

# **Labour Market Agreement for Persons with Disabilities (LMAPD)**

## **LMAPD Report 2013 – 2014**

An electronic version of this report is available at the Manitoba Family Services  
web site at: [www.gov.mb.ca/fs](http://www.gov.mb.ca/fs)

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## INTRODUCTION

This Canada-Manitoba Labour Market Agreement for Persons with Disabilities (LMAPD) Report describes activities that were cost-shared under the LMAPD during the 2013/14 fiscal year.

The LMAPD provides for the transfer of federal funding to the provinces and territories for a range of programs and services that enhance the economic participation of working age adults with disabilities in the labour market. Programs and services eligible for funding under the LMAPD must recognize the unique labour market challenges faced by persons with disabilities and consider the distinct needs of each individual when determining the interventions required to prepare for, attain and retain employment.

## BACKGROUND

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

On April 1, 1998, the Employability Assistance for People with Disabilities (EAPD) Agreement replaced the VRDP. The Canada-Manitoba EAPD Agreement was a five-year, cost-sharing arrangement covering the period April 1, 1998 to March 31, 2003. The EAPD placed a stronger focus on employment within programs funded to assist persons with disabilities. The EAPD was later extended to March 31, 2004 while governments negotiated a successor agreement. On April 1, 2004, the LMAPD replaced the EAPD.

## CANADA-MANITOBA LMAPD

The Canada-Manitoba LMAPD was initially a two-year cost-sharing arrangement between the Government of Canada and the Government of Manitoba covering the period April 1, 2004 to March 31, 2006. The LMAPD had a series of extensions and will continue to March 31, 2014. The LMAPD outlines the funding arrangements between federal and provincial governments to provide programs and services that will enhance the economic participation of working age adults with disabilities in the labour market by helping them overcome barriers to employment.

The new LMAPD multilateral framework provides greater flexibility in funding activities and increased accountability requirements which focus on outcomes and public reporting.

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

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

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

## ***Federal Contribution***

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

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

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

## PRINCIPLES OF LMAPD

The LMAPD is guided by the following principles:

- Persons with disabilities should be fully included in Canada’s social and economic mainstream, a key element of which is successful participation in the labour market. Fostering greater self-reliance through obtaining and maintaining meaningful employment will help persons with disabilities achieve inclusion;
- A diverse set of approaches is required to support both persons with disabilities and employers in order to improve the employment situation of persons with disabilities;
- Persons with disabilities should have access to mainstream and targeted employment programming to ensure their successful participation in the labour market;
- Employment-related and workplace supports are critical to the success of persons with disabilities in the labour market;
- Supports and services should be individualized, holistic, linked to other needed support systems, easy to access, portable across life transitions, timely and inclusive;
- Co-operation and partnership between governments, persons with disabilities, community-based organizations, business, labour, Aboriginal, Metis and Inuit peoples and other stakeholders is key to the success of a comprehensive labour market strategy; and
- Accountability and reporting to citizens in order to demonstrate results and inform program and policy development is a foundation of this framework.

## ACCOUNTABILITY REQUIREMENTS

Governments recognize the important role that accountability plays in an effective, long-term approach towards reaching the shared goal of improving the labour market situation of persons with disabilities. As the LMAPD emphasizes accountability to stakeholders and the general public, a key part of the LMAPD is the accountability framework which includes the following components:

- reporting on program indicators;
- reporting on societal indicators; and
- evaluation.

The LMAPD multilateral framework requires that accountability and evaluation mechanisms accommodate quantitative and qualitative approaches and focus on changes in the employment and employability status of program participants.

### ***Program Indicators***

The LMAPD requires government to report annually on programs and services funded under this framework to demonstrate the activities undertaken to improve the employment situation of persons with disabilities. Program indicators include:

- number of people actively participating in programs;
- number of people successfully completing programs;
- number of people who progress in their interventions;
- number of people employed after participation; and
- number of people sustained in employment in the case of vocational crisis.

Each program area is responsible for developing mechanisms to track these indicators. As a result, some participants may be counted more than once if they receive services from more than one program area.



## ***Societal Indicators***

The LMAPD also requires government to report annually on societal indicators of labour market participation of persons with disabilities. Societal indicators include:

- employment rate;
- employment earnings; and
- education attainment

Societal indicators of labour market participation from Statistics Canada's Survey of Labour and Income Dynamics data are no longer available. It is anticipated data from the Canadian Income Survey will be available in 2014/15. The Canadian Income Survey is a supplement to the Labour Force Survey, and includes data about income, labour market activity and activity limitation.

## ***Evaluation***

Evaluation activities are intended to measure the long-term and qualitative impacts and outcomes of programs and services for persons with disabilities cost-shared under the LMAPD. As part of the new multilateral framework for the LMAPD, the federal government agreed to fully fund a demonstration evaluation of Manitoba EAPD/LMAPD programming. The demonstration evaluation assessed EAPD/LMAPD programming rationale and relevance to the needs of persons with disabilities, reviewed design and delivery processes, and examined the extent to which services reflect best practices. The final EAPD/LMAPD Evaluation Summary Report was completed in June 2010 and is available at:

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

Future evaluation activities Manitoba will undertake include: a review of employment outcomes and cost savings for Employment and Income Assistance (EIA) participants who received support from a market *Abilities* Program funded employment agency, and an evaluation of the Rewarding Volunteers benefit in terms of the uptake of the benefit and number of EIA participants who leave volunteer positions for employment.

## COMPONENTS OF MANITOBA LMAPD PROGRAMMING

In 2013/14, department names and program profiles were realigned, but the programs and services claimed under the LMAPD remain the same. The three departments with programs and services that are claimed under the LMAPD and provide employment-focused services to assist eligible participants with disabilities in preparing for, obtaining and maintaining employment:

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

The following table provides a summary of 2013/14 expenditures eligible for cost-sharing under the LMAPD by department.

<b>LMAPD ADMINISTRATION AND PROGRAM EXPENDITURES (\$000) 2013/14</b>			
<b>Department</b>	<b>Administration</b>	<b>Program</b>	<b>Total</b>
Jobs and the Economy	1,657.5	8,241.6	9,899.1
Health, Healthy Living & Seniors	3,687.8	18,327.8	22,015.6
Children & Youth Opportunities	0.0	233.3	233.3
<b>Total Expenditures</b>	<b>5,345.3</b>	<b>26,802.7</b>	<b>32,148.0</b>
<b>Federal Contribution *</b>	<b>1,344.7</b>	<b>7,620.3</b>	<b>8,965.0</b>
<b>Provincial Contribution</b>	<b>4,000.6</b>	<b>19,182.4</b>	<b>23,183.0</b>

\* For purposes of this report, administrative costs constitute no more than 15 percent of the total annual federal contribution.

# JOBS AND THE ECONOMY

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

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

Jobs and the Economy programs eligible for cost-sharing under the LMAPD are: the market*Abilities* Program, additional Employment and Income Assistance (EIA) Benefits, the market*Abilities* Fund and Supported Employment programming.

### ***marketAbilities Program***

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

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

- **Canadian National Institute for the Blind-MB Division (CNIB)**  
Provides vocational assessment, training, counselling, job placement services and adjustment training programs for daily living for participants with visual disabilities;
- **Canadian Paraplegic Association (CPA) (Manitoba) Inc.**  
Provides counselling, assessment, vocational training and job placement services to participants with spinal cord injuries; and

- **Society for Manitobans with Disabilities (SMD) Inc.** Provides assessment, counselling, vocational training and job placement services to individuals with physical and hearing disabilities.

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

- **Career Connections Inc.** – located in Brandon, provides work assessment, work training and follow-up services to individuals with a mental, physical, psychiatric, or learning disability in western Manitoba;
- **Employment Preparation Centre** – located in Winnipeg and operated by the Society for Manitobans with Disabilities Inc. to provide work assessment, work training and follow-up services to persons with a physical, psychiatric or learning disability in central, eastern, northwest and northern Manitoba;
- **Connect Employment Services Ltd.** – located in Winnipeg, provides work assessment, work training and follow-up services to persons with a mental disability;
- **Premier Personnel Corp.** – located in Winnipeg, provides school-to-work transition services and follow-up services to persons with a mental disability;
- **Skills Unlimited's Sair Centre of Learning** – located in Winnipeg, provides work assessment, work training and follow-up services to persons primarily with a psychiatric or learning disability;
- **SCE Lifeworks Inc.** – located in Winnipeg, provides work assessment, work training and follow-up services to persons with a mental disability; and
- **Segue Career Options Inc.** – located in Winkler, provides work assessment, work training and follow-up services to persons with a psychiatric, physical or learning disability in south-central Manitoba.

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

- Administration;
- Service Coordination; and
- Training.

### ***Administration***

The Service Delivery Support Branch of the Community Service Delivery Division of Manitoba Family Services provides policy direction to the provincial staff, designated agencies and external service providers who deliver the market*Abilities* Program. Service Delivery Support staff also approves and monitors the funding for goods and services provided under the program to assist eligible participants in preparing for, obtaining and maintaining employment.

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

### ***Service Coordination***

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

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

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

### ***Training***

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

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

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

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

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

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

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

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

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

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

## ***Program Participants***

The following tables provide information on the region or agency providing case management services and on the primary disability of marketAbilities Program participants as at the end of March 2014.

<b>MARKETABILITIES PROGRAM AS AT MARCH 31, 2014</b>	
<b>Region / Agency</b>	<b>Number of Participants</b>
<b>Family Services Regional Offices</b>	
Central	110
Eastman	191
Interlake	52
Northern	33
Parkland	46
Westman	256
Winnipeg	1,005
<b>Subtotal</b>	<b>1,693</b>
The Canadian National Institute for the Blind (CNIB)	311
Canadian Paraplegic Association (CPA)	184
Society for Manitobans with Disabilities (SMD)	599
Reaching E-Quality Employment Services	50
Self Directed Option	27
Mental Health	306
<b>Subtotal</b>	<b>1,477</b>
<b>Total</b>	<b>3,170</b>



<b>MARKET ABILITIES PROGRAM AS AT MARCH 31, 2014</b>	
<b>Disability</b>	<b>Number of Participants</b>
Intellectual	653
Deaf/Hard of Hearing	188
Learning	414
Physical (other than hearing or visual disability)	650
Psychiatric	953
Vision	312
<b>Total</b>	<b>3,170</b>

In addition to the service coordination provided by the vocational counsellors, 1,159 participants received funding from the marketAbilities Program Training Fund in 2013/14.

<b>MARKET ABILITIES PROGRAM TRAINING FUND 2013/14</b>	
<b>Disability</b>	<b>Number of Participants</b>
Intellectual	205
Deaf/Hard of Hearing	73
Learning	159
Physical (other than hearing or visual disability)	241
Psychiatric	428
Vision	53
<b>Total</b>	<b>1,159</b>

## Program Results Indicators

The following tables provide information from the 2013/14 marketAbilities Program participant activity survey. Details concerning participant employment, plan completion and plan progression as reported by the vocational counsellors of the marketAbilities Program are provided. Some participants received more than one service throughout the year and are counted more than once.

<b>MARKETABILITIES PROGRAM 2013/14</b>	
<b>LMAPD Program Indicators</b>	<b>Number of Participants</b>
1. Number of people actively participating in programs	3,349
2. Number of people successfully completing programs	585
3. Number of people who progress in interventions leading to employment	1,372
4. Number of people employed	830
5. Number of people maintained in employment in the case of vocational crisis	117

The following table provides information on the number of hours and types of employment for participants during 2013/14. Some participants were employed by more than one employer and are counted more than once.

<b>MARKETABILITIES PROGRAM 2013/14</b>	
<b>Type of Employment</b>	<b>Number of Participants</b>
1-15 hours per week, casual or seasonal	63
1-15 hours per week, term	16
1-15 hours per week, permanent	78
16-30 hours per week, casual or seasonal	48
16-30 hours per week, term	40
16-30 hours per week, permanent	236
31 or more hours per week, casual or seasonal	23
31 or more hours per week, term	39
31 or more hours per week, permanent	299
<b>Total</b>	<b>842</b>

Information is also provided on the reasons participants did not complete or progress in their programs during 2013/14, as determined by their vocational counsellor. Some participants had more than one reason and are counted more than once.

<b>MARKETABILITIES PROGRAM 2013/14</b>	
<b>Reason for Not Completing Program</b>	<b>Number of Participants</b>
Continuing in plan	1,200
Plan in development	449
Disability-related reasons	648
Family / personal matter	352
No longer interested in program or plan	296
Found employment	74
Moved	61
Other source of funding	20
Could not access program of choice	22
Other funding not available	5
Deceased	9
Retired	13
Other	335
Don't Know	148
<b>Total</b>	<b>3,632</b>

<b>MARKETABILITIES PROGRAM 2013/14</b>	
<b>Reason for Not Progressing in Program</b>	<b>Number of Participants</b>
Plan in development	281
Disability-related reasons	463
Family / personal matter	247
Voluntary withdrawal	190
Lack of motivation	178
Supports / funding not available	10
Other	305
Don't Know	174
<b>Total</b>	<b>1,848</b>

## Expenditures

The following table provides a breakdown of marketAbilities Program expenditures eligible for cost-sharing under the LMAPD for 2013/14.

<b>MARKETABILITIES PROGRAM 2013/14</b>			
<b>Component</b>	<b>Expenditures (\$000)</b>		
	<b>Administration</b>	<b>Program</b>	<b>Total</b>
Administration	1,657.4	0.0	1,657.4
Service Coordination	0.0	3,349.6	3,349.6
Training	0.0	1,793.9	1,793.9
<b>Total</b>	<b>\$ 1,657.4</b>	<b>5,143.5</b>	<b>6,800.9</b>
	<b>%</b>	<b>24.4</b>	<b>75.6</b>
			<b>100.0</b>

The following table provides more detailed information on the expenditures of the marketAbilities Program Training Fund eligible for cost-sharing under the LMAPD for 2013/14.

<b>MARKETABILITIES PROGRAM TRAINING FUND 2013/14</b>	
<b>Activity</b>	<b>Expenditures (\$000)</b>
Educational Training	773.1
Vocational Training	144.4
Transportation	343.5
Special Support Services	532.2
Miscellaneous	0.7
<b>Total</b>	<b>1,793.9</b>

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

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

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

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

The Get Started! allowance assists participants who move from Employment and Income Assistance to work with a one-time payment to help with job-related expenses. In 2013/14, 331 participants received the Get Started! allowance.

In 2013/14, the Rewarding Volunteers Benefit was paid out on average to 608 participants per month for people volunteering 8 times or more per month, and the Partial Rewarding Volunteers Benefit was paid out on average to 184 participants per month for people volunteering 4-7 times per month.

The Employment and Income Assistance Program also provides for additional benefits to offset employment expenses and to encourage and support Employment and Income Assistance participant's attachment to the labour force. In 2013/14, 1,746 participants enrolled in the disability category received assistance with work expenses to secure and maintain employment.

### ***marketAbilities Fund***

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

In 2013/14, the marketAbilities Fund supported one project that assisted 28 participants. Of those, 5 participants had some employment at 15 hours a week or more, at minimum wage or higher.

## ***Supported Employment Program***

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

In 2013/14, thirteen community-based supported employment projects were cost-shared under the LMAPD: Association for Community Living – Beausejour; Association for Community Living – Interlake; Association for Community Living – Steinbach; Connect Employment Services; Focus on Employment; Parkland Residential Vocational Services; Rose Inc.; Sam Inc.; SCE Lifeworks Inc.; SMD Thompson; The Pas Association for Human Development; Westman Coalition Employment Opportunity; and Westman Employment Services.

In 2013/14, these agencies provided support and services to 1,165 participants and of those, 752 obtained employment. Of those employed, 469 participants met the supported employment definition of employment of 15 hours or more per week, at minimum wage or higher, for three consecutive months or longer.

## ***Expenditures***

The following table provides a breakdown of these additional Jobs and the Economy program expenditures eligible for cost-sharing under the LMAPD for 2013/14.

<b>OTHER JOBS AND THE ECONOMY PROGRAMS 2013/14</b>				
<b>Program</b>	<b>Expenditures (\$000)</b>			<b>Total</b>
	<b>Administration</b>	<b>Program</b>		
Additional EIA Benefits	0.0	1,584.1		1,584.1
marketAbilities Fund	0.0	50.0		50.0
Supported Employment Program	0.0	1,464.0		1,464.0
<b>Total</b>	<b>\$ 0.0</b>	<b>3,098.1</b>		<b>3,098.1</b>
	<b>%</b>	<b>0.0</b>	<b>100.0</b>	<b>100.0</b>

## MANITOBA HEALTH, HEALTHY LIVING AND SENIORS

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

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

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

### *Description of Programs and Services*

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

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



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

### ***Mental Health Programs Administration***

Although the direct delivery of a majority of mental health services has devolved to the regional health authorities, the Mental Health and Spiritual Health Care Branch continues to be responsible for overall standards in province-wide programs and for the evaluation of specific outcomes for individuals involved in employment-related programs, services and initiatives. As well, Manitoba Health is responsible for providing financial support to the regional health authorities for services provided to the community.

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

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

The primary goal of the Selkirk Mental Health Centre's Vocational Rehabilitation Services (VRS) is to explore vocational interest and aptitudes and to develop job readiness through interdisciplinary assessments and skill development opportunities.

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

In 2013/2014, Selkirk Mental Health Centre provided vocational rehabilitation services to 99 individuals. An average of 52 individuals participated in the Vocational Incentive Program on a weekly basis. An average of 8 individuals worked in a community setting (off SMHC's grounds) on a weekly basis. There has been an increase in the number of individuals participating in the program, as well as an overall increase in the average number of jobs which each individual retains. This demonstrates a growing interest in the program. Within this

increase, it is notable that the number of community placement positions increased significantly. These positions provide opportunity to develop specific work skills and become comfortable with a work environment.

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

The five regional health authorities are responsible for the direct delivery of core mental health services to clients (4 in rural/northern Manitoba, 1 in Winnipeg). These services are delivered through the Community Mental Health Program which provides services to adults who experience acute mental illness, adults with severe and persistent mental illness, and older adults with mental health problems.

Employment-related services are delivered by four types of workers within the respective Community Mental Health Program:

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

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

- resume preparation;
  - practice interviews;
  - completing job applications;
  - vocational goal setting;
  - referrals (e.g., marketAbilities Program, employment centres);
  - exploring employment opportunities with clients;
  - exploring barriers to employment;
  - assisting in preparing for work; and
  - providing support through vocational crisis.
- **Proctors** – Proctors are casual support workers who provide support and assistance to individuals with a mental illness in the areas of living, learning and working. These workers fall under the direction of the Community Mental Health Workers.

In 2013/14, the Community Mental Health Program provided employment related services to 1,508 individuals. The portion of the Proctor Program that is cost-shared under the LMAPD relates to the percentage of time focused on work-related supports such as job coaching, individualized “Choose” activities, and work skills training. In 2013/14, proctors provided 229 clients with employment-related services.

### ***Program of Assertive Community Treatment***

The Winnipeg Regional Health Authority has two self-contained Program of Assertive Community Treatment (PACT) teams which assists individuals with severe and persistent symptoms of mental illness to select, secure and maintain employment.

The multidisciplinary PACT team (i.e., psychiatrist, social workers, nurses, and other professionals) provides rehabilitation, support and treatment services to individuals with a primary diagnosis of schizophrenia, bipolar disorder or a major psychotic disorder. Program activities include:

- employment counselling;
- skill development;
- vocational crisis intervention and management;
- pre-employment training;
- education support and facilitation;
- job search development skills;
- accessing the hidden job market; and
- ongoing active employment support.

In 2013/2014, PACT Hargrave provided services to 97 individuals, of which, 61 were involved in LMAPD eligible activities. Of those, 24 were employed: 7 employed full-time, 1 employed part-time and 16 had casual employment. An additional 28 individuals participated in volunteer work, 10 individuals were involved in active job search, 3 attended school and 3 were self-employed.

In 2013/2014, PACT Leila provided services to 81 individuals, of which 34 were involved in LMAPD eligible activities. Of those, 18 were employed: 2 employed full-time, 4 employed part-time and 12 had casual employment. An additional 4 individuals participated in volunteer work and another 12 individuals were involved in active job search and attended school.

### ***Eden Mental Health Centre***

Eden Mental Health Centre is a division of Eden Health Care Services and operates a continuum of mental health services. Eden Mental Health Centre provides adult acute in-patient treatment services as well as community mental health services to the Southern Health-Santé Sud health region on a service contract basis.

Employment preparation related services are provided by the Centre's community mental health workers through the provision of intensive case management services. The Occupational Therapy department also provides employment preparation related services. These services are considered to be in the initial "Choose" stage.

When clients express an interest in employment they are referred to Eden's Segue Career Options which is the vocational division of Eden Health Care Services. Segue Career Options provides employment activities in the "Choose, Get and Keep" stages.

In 2013/14, Segue Career Options provided employment preparation related services to 84 people with psychiatric disabilities. Of those, 58 were employed during this time period. Of the 84 people, 18 were carry over's from the 2012/13 year and ended in the 2013/14 year. Segue Career Options is an employment agency for the marketAbilities Program.

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

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

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

Rehabilitation and Recovery Services, a service of the Canadian Mental Health Association, Winnipeg Region, assists individuals living with a mental illness in selecting, securing and maintaining employment.

Service activities related to employment include:

- employment counselling
- skill development
- school-to-work transition
- vocational crisis intervention and management
- work experience
- post-secondary education support
- ongoing active employment support
- supported employment, and
- self-employment.

In addition, the service assists those living with a mental illness who want to return to school, explore educational options, access funding and complete their course of study and then look for related work.

In 2013/14, Rehabilitation and Recovery Services assisted 50 individuals to work on employment goals. The total number of

participant's to find (other) employment was 15 people. Of the 25 new participants admitted to the program, 21 had employment goals and 1 of these individuals had found employment by the end of this reporting period.

Of the ongoing participants, 15 maintained employment obtained in previous reporting periods.

Of the 20 exiting participants who worked on employment goals while in the program, 11 were working at exit and 9 were not. Five of the jobs held were full time, 5 were part time and one was seasonal. In addition, 19 participants were engaged in volunteer work and 20 participants received support for employment related crises they experienced.

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

Self Starting Creative Opportunities for People in Employment Inc. (SSCOPE) is a non-profit mental health agency incorporated in 1991 that provides casual and part-time work opportunities for men and women living in Winnipeg, who are coping with all forms of mental health problems and disabilities and are seeking meaningful work experience and training. "Real work...Real income" is its motto.

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

SSCOPE staff secures work opportunities and matches the needs of each job with existing skills of participants. Team Leader staff of SSCOPE accompany an individual or crew members to a job site to provide support, guidance, on-the-job training, transportation and customer relations while evaluating and assessing the needs of the participant. The program is flexible, allowing people to move in and out and take various work opportunities as they arise. Members themselves initiate the process of booking the work load they wish to have and determine their own readiness for more or fewer work hours at any time.

SSCOPE provided services to 56 of 115 total employee members who received wages and benefits over the 12 month period of April 1, 2013 to March 31, 2014. There was an increase in total payable hours from 9754.45 hours in 2012/13 to 13826.8 hours in 2013/14, a total increase of 41.75%. In 2013/14, \$150,693.00 was paid out to SSCOPE members, an increase from the previous year's amount of \$100,450.30.

In the last year, SSCOPE did not see any members move on to employment elsewhere or internally, nor was there any growth in the number of new applicants.

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

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

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

In 2013/14, a total of 18 individuals participated in the program with 12 of the 18 remaining active as of March 31, 2014. There were 4 new participants during the 2013/14 year. Within the same year, six participants left the program of which 3 have gone onto work in the community.

### ***Ventures***

Ventures is a vocational skills assessment and training program primarily for adults with significant mental health issues that have compromised the individual's capacity for obtaining and maintaining employment. Ventures provides an assessment of current basic vocational skills and, as appropriate, specific goal-directed training to strengthen or build these skills. Focused work-training plans are developed with individuals to address their specific needs. Ventures always encourages and promotes partnerships that endeavor to

provide work-training opportunities both within the regional health authority and the Brandon community. Educational opportunities for clients have been expanded and are always encouraged and supported.

In 2013/14, Ventures provided employment related services to 48 individuals. During the year, 9 vocational assessments occurred with 7 of the 9 enrolling in the Ventures program. Of the current clients receiving employment-related services from Ventures, 12 have been in the program for less than 2 years. Five clients either obtained part time employment or had work experience during this time frame. All 5 have maintained their enrollment at Ventures. Eight clients left the program this year. Many clients volunteer at community facilities and are also involved with various social and recreational programs.



## ***Program Results Indicators***

The following tables provide a detailed breakdown, by program or service, of the number of Manitoba Healthy Living and Seniors funded program participants who were reported to have received employability services during 2013/14.

<b>MANITOBA HEALTH , HEALTHY LIVING AND SENIORS PROGRAMS 2013/14</b>	
<b>Program / Service</b>	<b>Number of Individuals</b>
Selkirk Mental Health Centre	99
Community Mental Health Program	1,508
Proctors	229
Program of Assertive Community Treatment	95
Eden Mental Health Centre (Segue Career Options)	84
Rehabilitation and Recovery Services	50
SSCOPE	56
Selkirk and Interlake Mental Health Support Centres	18
Ventures	48
<b>Total</b>	<b>2,187</b>

<b>MANITOBA HEALTH, HEALTHY LIVING AND SENIORS PROGRAMS 2013/14</b>	
<b>Manitoba Healthy Program Indicators</b>	<b>Number of Individuals</b>
1. Number of people actively participating in programs	1,148
2. Number of people successfully completing programs	393
3. Number of people completing employment preparation programs, who subsequently progress to other interventions leading to employment	1,091
4. Number of people employed after participation	1,048
5. Number of people sustained in employment in the case of vocational crises	507

## ***Services Delivered by Addiction Agencies***

There are two addiction agencies cost-shared under the LMAPD that provide employability services to individuals experiencing mental health problems.

### ***Addictions Foundation of Manitoba***

The Addictions Foundation of Manitoba (AFM) programs provide a wide range of employment-focused services to assist adults with disabilities in preparing for, attaining and retaining employment. AFM programs are delivered on a regional basis throughout Manitoba. AFM programs provide the opportunity for employment success by coordinating a range of support and counselling services that can facilitate the participant's entry into the labour force or maintenance of employment.

#### ***Administration***

Administration at AFM consists of the Executive component which provides policy direction and goal setting which govern all aspects of AFM's operations. The Finance, IT and Human Resource component provides financial management, information system management and human resource services to all program areas of AFM. The Corporate Resources component provides public relations, awareness information and library services regarding alcohol and other drug use/abuse. The Program Evaluation and Accountability area focuses on demonstrating accountability by evaluating the programs offered to clients.

#### ***Adult Residential Programs***

AFM's Adult Residential Programs facilitate a participant's reintegration from the structured environment of a residential rehabilitation setting back into the community. The participants are men and women 18 years of age and older who have been screened and assessed as dependently involved with alcohol and other drugs and requiring extensive ongoing intervention.

This program is designed to return the participant to an optimal level of functioning by dealing with the impact of an addiction. The program allows participants to stabilize vocational crisis matters and provides skills for preparing and attaining employment. Employment-focused

skill development is provided in areas such as time, stress and anger management, communication, accountability, healthy lifestyle and job search skills.

A short-term (21-28 days) alcohol/other drugs residential rehabilitation service is available through the AFM's five facilities located in Brandon (1), Ste. Rose du Lac (1), Thompson (1) and Winnipeg (2). Residential clients are referred to an AFM continuing care service and/or to an external community or self-help resource for ongoing support after completion of the program.

### ***Adult Community-Based Programs***

Similar to residential programs, AFM's Adult Community-Based Programs are designed to facilitate the return of a participant to an optimal level of functioning which includes employability. The direct clients are men and women 18 years of age and older who have been screened and assessed as being harmfully and dependently involved with alcohol and other drugs but have a stable living environment and strong community and family supports, conducive to a community-based method of service.

This program provides participants living in the community with a supportive environment and information regarding risks and other life functioning problems (employment/vocational, family, and social life skills) affected by their involvement with alcohol and other drugs. As appropriate, links are also established with psychological service providers, such as a clinical psychologist, community mental health worker or psychiatrist. As with residential programs, employment-focused skill development is provided to enable participants to obtain or retain employment. Upon completing the program, participants may be referred to an AFM continuing care service and/or to an external community or self-help resource for ongoing support.

### ***Methadone Program***

The direct clients of the Methadone Program are individuals who have been diagnosed as being opiate dependent. The program provides methadone dispensing, urine testing, counselling and planning/goal setting, education, vocational stabilization and employment readiness for opiate dependent clients. Methadone maintenance enables individuals to function normally and to perform mental and physical tasks without impairment.

The goal of the program is to allow individuals the opportunity to safely withdraw from opiates and to develop and maintain positive daily functioning including the attainment and maintaining of employment.

### ***Workplace Services***

Workplace intervention is an effective process to address employment matters which may be related to addiction issues and any compounding personal problems. Workplace services include workplace interventions, policy development, consultations, customized training and employee awareness seminars.

### ***Behavioural Health Foundation***

Behavioural Health Foundation is a long-term (3 to 6 months recommended, longer stays allowed) residential, co-occurring disorder treatment facility providing addictions counselling and lifestyle skills to individuals and families (men, women and youth). The program is designed to offer graduated opportunities for equipping individuals with the vocational, intellectual and communicative skills necessary for successful reintegration into society, while remaining free from addictive behaviours.

### ***Men's, Women's and Family Program***

Behavioural Health Foundation's Men's, Women's and Family Program provides services for men, women and dependent children who are unable to function satisfactorily in their lives because of an addiction and/or mental health concern. The focus of the program is to assist individuals to develop positive lifestyle changes by pursuing further education or employment and reducing or eliminating addictions to alcohol and other drugs.

Through individual and group counselling, residents become aware of the dynamics of addiction, and how to experience emotions and feelings without the use of chemicals. A focus on conflict resolution and assertiveness skills, as well as communication and problem solving techniques, assists residents in developing constructive coping behaviours. Educational and vocational training, as well as developing and enhancing employment-related skills, are presented as methods of creating positive lifestyle changes.

Staff at the Behavioural Health Foundation work with residents to overcome their addiction by utilizing a variety of pre-employment preparation activities, including skill assessments, resume writing, interview skills, acquiring positive work attitudes, habits and skills, establishing work routines and pursuing education.

This program includes training for and referrals to employment. Graduates of the program are those individuals who have not only corrected the destructive behaviours that brought them to the Behavioural Health Foundation, but have also obtained meaningful employment or entered education or vocational training programs. Continued support is provided to clients after they have secured employment or entered training programs.

### ***Program Results Indicators***

The following table provides a detailed breakdown, by program or service, of the number of addiction program participants who received employability services during 2013/14.

<b>ADDICTIONS PROGRAMS 2013/14</b>		
<b>LMAPD Program Indicators</b>	<b>Number of Individuals</b>	
	<b>AFM*</b>	<b>BHF</b>
1. Number of people actively participating in programs	2,583**	308
2. Number of people successfully completing programs	1,633	201
3. Number of people completing employment preparation programs, who subsequently progress to other interventions leading to employment	N/A	81
4. Number of people employed after participation	57***	39
5. Number of people sustained in employment in the case of vocational crises	N/A	11

\* Individuals in gambling, family, youth and impaired driver programs are not included in these statistics.

\*\* Based on AFM's closure form data. Clients will be included once they have requested to have their files closed and/or it has been 6 months since their last involvement with AFM. Note: relying on closure form data is not 100% accurate in representing those active in adult Alcohol and other Drug (AOD) programs (e.g. those admitted in March 2012 to a community-based program may still be in treatment and will not be reflected in the numbers in the table above).

\*\*\* Data is based on an evaluation of one of AFM's residential programs. It is the proportion of evaluation participants who report employment at 3 months post treatment (does not include students or those retired).

## Expenditures

The following table provides a breakdown of Manitoba Health, Healthy Living and Seniors program expenditures eligible for cost-sharing under the LMAPD in 2013/14.

<b>MANITOBA HEALTH, HEALTHY LIVING AND SENIORS PROGRAMS 2013/14</b>			
<b>Program</b>	<b>Expenditures (\$000)</b>		
	<b>Administration</b>	<b>Program</b>	<b>Total</b>
Community Mental Health Program	1,146.4	7,704.3	8,850.7
Institutional Mental Health Programs	353.7	1,809.4	2,163.1
Mental Health Programs Admin	177.1	0.0	177.1
Proctors	0.0	1,607.8	1,607.8
Program of Assertive Community Treatment	0.0	832.0	832.0
Rehabilitation and Recovery Services	291.6	684.9	976.5
SSCOPE	8.7	95.0	103.7
Selkirk and Interlake Mental Health Support Centres	0.0	112.5	112.5
Ventures	3.3	97.6	100.9
Addictions Foundation of Manitoba	1,021.7	4,093.9	5,115.6
Behavioural Health Foundation	685.2	1,290.5	1,975.7
<b>Total</b>	<b>\$ 3,687.7</b>	<b>18,327.9</b>	<b>22,015.6</b>
	<b>%</b>	<b>11.6</b>	<b>88.4</b>
			<b>100.0</b>

# CHILDREN AND YOUTH OPPORTUNITIES

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

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

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

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

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

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

In 2013/14, there were 34 students placed in full-time employment positions through the CareerOptions for Students with Disabilities program. Of those, 5 students went on to be hired by their placing department as regular part-time STEP students during the fall/winter 2013/14 STEP session.

### ***Expenditures***

The following table provides a breakdown of CareerOptions program expenditures eligible for cost-sharing under the LMAPD for 2013/14.

<b>CHILDREN AND YOUTH OPPORTUNITIES 2013/14</b>				
<b>Program</b>		<b>Expenditures (\$000)</b>		
		<b>Administration</b>	<b>Program</b>	<b>Total</b>
CareerOptions for Students with Disabilities	\$	0.0	233.3	233.3
	%	0.0	100.0	100.0



## CONCLUSION

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

Successive cost-sharing agreements between governments, including the EAPD, continue to enhance the independence and ability of people with disabilities to contribute socially and economically through employment in the competitive labour force. Most recently, the LMAPD demonstrates government commitment to further the aims of integration and full citizenship of people with disabilities.

Manitoba is committed to the integration of people with disabilities into the labour market and regards the LMAPD as an opportunity for Manitoba to build on the successes of the VRDP and EAPD Agreements and further enhance its programs and services for people with disabilities.

Cette information existe également en français.