service Inc.
The Pas Action Centre Inc.
University of Manitoba (Psychological Service Centre)
Big Brothers Association of Winnipeg Inc.
Big Sisters Association of Winnipeg Inc.
Big Brothers and Sisters of Brandon Inc.
Big Brothers and Sisters of Morden/Winkler and District Inc.
Big Brothers and Sisters of Portage la Prairie Inc.
Youth for Christ (Winnipeg) Incorporated

Central Programs

Included in this category are:

Repatriation of children from Manitoba to their home province, repatriation of adoption placements, adoption subsidies, Foster Parents' Insurance program, legal aid.

Centralized Provincial Services

The Child and Family Support Branch has responsibility for coordinating and providing specific services including the Central Adoption Registry, the Post-Adoption Registry, the Child Abuse Registry, and the Interprovincial Desk.

In 1995/96, activities in this area resulted in:

- the placement of 145 children through the Central Adoption Registry;
- 743 new registrations on the Post-Adoption Registry, and 218 reunions facilitated on behalf of registrants;
- the reporting to Manitoba agencies and regional offices of 2,211 alleged physically and sexually abused children;
- the recording, as at March 31, 1996, of a total of 1,352 abusers and 471 child victims on the Child Abuse Registry; and
- the processing of a total of 413 cases by the Interprovincial Desk.

Number of Children by Present Status Who Have Been Placed¹ By Reporting Agency

as at March 31, 1996 (numbers include both federal and provincial responsibility)

Service Providers	1993/94				1994/95				1995/96			
	Wards	VPA ²	Other	Total	Wards	VPA ²	Other	Total	Wards	VPA ²	Other	Total
Child and Family Services Agencies												
Winnipeg Child and Family Services	1,940	915	38	2,893	1,465	715	532	2,712	1,486	551	593	2,630
Child and Family Services of Central Manitoba	120	42	0	162	117	39	0	156	115	17	0	132
Child and Family Services of Western Manitoba	191	30	0	221	133	15	26	174	143	17	0	160
Jewish Child and Family Service	1	3	2	6 ³	0	4	1	5 ³	6	4	4	14
Churchill Health Centre	7	5	1	13 ³	4	1	0	5 ³	13	1	0	14
Sub-Total	2,259	995	41	3,295	1,719⁶	774	559	3,052	1,763	590	597	2,950
Native Agencies												
Dakota Ojibway Child and Family Services	256	24	—	280	141	20	37	198	160	13	28	201
West Region Child and Family Services	171 ⁴	12 ⁴	23 ⁴	206 ³	138	34	49	221	160	31	42	233
Southeast Child and Family Services	158 ⁴	142 ⁴	68 ⁴	368 ³	92	230	90	412	166	198	1	365
Anishinaabe Child and Family Services - East	62	40	—	102	76	37	14	127	85	38	10	133
Anishinaabe Child and Family Services - West	102 ⁴	72 ⁴	29 ⁴	203 ³	95	81	22	198	108	73	15	196
Awasis Agency of Northern Manitoba	246	79	25	350	197	70	57	324	158	51	48	257
Cree Nation Child and Family Caring Agency	156	26	57	239	127	21	40	188	125	31	34	190
Sub-Total	1,151	395	202	1,748	866	493	309	1,668	962	435	178	1,575
Regional Offices												
Eastman	54	37	3	94	34	27	16	77	33	54	19	106
Interlake	57	51	3	111	47	31	16	94	49	30	12	91
Parkland	107	19	14	140	93	20	11	124	88	5	24	117
Norman	60	12	5	77	61	10	19	90	54	11	15	80
Thompson	212	19	24	255	179	17	35	231	165	21	65	251
Sub-Total	490	138	49	677	414	105	97	616	389	121	135	645
TOTAL	3,900	1,528	292	5,720	2,999	1,372	965	5,336⁵	3,114	1,146	910	5,170⁵

- ¹ "Placed" refers to those placements other than the home of the child's parents or persons in whose care the child has been at the time of agency/regional office placement.
- ² Voluntary Placement Agreement.
- ³ Children in pay care only.
- ⁴ Estimated.
- ⁵ 136 children in 1994/95 and 198 children in 1995/96 under Orders of Supervision are not included in this total. In previous years, these children were included in Children in Care Statistics.
- ⁶ The decrease in Wards from 1993/94 to 1994/95 is largely due to counting "apprehensions" in the "Other" category, instead of the "Ward" category.

Number of Children by Placement Placed by Reporting Agency

(as at March 31, 1996)

Service Providers	Foster Homes ³	Residential Care ¹	Other Placement Resources	Selected Adoption Probation	Other Non-Pay Care Living Arrangements ²	Total
Child and Family Services Agencies						
Winnipeg Child and Family Services	1,569	174	536	108	243	2,630
Child and Family Services of Central Manitoba	106	3	7	5	11	132
Child and Family Services of Western Manitoba	92	16	8	5	39	160
Jewish Child and Family Service	3	0	7	2	2	14
Churchill Health Centre	4	4	2	0	4	14
Sub-Total	1,774	197	560	120	299	2,950
Native Agencies						
Dakota Ojibway Child and Family Services	147	12	29	0	13	201
West Region Child and Family Services	190	1	32	0	10	233
Southeast Child and Family Services	327	13	1	2	22	365
Anishinaabe Child and Family Services - East	124	6	2	0	1	133
Anishinaabe Child and Family Services - West	181	1	7	0	7	196
Awasis Agency of Northern Manitoba	209	7	5	3	33	257
Cree Nation Child and Family Caring Agency	137	19	4	3	27	190
Sub-Total	1,315	59	80	8	113	1,575
Regional Offices						
Eastman	26	3	59	0	18	106
Interlake	61	6	13	0	11	91
Parkland	79	4	16	1	17	117
Norman	41	8	16	4	11	80
Thompson	111	41	75	4	20	251
Sub-Total	318	62	179	9	77	645
TOTAL	3,407	318	819	137	489	5,170

1. Includes private group homes, own-agency group homes, and residential treatment centres.

2. Includes Seven Oaks Centre, St. Amant Centre, Manitoba Youth Centre, hospitals and other facilities.

3. Includes regular rate and special rate foster homes.

Child Maintenance Provincial Days of Care
1995/96

Agency/Region	Foster & Special Rate Care			Residential Care ¹	Seven Oaks Centre	Total
	Regular Rate Level I	Special Rate Level II-V	Sub-Total			
Child and Family Services Agencies						
Winnipeg Child and Family Services	336,764	416,684	753,448	58,149	5,950	817,547
Child and Family Services of Central Manitoba	11,273	27,384	38,657	2,113	53	40,823
Child and Family Services of Western Manitoba	14,407	25,697	40,104	5,572	1	45,677
Jewish Child and Family Service	66	1,595	1,661	305	—	1,966
Churchill Health Centre	1,052	275	1,327	1,010	—	2,337
Sub-Total	363,562	471,635	835,197	67,149	6,004	908,350
Native Agencies						
Dakota Ojibway Child and Family Services	3,244	3,558	6,802	601	194	7,597
West Region Child and Family Services	13,490	13,928	27,418	—	4	27,422
Southeast Child and Family Services	18,102	10,705	28,807	619	189	29,615
Anishinaabe Child and Family Services - East	17,289	12,725	30,014	1,367	129	31,510
Anishinaabe Child and Family Services - West	16,818	17,794	34,612	585	173	35,370
Awasis Agency of Northern Manitoba	—	16,640	16,640	—	253	16,893
Cree Nation Child and Family Caring Agency	9,680	1,666	11,346	31	335	11,712
Sub-Total	78,623	77,016	155,639	3,203	1,277	160,119
Regional Offices						
Eastman	10,916	6,316	17,232	579	4	17,815
Interlake	18,274	11,365	29,639	2,503	119	32,261
Parkland	27,942	11,734	39,676	1,076	5	40,757
Norman	15,771	7,248	23,019	2,276	157	25,452
Thompson	42,632	26,054	68,686	11,470	594	80,750
Sub-Total	115,535	62,717	178,252	17,904	879	197,035
Total	557,720	611,368	1,169,088	88,256	8,160	1,265,504

1. Includes group homes and child care treatment centres.

Provincial Caseload by Category

(as at March 31, 1996)

Service Providers	Number of Children in Care	Number of Families Receiving Services	Number of Unmarried Adolescent Parents	Total
Child and Family Services Agencies				
Winnipeg Child and Family Services	2,630	3,522	224	6,376
Child and Family Services of Central Manitoba	132	549	37	718
Child and Family Services of Western Manitoba	160	678	64	902
Jewish Child and Family Service	14	242	1	257
Churchill Health Centre	14	9	0	23
Sub-Total	2,950	5,000	326	8,276
Native Agencies				
Dakota Ojibway Child and Family Services	201	330	0	531
West Region Child and Family Services	233	401	0	634
Southeast Child and Family Services	365	270	15	650
Anishinaabe Child and Family Services - East	133	277	3	413
Anishinaabe Child and Family Services - West	196	206	0	402
Awasis Agency of Northern Manitoba	257	702	80	1,039
Cree Nation Child and Family Caring Agency	190	197	7	394
Sub-Total	1,575	2,383	105	4,063
Regional Offices				
Eastman	106	115	0	221
Interlake	91	212	1	304
Parkland	117	156	12	285
Norman	80	244	5	329
Thompson	251	366	11	628
Sub-Total	645	1,093	29	1,767
TOTAL	5,170	8,476	460	14,106

History of Funding (\$000)

Service Provider	1993/94	1994/95	1995/96
Child and Family Services Agencies			
Winnipeg Child and Family Services	47,774.0	54,561.3	56,294.9
Child and Family Services of Central Manitoba	3,239.2	3,155.5	3,216.1
Child and Family Services of Western Manitoba	4,435.8	4,395.8	4,395.8
Jewish Child and Family Service	191.1	181.9	212.8
Churchill Health Centre	41.1	42.5	55.4
Sub-Total	55,681.2	62,337.0	64,175.0
Native Agencies			
Dakota Ojibway Child and Family Services	607.9	494.6	540.9
West Region Child and Family Services	1,257.5	1,362.2	1,453.8
Southeast Child and Family Services	789.1	867.8	1,066.3
Anishinaabe Child and Family Services - East	1,295.3	1,182.1	1,264.8
Anishinaabe Child and Family Services - West	1,539.3	1,448.6	1,559.3
Awasis Agency of Northern Manitoba	1,168.1	860.1	910.8
Cree Nation Child and Family Caring Agency	-	336.3	414.7
Sub-Total	6,657.2	6,551.7	7,210.6
Regional Offices			
Eastman	888.4	893.6	628.9
Interlake	1,065.7	1,058.3	1,084.0
Parkland	1,150.1	1,123.7	1,166.0
Norman	919.1	861.8	1,176.4
Thompson	2,666.7	2,710.3	2,768.6
Sub-Total	6,690.0	6,647.7	6,823.9
Directorate Programs	285.3	312.4	195.7
MANDATED AGENCIES SUB-TOTAL	69,313.7	75,848.8	78,405.2
Treatment Centres - Grants	3,436.7	3,478.4	3,481.8
Residential Care	13,737.7	12,854.3	13,260.1
Other Agencies/Programs	6,180.7	5,909.6	5,907.3
TOTAL	92,668.8	98,091.1	101,054.4

Report on Alleged Physically & Sexually Abused Children in Manitoba

Source	1993/94	1994/95	1995/96
Child and Family Services Agencies			
Winnipeg Child and Family Services	1,011	1,100	848
Child and Family Services of Central Manitoba	296	255	195
Child and Family Services of Western Manitoba	101	109	98
Jewish Child and Family Service	19	11	16
Churchill Health Centre	7	1	0
Sub-Total	1,434	1,476	1,157
Native Agencies			
Dakota Ojibway Child and Family Services	135	90	207
West Region Child and Family Services	161	174	156
Southeast Child and Family Services	97	53	72
Anishinaabe Child and Family Services - East	—	12	28
Anishinaabe Child and Family Services - West	67	18	15
Awasis Agency of Northern Manitoba	78	0	—
Cree Nation Child and Family Caring Agency	39	264	174
Sub-Total	577	611	652
Regional Offices			
Eastman	21	32	15
Interlake	132	155	117
Parkland	100	72	89
Norman	23	88	75
Thompson	100	110	106
Sub-Total	376	457	402
Total	2,387	2,544	2,211
Age of Child			
Under 1 year	40	36	31
1 - 3 years	320	327	250
4 - 10 years	1,094	1,117	968
11 - 15 years	622	577	600
16 and over	166	142	102
Unknown	28	345	260
Total	2,270²	2,544	2,211
Sex of Child			
Male	916	894	790
Female	1,466	1,385	1,227
Unknown	—	265	194
Total	2,382¹	2,544	2,211

1. Five children not reported.
2. Information incomplete.

Adoption Services

	1993/94	1994/95	1995/96
Selected Manitoba Placements ¹	90	89	144
Selected Out-of-Province Placements	3	1	1
Total Selected Adoptions	93	90	145
Private ² Placements Opened	47	31	28
De Facto ³ Placements Opened	21	15	20

- 1 *Selected Adoption - A child is placed for adoption with approved applicants by the director or agency having permanent guardianship of the child.*
- 2 *Private Adoption - A child may be adopted by persons with whom he/she has been placed directly by the biological parent.*
- 3 *De Facto - A child may be adopted by persons who have had him/her in their custody without financial assistance for at least three years.*

09-4B Child and Family Support

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	2,286.5	47.26	2,232.4	54.1	
Other Expenditures	2,232.9		2,261.5	(28.6)	
Maintenance of Children and External Agencies	101,054.4		97,974.6	3,079.8	1
Family Support Innovations Fund	1,970.5		2,500.0	(529.5)	2
Total Other Expenditures	105,257.8		102,736.1	2,521.7	

1. *The variance is primarily attributable to increased costs and volume in foster care in Winnipeg Child and Family Services.*
2. *The variance is due to lower than expected costs in the initiatives' start-up phase.*

Seven Oaks Centre

The Seven Oaks Centre is a provincial residential facility for children, designated as a place of safety under *The Child and Family Services Act*. The facility provides temporary emergency shelter and protective residential care for children who:

- present an immediate danger to themselves or others; and
- demonstrate an inability to live in a less secure setting.

Major activities during 1995/96 included:

- the provision of extensive training to specific staff, resulting in their certification in non-violent crisis intervention and suicide intervention;
- the provision of care to 294 children; and
- continued development and review of restructuring options for Seven Oaks Centre.

Seven Oaks Centre Case Count

Residents	1993/94	1994/95	1995/96
Children Resident at April 1	22	24	19
Admissions	311	312	294
Discharges	309	317	288
Children Resident at March 31	24	19	25
Number of Days Care	8,460	8,265	8,160

09-4C Seven Oaks Centre

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY \$	Variance Over/(Under)	Expl. No.
Total Salaries	1,810.0	41.00	1,819.1	(9.1)
Other Expenditures	276.3		271.0	5.3

Family Conciliation

The Family Conciliation Branch is the social services component of the Court of Queen's Bench, Family Division.

Family conciliation services are provided in Winnipeg directly by the Family Conciliation Branch, and in other areas of the province by regional office staff (funded by the Regional Operations Branch of the department in the Westman, Parkland, Norman, and Thompson Regions).

The objective of the Family Conciliation Branch is to ensure the availability of a range of high-quality dispute resolution services to families disrupted by separation or divorce, and where continued parenting of the children is of primary concern.

The objectives of the Family Conciliation Branch are achieved through the following activities:

- administration of family conciliation services (Winnipeg), which provides social service support to the Family Division of the Court of Queen's Bench, including information/referral, court-ordered assessments, mediation, counselling, and group programs;
- development and monitoring of program policies and service standards across the province; and
- provision of training, consultation, and leadership in the development of regional services.

These activities involve the provision of the following services:

- **Information and Referral** is an intake service. Individuals and families are assisted in identifying problems and possible solutions, are informed of community services which may be appropriate to their situation, and are referred accordingly.
- **Conciliation Counselling** is brief, separation-related counselling focused on parents' and children's adjustment to family reorganization.
- **Mediation** is structured, short-term intervention to assist families in developing a parenting plan, to maintain a continuing relationship amongst children, parents, and extended family, and to protect children from parental conflict. This is a preferred intervention for resolving custody/access conflicts.
- **Court-Ordered Assessment Reports** provide comprehensive family assessments, professional opinions, and recommendations to the Court concerning the best interests of children in custody, access, and guardianship matters.
- **The Parent Education Pilot Project** "For the Sake of the Children" educates and focuses parents on the needs of their children in the context of divorce. The seminar is an essential first step to mediation. It is held on a weekly basis; sessions are four hours long.
- **Children's Therapeutic Group** for children aged 8 - 10 and 11 - 13, assists children with trauma, loss, and reorganization after divorce. This ten-week session is designed for children living in families experiencing severe access conflict.

Family Conciliation Group Programs - (Winnipeg Only)

No. of Participants	1993/94	1994/95	1995/96
Parent Education Seminars*	884	784	808
Children's Workshops	18	50	50

* Orientation Seminars have been replaced by Parent Education Seminars in 1995/96

During 1995/96, accomplishments for the Family Conciliation Branch included:

- provision of high-quality family conciliation services, reaching more than 2,500 families;
- utilization of the conciliation counselling service by approximately 40 Manitoba families;
- provision of mediation services to approximately 500 families throughout the province. Winnipeg's 393 mediation cases were obtained through the court referring 16 percent, the lawyers referring 23 percent, and self-referrals making up 60 percent. Referrals from community agencies comprised 1 per cent.
- a total of 191 court-ordered assessment reports throughout the province;
- development of the parent education pilot project "For the Sake of the Children"; and
- delivery of children's workshops and parent education program seminars to approximately 900 clients.

In addition to these accomplishments, ongoing activities in 1995/96 involved:

- continued public information and education, through numerous presentations and meetings, to inform the public of the needs of divorcing families, and the services provided by Family Conciliation;
- continued education to describe the service to lawyers and the courts, to encourage more appropriate referral and utilization of the service;
- review and determination of effective educational programming for divorcing/separating parents and their children; and
- ongoing development and review of program guidelines.

09-4D Family Conciliation

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Variance Over/(Under)	Expl. No.
Total Salaries	717.8	15.00	724.6	(6.8)
Other Expenditures	159.6		165.1	(5.5)

Family Conciliation Service Profile

Type of Service	1993/94						1994/95						1995/96					
	Wpg	West- man	Dau- phin	Thomp- son	Flin Flon	Total	Wpg	West- man	Dau- phin	Thomp- son	Flin Flon	Total	Wpg	West- man	Dau- phin	Thomp- son	Flin Flon	Total
Information & Referral	1,072	32	—	—	30	1,134	1,109	18	2	20	42	1,191	1,300	—	11	—	15	1,326
Conciliation Counselling	25	6	—	11	5	47	19	3	—	1	14	37	19	14	1	5	—	39
Mediation	475	76	—	18	13	582	450	62	—	9	9	530	393	90	3	22	7	515
Court-Ordered Assessment Report	129	31	—	6	28	194	141	34	1	7	16	199	121	36	14	11	9	191
Children's Group	18	—	—	—	—	18	50	—	—	—	—	50	50	—	—	—	—	50
Parent Education Program*	884	—	—	—	—	884	784	—	—	—	—	784	808	—	—	—	—	808
TOTAL	2,603	145	—	35	76	2,859	2,553	117	3	37	81	2,791	2,691	140	29	38	31	2,929

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* Previously known as Orientation Seminar. Total includes 320 attendees at the Orientation Seminar and 488 attendees at the Parent Education Program.

Family Conciliation Mediation Referral Sources (by percentage)

Referral Source	Winnipeg			Westman Region			Dauphin			Thompson Region			Norman Region		
	1993/ 94	1994/ 95	1995/ 96	1993/ 94	1994/ 95	1995/ 96	1993/ 94	1994/ 95	1995/ 96	1993/ 94	1994/ 95	1995/ 96	1993/ 94	1994/ 95	1995/ 96
Court	32%	47%	16%	48%	53%	*	—	33%	*	19%	43%	*	45%	78%	*
Lawyer	22%	16%	23%	32%	34%	*	—	—	*	36%	—	*	6%	4%	*
Self	44%	35%	60%	17%	12%	*	—	67%	*	26%	36%	*	49%	18%	*
Other	2%	2%	1%	3%	1%	*	—	—	*	19%	21%	*	—	—	*
Total	100%	100%	100%	100%	100%	*	—	100%	*	100%	100%	*	100%	100%	*

*statistics not available

Family Dispute Services

The objective of the Family Dispute Services Branch is to promote the elimination of violence against women through a continuum of community-based services.

The activities carried out by the Family Dispute Services Branch are as follows:

- development of policies and program standards for shelters, residential second stage programs, crisis offices, and women's resource centres;
- provision of grants, monitoring, and evaluation of agencies' financial operations and service delivery to ensure accountability for public funds; and
- provision of program consultation and support to external agencies.

These activities involve the provision of the following:

- **Partner Abuse Program**
- **Women's Resource Centres**

Partner Abuse Program

The purpose of the Partner Abuse program is to support the development and maintenance of services to women who are victims of violence, through the provision of funding and consultation to community-based agencies which offer crisis and support services. The branch also develops and monitors program policies, and has developed service standards for shelters.

Funding to community-based partner abuse services is provided through grants from the Family Dispute Services Branch. Grants to shelters are in support of short-term crisis counselling for residential and non-residential clients, children's counselling, and follow-up services to support women in re-establishing themselves independently from their abusers. Funding is also provided through per diem payments from Income Security and Regional Operations and from Family Dispute Services. Two shelters also receive funding to operate crisis lines. Grants are also provided for other specialized counselling and treatment programs for victims, children who have witnessed family violence, and abusers.

In 1995/96, the Family Dispute Services Branch was allocated funding for 24 organizations to assist Manitoba women abused by a partner.

- 10 Women's Shelters:
 - Eastman Crisis Centre Inc.
 - Ikwe-Widdjiitiwin Inc.
 - Parkland Crisis Centre Inc.
 - Portage Women's Shelter Inc.
 - Nova House Inc.
 - South Central Committee on Family Violence Inc.
 - The Pas Committee for Women in Crisis Inc.
 - Thompson Crisis Centre Inc.
 - Osborne House Inc.
 - Young Women's Christian Association of Brandon (Westman Women's Shelter)

- **2 Crisis Lines:**
 - Winnipeg Regional Line (Osborne House)
 - Provincial Toll-Free Line (Ikwe-Widdjitiwin Inc.)
- **3 Crisis Offices:**
 - Evergreen Women's Resource Centre Inc.
 - Lakeshore Women's Resource Centre Inc.
 - Swan Valley Crisis Centre Inc.
- **3 Committees:**
 - Killarney and District Committee on Family Violence Inc.
 - Minnedosa and Area Committee Inc.
 - Snow Lake Centre on Family Violence Inc.
- **4 Residential Second Stage Programs:**
 - Samaritan House Ministries Inc.
 - W.I.S.H. (Women in Second Stage Housing) Inc.
 - Swan Valley Crisis Centre Inc.
 - L'Entre-temps des Franco-Manitobaines Inc.
- **5 Urban Support Programs:**
 - Age and Opportunity Inc. (Elder Abuse Resource Centre)
 - Immigrant Women's Association of Manitoba Inc.
 - Klinik Inc. (Evolve Program)
 - Ma Mawi-Wi-Chi-Itata Centre Inc. (Family Violence Program)
 - Women's Post Treatment Centre Inc.

Number of Clients Served by Residential Second Stage Programs

Type of Program	1993/94	1994/95	1995/96
Interim Housing	177	197	172
Long-Term Second Stage	164	167	141
Total	341	364	313

Number of Clients Using Other Partner Abuse Services

Type of Agency	1993/94	1994/95	1995/96
Crisis Offices/Committees*	1,662	1,825	1,758
Urban Support Program	3,947	3,219	2,893
Total	5,609	5,044	4,651

* Includes residential and non-residential.

Number of Residential Bednights - Women's Shelter Services

Type of Agency	1993/94	1994/95	1995/96
Shelters	38,185	36,362	35,937
Crisis Offices/Committees	232	117	134
Total	38,417	36,479	36,071

Number of Clients Served by Shelters

Type of Agency	1993/94	1994/95	1995/96
Crisis Intervention:			
- Residential	2,156	1,953	1,754
- Non-residential	1,781	1,309	1,319
Children's Counselling	1,918	1,583	1,387
Follow-up Counselling	797	607	557
Total	6,652	5,452	5,017

Number of Calls Received by Crisis Lines

Type of Service	1993/94	1994/95	1995/96
Winnipeg Region	6,300	5,494	5,012
Provincial Toll-Free	9,747	4,251	1,752
Other Crisis Lines	19,538	19,549	18,084
Total	35,585	29,294	24,848

Women's Resource Centres

Women's Resource Centres provide information, programs, services, and training to assist women in making informed choices in their lives. Resource centres also undertake community development activities to assist women in the achievement of social, economic, and/or legal reforms.

For the 1995/96 fiscal year, the Family Dispute Services Branch funded four women's resource centres:

- Fort Garry Women's Resource Centre Inc.
- North End Women's Centre Inc.
- Northern Women's Resource Service Inc.
- Pluri-elles (Manitoba) Inc.

Number of Clients Served by Women's Resource Centres

	1993/94	1994/95	1995/96
Total	35,065	35,165	30,224

During 1995/96, accomplishments for the Family Dispute Services Branch included:

- provision of financial support to 24 domestic violence service agencies which provide shelter, support, and/or treatment for approximately 10,000 clients who are affected by family violence;
- provision of financial support to four women's resource centres for the delivery of services to approximately 30,000 women and their families;
- development and implementation of administrative and program standards for two urban support programs to ensure efficient and effective service delivery;
- negotiation of service purchase agreements for two urban support programs; and
- renewal of service purchase agreements with eight agencies.

Ongoing activities during the 1995/96 fiscal year were as follows:

- provision of ongoing consultation with 28 funded agencies to solicit input into policy and procedures, to resolve specific operational issues, and to assist in case management of client issues;
- development of service purchase agreement for negotiation with one urban support program;
- implementation of administrative and program standards for 24 agencies, to ensure efficient and effective service delivery;
- development of administrative and program standards for the remaining urban support programs;
- implementation of the revised model for second stage programs; and
- implementation of annual agency review process and revised statistical systems.

History of Funding to External Agencies by Type of Service (\$000)

Category	1993/94	1994/95	1995/96
Shelters	\$1,927.1	\$1,927.1	\$1,927.1
Fee Waiver	10.6	17.3	18.9
Crisis Lines	393.7	400.2	406.7
Follow-Up Services	254.8	254.8	254.8
Children's Counselling Services	112.8	112.8	112.8
Facility Grants	501.1	606.7	650.3
Shelter Sub-Total	3,200.1	3,318.9	3,370.6
Crisis Offices	53.4	53.4	54.1
Committees	11.1	8.4	8.4
Second Stage	199.2	238.2	338.5
Urban Support Program	879.2	879.2	879.2
Women's Resource Centres	512.3	535.3	512.3
Total	\$4,855.3	\$5,033.4	\$5,163.1

09-4E Family Dispute Services

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	308.3	6.00	298.7	9.6	
Other Expenditures	73.5		89.8	(16.3)	
External Agencies	5,163.1		5,216.9	(53.8)	
Total Other Expenditures	5,236.6		5,306.7	(70.1)	

Social Services Advisory Committee

The Social Services Advisory Committee is established by *The Social Services Administration Act* and appointed by the Lieutenant-Governor-in-Council. The Committee serves as an independent appeal board, to apply the legislation governing financial assistance programs, the licensing of day care centres and residential care facilities, as well as eligibility for the Vocational Rehabilitation of Disabled Persons Program.

The jurisdiction of the Committee as an appeal board for the social assistance programs, including the Municipal Assistance Program, is set out in Section 9 of *The Social Allowances Act* and in Subsection 451(4) of *The Municipal Act*. It is in the capacity of an appeal board for these programs that the Committee hears appeals throughout Manitoba with regard to denial, cancellation, suspension and variance of the amounts of assistance that have been granted. In addition, appeals concerning denial of the right to apply for assistance, and concerning an unreasonable delay in making a decision are heard. Final orders or decisions of the Committee may be subject to appeal to the Court of Appeal, when permission has been obtained from a Judge representing that Court. Permission may be granted only when the jurisdiction of the Committee or a point of law are in question.

In accordance with Section 13 of *The Social Services Administration Act*, appeals regarding the denial, suspension or cancellation of a licence or letter of approval relating to a residential care facility (foster home) or child care facility (day care centres or homes) are heard by the Committee as well. These decisions of the Committee may be open to appeal to the Court of Queen's Bench. In addition, the Committee hears appeals related to Child Day Care subsidies to parents and guardians, and appeals with respect to 55 PLUS - A Manitoba Income Supplement.

The Committee also hears appeals with regard to the Vocational Rehabilitation of Disabled Persons Program, under Regulation 1/90 of *The Social Services Administration Act*. Appeals may be filed against the decision of the Director to refuse an application on the grounds that the applicant does not meet the eligibility criteria. As well, the Committee has been designated the appeal process for the *Vulnerable Persons Living with a Mental Disability Act*. Appeals for individuals in this group can be filed on the issue of eligibility or the individual support services plan.

In its advisory capacity, the Committee considers matters referred to it by the Minister, and responds by way of a report. The Committee also draws to the attention of the Minister issues which arise from hearings that may have implications for the department.

During the hearings, or in its decision letters, the Committee may draw an appellant's attention to other available services. In this regard, the Committee members undertake to keep themselves informed about relevant agencies, programs and policies.

In 1995/96, a total of 1,120 appeals were received by the Social Services Advisory Committee.

09-1D Social Services Advisory Committee

Expenditures by Sub-Appropriation	Actual 1995/96 \$	Estimate 1995/96 SY	Estimate 1995/96 \$	Variance Over/(Under)	Expl. No.
Total Salaries	123.5	4.00	143.6	(20.1)	
Other Expenditures	155.8		157.9	(2.1)	

Social Services Advisory Committee
Appeals Received by Basis of Appeal and Disposition
 1994/95 and 1995/96

Basis of Appeal	Disposition													
	Appeals Received		Allowed		Dismissed		Withdrawn		Did Not Appear		Outside Jurisdiction		Appeals Pending	
	1994/95 ¹	1995/96 ²	1994/95	1995/96	1994/95	1995/96	1994/95	1995/96	1994/95	1995/96	1994/95	1995/96	1994/95	1995/96
Not Allowed to Apply	6	13	1	0	1	2	3	11	1	0	0	0	0	0
Decisions Delayed	5	7	1	3	1	1	3	3	0	0	0	0	0	0
Application Denied	436	350	29	23	212	145	131	133	50	38	11	9	3	3
Suspended/ Withheld	281	155	3	4	146	75	72	57	59	17	1	2	0	0
Cancelled	268	194	25	14	133	86	95	82	7	6	5	4	3	2
Varied	52	47	2	2	24	16	16	21	3	3	5	4	2	1
Assistance Insufficient	434	334	27	23	200	146	174	140	27	16	5	9	1	0
None	4	20	0	0	0	0	1	9	0	0	3	10	0	0
TOTAL	1,486	1,120	88	69	717	471	495	456	147	80	30	38	9	6

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1. Includes 46 appeals against the Child Day Care Program (including 4 licensing); 9 against the office of Residential Care Licensing; 20 against 55 PLUS - A Manitoba Income Supplement; 5 against the Vocational Rehabilitation of Disabled Persons Program; and 1 against Homemaker Services.
2. Includes 49 appeals against the Child Day Care Program (including 1 licensing and 1 terms and conditions); 5 against the office of Residential Care Licensing; 10 against 55 PLUS - A Manitoba Income Supplement; and 2 against the Vocational Rehabilitation of Disabled Persons Program.

Social Services Advisory Committee
Disposition of Appeals Received by Program
1994/95 and 1995/96

Program	Disposition													
	Appeals Received		Allowed		Dismissed		Withdrawn		Did Not Appear		Outside Jurisdiction		Appeals Pending	
	1994/95	1995/96	1994/95	1995/96	1994/95	1995/96	1994/95	1995/96	1994/95	1995/96	1994/95	1995/96	1994/95	1995/96
Municipal Assistance	768	527	40	27	399	259	197	163	123	65	8	13	1	0
Social Allowances	637	527	44	40	288	195	254	250	23	14	20	22	8	6
Day Care														
- Subsidy	42	47	2	1	10	9	30	37	0	0	0	0	0	0
- Licensing	4	1	0	0	1	0	3	1	0	0	0	0	0	0
- Terms & Conditions	0	1	0	0	0	0	0	0	0	0	0	1	0	0
55 PLUS - A Manitoba Income Supplement	20	10	0	0	9	4	8	5	1	1	2	0	0	0
Residential Care	9	5	2	1	4	3	3	0	0	0	0	1	0	0
Vocational Rehabilitation for Disabled Persons	5	2	0	0	5	1	0	0	0	0	0	1	0	0
Homemaker Services	1	0	0	0	1	0	0	0	0	0	0	0	0	0
TOTAL	1,486	1,120	88	69	717	471	495	456	147	80	30	38	9	6

Department of Family Services

Revenue Summary by Source (\$000)

for the year ended March 31, 1996, with comparative figures for the previous year

Actual 1994-1995	Actual 1995-1996	Increases (Decreases)	Expl. No.	Appropriation	Actual 1995-1996	Estimate 1995-1996	Variance	Expl. No.
Current Operating Programs:								
Other Revenue:								
209.8	209.8	0.0		(1) Levy for Local Government Welfare purposes in unorganized Territories	209.8	210.0	(0.2)	
7,837.9	8,858.0	1,020.1	1	(2) Sundry Items	8,858.0	8,945.8	(87.8)	
\$8,047.7	\$9,067.8	\$1,020.1		Sub-Total	\$9,067.8	\$9,155.8	(\$88.0)	
Government of Canada:								
289,249.1	283,471.9	(5,777.2)	2	(1) Canada Assistance Plan	283,471.9	282,679.4	792.5	
2,017.4	2,777.5	760.1	3	(2) Vocational Rehabilitation for Disabled Persons	2,777.5	3,097.5	(320.0)	4
193.5	289.3	95.8		(3) Other Items	289.3	1,425.0	(1,135.7)	5
\$291,460.0	\$286,538.7	(\$4,921.3)		Sub-Total	\$286,538.7	\$287,201.9	(\$663.2)	
\$299,507.7	\$295,606.5	(\$3,901.2)		Total Revenue	\$295,606.5	\$296,357.7	(\$751.2)	

Explanation Number:

1. Increase in 1995/96 Sundry Items over 1994/95 results from higher recoveries in child tax benefits.
2. Decrease in 1995/96 CAP revenues results primarily from adjustments for prior years' revenues.
3. Increase in 1995/96 VRDP revenues results primarily from adjustments for prior years' revenues.
4. Decrease in VRDP revenues results primarily from adjustment for current year's claim.
5. Decrease in Other Items primarily due to delay in start-up of Making Welfare Work initiatives.

Department of Family Services
Five-Year Expenditure and Staffing Summary by Appropriation (\$000)
for the years ended March 31, 1992 - March 31, 1996

Appropriation	Actual/*Adjusted Expenditures									
	1991-92		1992-93		1993-94		1994-95		1995-96	
	SY	\$	SY	\$	SY	\$	SY	\$	SY	\$
09-1 Administration & Finance	149.26	6,860.2	148.26	7,576.0	144.26	8,165.2	136.26	7,628.5	133.26	7,339.0
09-2 Income Security & Regional Operations	594.01	357,554.5	587.01	409,694.6	586.09	415,041.3	580.01	405,709.4	578.01	406,326.8
09-3 Rehabilitation, Community Living & Day Care	733.00	124,381.0	725.00	136,622.7	716.00	129,076.3	713.00	130,576.7	709.00	135,605.9
09-4 Child & Family Services	124.26	99,847.3	121.26	107,041.6	119.26	106,357.4	118.26	111,955.4	116.26	116,558.0
Total	1,601.01	588,643.0	1,582.01	660,934.9	1,566.09	658,640.2	1,548.01	655,870.0	1,537.01	665,829.7

* Adjusted figures reflect historical data on a comparable basis in those appropriations affected by a reorganization, during the years under review.

**Department of Family Services
Expenditure Summary**

for fiscal year ended March 31, 1996, with comparative figures for the previous year

Estimate 1995/96	Appropriation	Actual 1995/96	Actual 1994/95	Increase (Decrease)	Expl. No.
09-1 Administration and Finance					
22.8	(a) Minister's Salary	24.6	20.5	4.1	
481.6	(b) Executive Support				
80.7	Salaries	463.7	460.3	3.4	
	Other Expenditures	87.0	119.7	(32.7)	
	(c) Children's Advocate				
207.8	Salaries	220.3	201.4	18.9	
99.1	Other Expenditures	79.1	91.2	(12.1)	
	(d) Social Services Advisory Committee				
143.6	Salaries	123.5	167.0	(43.5)	
157.9	Other Expenditures	155.8	159.8	(4.0)	
	(e-1) Financial & Administrative Services				
1,857.7	Salaries	1,749.0	1,968.3	(219.3)	
481.1	Other Expenditures	479.8	478.3	1.5	
	(e-2) Program Budgeting & Reporting				
451.2	Salaries	401.9	409.4	(7.5)	
97.8	Other Expenditures	96.0	73.4	22.6	
	(e-3) Human Resource Services				
778.7	Salaries	762.6	790.4	(27.8)	
101.9	Other Expenditures	109.6	110.0	(0.4)	
	(e-4) Information Systems				
1,150.1	Salaries	1,137.2	1,130.8	6.4	
109.9	Other Expenditures	142.1	119.4	22.7	
	(e-5) Policy & Planning				
769.6	Salaries	675.9	744.2	(68.3)	
244.9	Other Expenditures	244.8	254.2	(9.4)	

Department of Family Services

Expenditure Summary

for fiscal year ended March 31, 1996, with comparative figures for the previous year

Estimate 1995/96	Appropriation	Actual 1995/96	Actual 1994/95	Increase (Decrease)	Expl. No.
	(e-6) Residential Care Licensing				
311.1	Salaries	359.6	308.5	51.1	
26.5	Other Expenditures	26.5	21.7	4.8	
\$7,574.0	Total 09-1	\$7,339.0	\$7,628.5	(\$289.5)	
	09-2 Income Security & Regional Operations				
	(a) Central Directorate				
1,273.2	Salaries	1,220.4	1,219.0	1.4	
592.4	Other Expenditures	580.1	583.7	(3.6)	
	(b) Income Maintenance Programs				
225,124.7	Social Allowances	223,433.1	223,563.7	(130.6)	
14,259.9	Health Services	15,906.7	15,047.4	859.3	
108,195.5	Municipal Assistance	113,331.9	113,326.8	5.1	
9,100.0	Income Assistance for the Disabled	9,056.0	9,054.9	1.1	
3,600.0	(c) Making Welfare Work	860.5	932.2	(71.7)	
	(d) Income Supplement Programs				
741.0	Salaries	680.7	731.3	(50.6)	
443.5	Other Expenditures	409.3	381.0	28.3	
13,632.7	Financial Assistance	13,110.9	13,475.0	(364.1)	
	(e) Regional Operations				
22,776.1	Salaries	22,425.5	22,191.9	233.6	
5,306.6	Other Expenditures	5,311.7	5,202.5	109.2	
\$405,045.6	Total 09-2	\$406,326.8	\$405,709.4	\$617.4	

Department of Family Services

Expenditure Summary

for fiscal year ended March 31, 1996, with comparative figures for the previous year

Estimate 1995/96	Appropriation	Actual 1995/96	Actual 1994/95	Increase (Decrease)	Expl. No.
09-3 Rehabilitation, Community Living & Day Care					
	(a) Administration				
641.3	Salaries	567.6	656.8	(89.2)	
230.7	Other Expenditures	222.7	292.8	(70.1)	
	(b) Office of the Vulnerable Persons' Commissioner				
208.7	Salaries	157.5	172.9	(15.4)	
257.0	Other Expenditures	162.9	130.7	32.2	
	(c) Community Living & Vocational Rehabilitation Programs				
	(1) Adult Services				
1,316.9	Salaries	1,172.1	1,307.1	(135.0)	
336.1	Other Expenditures	306.6	330.0	(23.4)	
43,803.7	Financial Assistance & External Agencies	42,902.2	40,301.9	2,600.3	2
	(2) Children's Special Services				
247.2	Salaries	275.5	282.8	(7.3)	
83.3	Other Expenditures	132.7	63.7	69.0	
21,319.3	Financial Assistance & External Agencies	21,893.3	21,242.6	650.7	
	(d) Manitoba Developmental Centre				
22,801.0	Salaries	22,180.3	22,149.2	31.1	
2,831.3	Other Expenditures	2,938.1	2,822.3	115.8	
	(e) Child Day Care				
2,065.2	Salaries	2,060.9	2,042.8	18.1	
519.2	Other Expenditures	576.2	548.5	27.7	
44,679.2	Financial Assistance & External Agencies	40,057.3	38,232.6	1,824.7	3
\$141,340.1	Total 09-3	\$135,605.9	\$130,576.7	\$5,029.2	

**Department of Family Services
Expenditure Summary**

for fiscal year ended March 31, 1996, with comparative figures for the previous year

Estimate 1995/96	Appropriation	Actual 1995/96	Actual 1994/95	Increase (Decrease)	Expl. No.
09-4 Child & Family Services					
	(a) Administration				
406.7	Salaries	448.5	367.9	80.6	
61.1	Other Expenditures	56.6	47.8	8.8	
	(b) Child & Family Support				
2,232.4	Salaries	2,286.5	2,174.8	111.7	
2,261.5	Other Expenditures	2,232.9	2,122.7	110.2	
97,974.6	Maintenance of Children & External Agencies	101,054.4	98,091.1	2,963.3	4
2,500.0	Family Support Innovations Fund	1,970.5	443.2	1,527.3	5
	(c) Seven Oaks Centre				
1,819.1	Salaries	1,810.0	2,238.2	(428.2)	
271.0	Other Expenditures	276.3	261.0	15.3	
	(d) Family Conciliation				
724.6	Salaries	717.8	708.2	9.6	
165.1	Other Expenditures	159.6	138.4	21.2	
	(e) Family Dispute				
298.7	Salaries	308.3	279.2	29.1	
89.8	Other Expenditures	73.5	49.6	23.9	
5,216.9	External Agencies	5,163.1	5,033.3	129.8	
\$114,021.5	Total 09-4	\$116,558.0	\$111,955.4	\$4,602.6	
\$667,981.2	Total Family Services	\$665,829.7	\$655,870.0	\$9,959.7	

Explanation Number:

1. The 5.7 percent increase is primarily due to an increase in drug costs.
2. The 6.5 percent increase is primarily due to an increased caseload.
3. The 4.8 percent increase in Child Day Care is due to the caseload increase for financial assistance.
4. The 3.0 percent increase in Maintenance of Children is primarily due to increased foster care in Winnipeg Child and Family Services.
5. The 344.6 percent increase in the Family Support Innovations Fund is due to full implementation of projects approved in 1994/95.

NOTE: 1994/95 data has been reorganized to reflect the 1995/96 structure.