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ANNUAL REPORT
RAPPORT ANNUEL

Manitoba Families
Familles Manitoba

Manitoba Families
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MINISTER OF FAMILIES

Room 357
Legislative Building
Winnipeg, Manitoba R3C 0V8
CANADA

September 2021

Her Honour the Honourable Janice C. Filmon, C.M., O.M.
Lieutenant-Governor of Manitoba
Room 235, Legislative Building
Winnipeg, Manitoba
R3C 0V8

May It Please Your Honour:

I have the pleasure of presenting the Annual Report of the Department of Families for the fiscal year ending March 31, 2021.

Respectfully submitted,

Original Signed By

Honourable Rochelle Squires
Minister of Families





MINISTRE DES FAMILLES

Palais législatif
Bureau 357
Winnipeg (Manitoba) R3C 0V8
CANADA

Septembre 2021

Son Honneur l'honorable Janice C. Filmon, C.M., O.M.
Lieutenante-gouverneure du Manitoba
Palais législatif, bureau 235
Winnipeg (Manitoba)
R3C 0V8

Madame la Lieutenante-Gouverneure,

J'ai le plaisir de vous présenter le rapport annuel du ministère des Familles pour l'exercice terminé le 31 mars 2021.

Le tout respectueusement soumis.

Original signé par

Madame Rochelle Squires
Ministre des Familles





Families

Deputy Minister

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September 2021

Honourable Rochelle Squires
Minister of Families
Room 357 Legislative Building
Winnipeg MB R3C 0V8

Dear Minister Squires:

I am pleased to present for your approval the Annual Report of the Department of Families for the fiscal year ending March 31, 2021.

Immediately following the Manitoba government's declaration of a province-wide state of emergency in March 2020, a team of staff were assembled for ongoing planning and communication specific to the department and the people we serve. Staff continued to address the many needs of our department as the province's public health situation changed course and caused us to adjust cautiously, carefully and sometimes quite abruptly.

Department of Families offices remained open to continue to provide services to our families, neighbours and communities that were in need of our support. In a very short period, an incident command structure was put in place under the Director of Emergency Social Services. The command structure handled supplies for the department and our stakeholders, liaised with Emergency Measures Organization on responses, and held situation awareness meetings with all divisions in order to share information and highlight significant issues.

The Child and Youth Services Division implemented strong communications protocols that provided clarity for the Child and Family Services sector. Early Learning and Child Care redefined their program and worked to match open spaces to those workers in critical services who needed child care. Staff put in an extraordinary number of hours to contact parents and child care facilities directly in order to assess need and availability. The Employment and Income Assistance program established a rapid-response call centre staffed by 40 individuals in six locations across the province to answer questions, issue benefits and maintain contact with clients. As of March 19, 2020, the call centre was operational province-wide, Monday to Friday from 7 a.m. to 7 p.m. The call centre responded to an average of 1,850 calls and 250 emails per day, including new applications, regular case management, and callers needing to apply for federal Employment Insurance.

The Community Living disABILITY Services program worked closely with Abilities Manitoba to develop a temporary funding framework for Day Services to create incentives for staff redeployment, helping to ensure critical residential supports would continue to be available. The Housing Division implemented their Business Continuity Plan which included activating an Incident Command and an Emergency Operations Centre, to maintain critical and urgent services. Staff were redeployed to clean and disinfect common/shared spaces as well as conduct wellness checks on Manitoba Housing tenants. The Francophone Affairs Secretariat also provided high levels of urgent service as they saw translation requests increase by 52 per cent over 2019/20.

While much of the department's resources went towards pandemic related matters, regular activities and ongoing efforts toward continuous improvement continued and I am pleased to share highlights in the following pages.

At this time I would like to acknowledge and thank all Department of Families staff and express my heartfelt appreciation for the extraordinary and exceptional work they have completed this past year.

Respectfully submitted,

Original Signed By

Kathryn Gerrard





Familles

Sous-ministre

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Septembre 2021

Madame Rochelle Squires
Ministre des Familles
Palais législatif, bureau 357
Winnipeg (Manitoba) R3C 0V8

Madame la Ministre,

J'ai le privilège de soumettre à votre approbation le rapport annuel du ministère des Familles pour l'exercice qui s'est terminé le 31 mars 2021.

En mars 2020, immédiatement après la déclaration d'urgence visant l'ensemble de la province par le gouvernement du Manitoba, nous avons constitué une équipe de membres du personnel pour voir à la planification et à la communication de façon continue auprès du ministère et des personnes que nous desservons. Le personnel a continué de répondre aux nombreux besoins de notre ministère, suivant l'évolution de la situation de la santé publique au niveau de la province qui nous a obligé de modifier notre planification prudemment, soigneusement et parfois assez brusquement.

Les bureaux du ministère de la Famille sont restés ouverts pour continuer d'offrir des services à nos familles, nos voisins et nos communautés qui avaient besoin de notre soutien. En très peu de temps, une structure de commandement en cas d'incident a été mise en place sous la direction des Services sociaux d'urgence. La structure de commandement a géré les approvisionnements pour le ministère et pour nos intervenants, a assuré la liaison avec l'Organisation des mesures d'urgence concernant les interventions et a organisé des réunions de connaissance de la situation avec toutes les divisions afin de communiquer des renseignements et de mettre en évidence les questions importantes.

La Division des services aux enfants et aux jeunes a mis en œuvre de solides protocoles de communication qui ont permis de clarifier le secteur des services à l'enfant et à la famille. La Direction de l'apprentissage et de la garde des jeunes enfants a redéfini son programme et s'est efforcée de mettre des places en garderie à la disposition des travailleurs des services indispensables qui avaient besoin de services de garde. Le personnel a consacré un nombre extraordinaire d'heures à communiquer directement avec les parents et les établissements de garde d'enfants afin d'évaluer les

besoins et la disponibilité. Les responsables du programme d'aide à l'emploi et au revenu ont créé un centre d'appels d'intervention rapide où 40 personnes situées à six endroits dans la province travaillent à répondre aux questions, à verser des prestations et à rester en contact avec les clients. En date du 19 mars 2020, le centre d'appels était opérationnel à l'échelle de la province, de 7 h à 19 h du lundi au vendredi. Le centre a répondu à une moyenne de 1 850 appels et 250 courriels par jour, portant sur de nouvelles demandes, la gestion régulière des cas et les personnes qui devaient présenter une demande d'assurance-emploi fédérale.

Les responsables du programme des services d'intégration communautaire des personnes handicapées ont travaillé en étroite collaboration avec Abilities Manitoba à élaborer un cadre de financement temporaire pour les services de jour afin de créer des incitatifs pour le redéploiement du personnel, contribuant ainsi à garantir la disponibilité continue des soutiens essentiels aux résidents. Logement Manitoba a mis en œuvre son plan de continuité des activités, y compris l'activation d'un centre de commandement des interventions et d'un centre des opérations d'urgence, afin de maintenir les services indispensables et urgents. Le personnel a été redéployé pour nettoyer et désinfecter les locaux communs et partagés, et pour effectuer des vérifications du bien-être des locataires de Logement Manitoba. Le Secrétariat aux affaires francophones a également offert des niveaux élevés de services urgents, les demandes de traduction ayant augmenté de 52 % par rapport à l'exercice 2019-2020.

Alors qu'une grande partie des ressources du ministère ont été consacrées aux questions liées à la pandémie, les activités régulières et les efforts soutenus en vue d'une amélioration continue se sont poursuivis et je suis heureuse de vous faire part des faits saillants dans les pages suivantes.

Je profite de l'occasion pour reconnaître et remercier tout le personnel du ministère des Familles et pour lui exprimer ma plus profonde gratitude pour le travail extraordinaire et exceptionnel qu'il a accompli au cours de la dernière année.

Le tout respectueusement soumis.

Original signé par

Kathryn Gerrard



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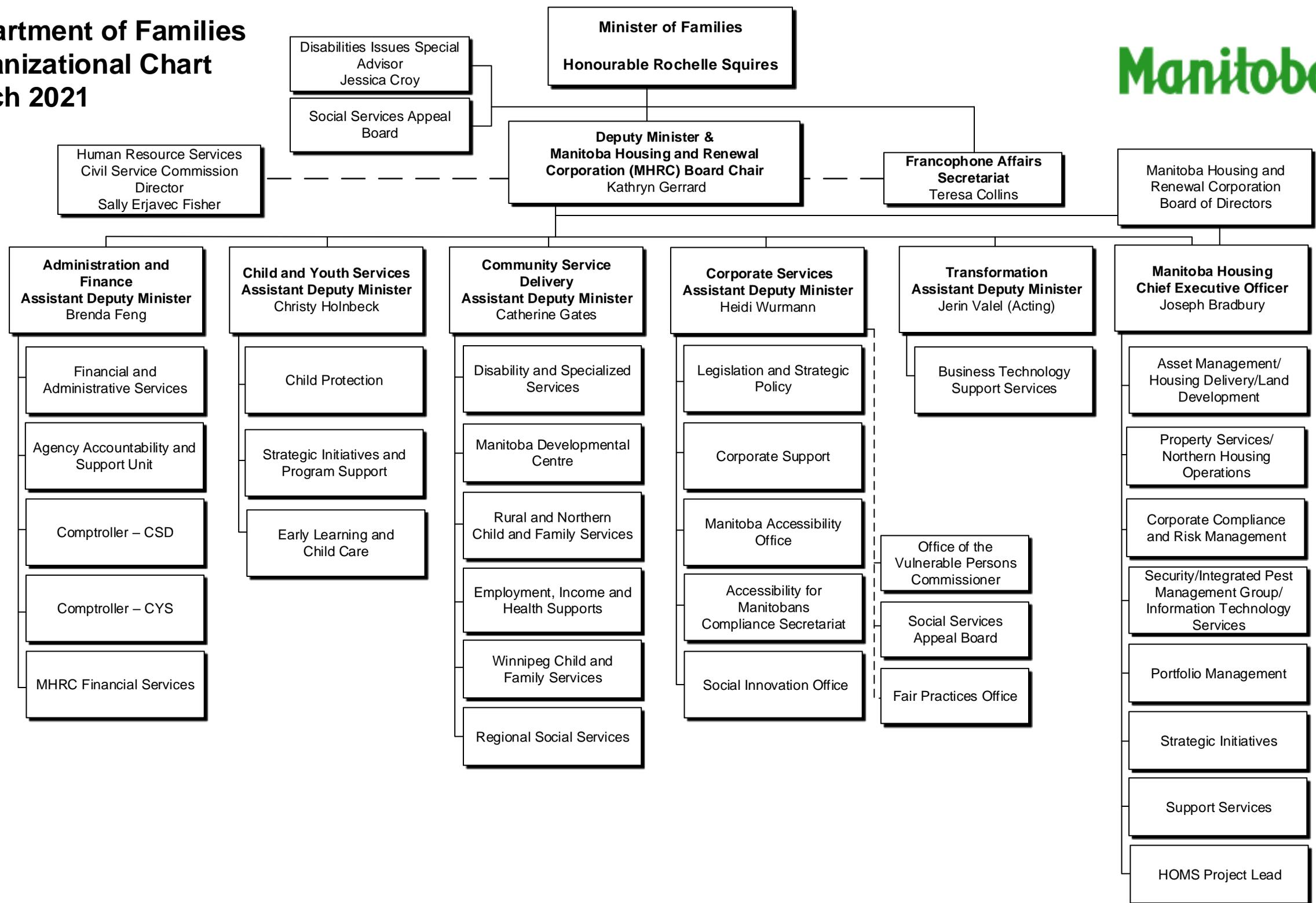
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Department of Families Organizational Chart March 2021



Preface

Report Structure

This annual report is organized in accordance with the 2020/21 Department of Families appropriation structure that reflects the department's authorized votes approved by the Legislative Assembly. The report includes information at the main and sub-appropriation levels relating to the department's responsibilities and results for the fiscal year ending March 31, 2021. Financial performance information is provided with expenditure and revenue variance explanations and a five-year adjusted historical table of departmental expenditures and staffing. Expenditures and revenue variance explanations previously contained in the Public Accounts of Manitoba are now provided in this annual report.

In the financial tables throughout this report, "Authority" represents the authorized votes approved by the Legislative Assembly. The authorized votes includes both the Estimates of Expenditure and any Supplementary Estimates approved during the year. In addition, the "Authority" has been adjusted to include approved allocations from Enabling Appropriations and Main Appropriation virement transfers between appropriations within the department. For a full reconciliation of the Printed Estimates of Expenditure to the Authority please see the Expense Summary by Appropriation report in the Report on the Estimates of Expenditure and Supplementary Information.

Vision

That all individuals served by the department are supported in their personal development, stability and independence.

Mission

To help keep children, individuals, families, and communities safe and secure, while supporting personal development, self reliance, well-being and social inclusion.

Highlights

In 2020/21, departmental activities and achievements included:

- Established a departmental COVID Task Force that coordinated the development of COVID related communication material for employees and funded agencies; prepared submissions for new COVID related programs and services; and provided weekly reports to executives on COVID related activities and issues.
- Worked with community partners to expand shelter space to accommodate physical distancing, create isolation facilities and deliver pandemic related support services including vaccine clinics for people who are precariously housed or experiencing homelessness in Brandon, The Pas, Thompson and Winnipeg.
- The Francophone Affairs Secretariat experienced a 52 per cent increase in translation requests over 2019/20, and interpretation statistics by 27 per cent.
- All service delivery sites remained open, continuing to offer critical services and supports to the community throughout the COVID-19 pandemic.

- Established a call centre for the Employment and Income Assistance program as a safe and responsible way to improve accessibility while continuing to provide services to program participants, community agencies and the public.
- Conducted regular webinars on COVID-19 related issues and met regularly with external stakeholders to share and receive information.
- Redirected efforts to support service providers to manage service delivery during the COVID-19 pandemic by communicating public health orders, adjusting services to support the health and well-being of participants.
- Partnered with community-based organizations to provide families with school-age children experiencing food disruption during the COVID-19 pandemic with nutritious breakfast foods, and simple, child-friendly recipes and learning activities.
- Manitoba Developmental Centre implemented virtual technology for connection with resident families.
- Announced the decision to transition all Manitoba Developmental Centre residents to community living by the end of the 2023/24 fiscal year.
- Introduced the Disability Economic Support Program, which provided a one-time \$200 benefit to lower-income Manitobans with a disability receiving benefits from the Employment and Income Assistance program.
- Realigned the six regional boundaries to create the Eastern, Western and Northern regions to deliver services within Regional Social Services.
- Developed a Rapid Recruitment Initiative in partnership with Manitoba Possible and Red River College to address immediate human resource challenges in the disability sector.
- Launched the Manitoba Accessibility Awards with a call for nominations from large and small business, non-profit and municipalities.
- Implemented a pilot project for adult FASD assessment in Manitoba. The three-year pilot provides assessment and follow-up support to eight to 10 adults per year, aged 18-25, who are involved in the Justice system and are suspected of having FASD.
- Ended the practice of issuing birth alerts.
- Extended existing benefits and supports for all youth in the care of child and family services agencies reaching the age of majority (18), regardless of their legal status. This included expiring agreements with young adults turning 21, to ensure continuity of supports and benefits during the pandemic.
- Operationalized StreetReach North in Thompson.
- Through policy, enabled Child and Family Services Authorities to develop and implement Guardianship Supports and Customary Care Programs.
- Established the Child Care Parent Advisory Committee to guide public engagement and to ensure that early learning and child care services reflect the diverse needs of parents and families.

- Launched an online survey to promote the involvement of parents across the province in identifying their needs and priorities for child care, and their ideas for modernizing the early learning and child care system.
- Created the Manitoba Child Care Search tool that connects Manitoba families directly with the licensed child care facilities that meet their needs, based on location, hours and availability.
- Strengthened eligibility criteria for child care capital project proposals under the ELCC Building Fund.
- New legislation, The Early Learning and Child Care Act, was introduced to provide greater equity, flexibility and accessibility in Manitoba's early learning and child care system.
- Supported the development of new non-profit early learning and child care school-based capital projects.
- Delivered 137 affordable housing units in Winnipeg and Brandon through a \$5.0 million investment.
- Developed the Canada Manitoba Housing Benefit, which will provide a portable rent subsidy to youth leaving the care of Child and Family Services, people experiencing homelessness or who are at risk of homelessness, and people with mental health and addiction issues.
- Expanded the capacity of the Manitoba Housing Property Network resulting in improved bandwidth for video and security systems on Manitoba Housing owned properties.

Préface

Structure du rapport

Ce rapport annuel est organisé conformément à la structure des postes budgétaires du ministère des Familles, qui correspondent aux crédits approuvés par l'Assemblée législative pour l'exercice 2020-2021. Il comprend des données sur les responsabilités du ministère et les résultats obtenus par affectations principales et secondaires, pour l'exercice terminé le 31 mars 2021. Les renseignements sur le rendement financier sont accompagnés d'explications sur les écarts dans les dépenses et les recettes ainsi que d'un tableau chronologique quinquennal redressé illustrant les dépenses et les effectifs du ministère. Les explications des écarts en matière de dépenses et de recettes auparavant contenues dans les comptes publics du Manitoba sont maintenant présentées dans ce rapport annuel.

Dans les tableaux financiers figurant dans le présent rapport, « Authority » représente les crédits autorisés approuvés par l'Assemblée législative. Les crédits autorisés comprennent le Budget des dépenses et tous budgets des dépenses supplémentaires approuvés au cours de l'année. De plus, la notion de crédit a été ajustée pour inclure les allocations approuvées provenant des crédits d'autorisation et les transferts de crédits du Budget des dépenses principal entre divers postes du ministère. Pour un rapprochement complet entre la version imprimée du Budget des dépenses et les crédits, veuillez consulter le rapport sur le sommaire des dépenses par poste budgétaire, qui figure dans le rapport sur le budget des dépenses et renseignements supplémentaires.

Vision

Faire en sorte que toutes les personnes qui reçoivent des services du ministère soient soutenues dans leur développement personnel et leur recherche de stabilité et d'indépendance.

Mission

Assurer la sécurité des enfants, des particuliers, des familles et des collectivités, tout en favorisant leur développement, leur autonomie, leur bien-être et leur inclusion sociale.

Faits saillants

Voici un résumé des activités et des réalisations du ministère en 2020-2021 :

- La création d'un groupe de travail ministériel sur la COVID-19 qui a coordonné l'élaboration du matériel de communication lié à la COVID-19 pour les employés et les organismes financés, a préparé des soumissions pour les nouveaux programmes et services liés à la COVID-19, et a fourni aux dirigeants des rapports hebdomadaires sur les activités et les questions liées à la COVID-19.
- La collaboration avec nos partenaires communautaires afin d'agrandir les refuges pour tenir compte de l'éloignement physique, pour créer des installations d'isolement et pour offrir des services de soutien liés à la pandémie, y compris des cliniques de vaccination pour les personnes dont le logement est précaire ou qui sont sans abri à Brandon, The Pas, Thompson et Winnipeg.

- Le Secrétariat aux affaires francophones a connu une augmentation de 52 % des demandes de traduction et de 27 % des statistiques d'interprétation par rapport à l'exercice 2019-2020.
- Tous les sites de prestation de services sont restés ouverts et ont continué d'offrir des services et des soutiens indispensables à la communauté tout au long de la pandémie de la COVID-19.
- L'établissement d'un centre d'appels pour le programme d'aide à l'emploi et au revenu comme moyen sûr et responsable d'améliorer l'accessibilité tout en continuant de fournir des services aux participants au programme, aux organismes communautaires et au public.
- L'offre de webinaires réguliers sur les questions liées à la COVID-19 ainsi que des rencontres régulières avec les intervenants externes afin de communiquer et de recevoir des renseignements.
- La réorientation des efforts visant à aider les fournisseurs de services à gérer la prestation de services pendant la pandémie de la COVID-19 en communiquant les ordres de santé publique et en modifiant les services de manière à soutenir la santé et le bien-être des participants.
- L'établissement de partenariats avec des organismes communautaires pour fournir aux familles d'enfants d'âge scolaire confrontées à des perturbations alimentaires liées à la pandémie de la COVID-19 des déjeuners nutritifs ainsi que des recettes et des activités d'apprentissage simples et adaptées aux enfants.
- La mise en œuvre, par le Centre manitobain de développement, d'une technologie virtuelle pour établir des liens avec les familles résidentes.
- Le lancement du programme de soutien économique aux personnes handicapées, qui a versé une prestation unique de 200 \$ aux Manitobains handicapés à faible revenu qui reçoivent des prestations du programme d'aide à l'emploi et au revenu.
- L'annonce de la décision de faire passer tous les résidents du Centre manitobain de développement à la vie dans la communauté d'ici la fin de l'exercice financier 2023-2024.
- La révision des six frontières régionales pour créer les régions de l'Est, de l'Ouest et du Nord, permettant d'offrir des services au sein de la Direction des services sociaux régionaux.
- L'élaboration d'une initiative de recrutement rapide en partenariat avec Manitoba Possible et le Collège Red River pour relever les défis immédiats en matière de ressources humaines dans le secteur de l'invalidité.
- Le lancement des prix de l'accessibilité du Manitoba par un appel de candidatures de grandes et petites entreprises, d'organismes sans but lucratif et de municipalités.
- La mise en œuvre d'un projet pilote visant à évaluer l'ETCAF chez les adultes au Manitoba. Le projet pilote de trois ans fournit annuellement une évaluation et un soutien de suivi à huit à 10 adultes âgés de 18 à 25 ans qui se retrouvent dans le système de justice et que l'on soupçonne d'être atteints de l'ETCAF.
- La cessation de la pratique consistant à publier les signalements de naissance.

- La prolongation des prestations et des soutiens actuels pour tous les jeunes pris en charge par des offices de services à l'enfant et à la famille et ayant atteint l'âge de la majorité (18 ans), quelle que soit leur situation aux yeux de la loi. Cela comprenait l'annulation des ententes avec les jeunes adultes ayant atteint l'âge de 21 ans afin d'assurer la continuité des soutiens et des prestations pendant la pandémie.
- L'opérationnalisation du programme Secours-rue Nord à Thompson.
- Par la gestion de politiques, l'autorisation des autorités des Services à l'enfant et à la famille d'élaborer et de mettre en œuvre des programmes de soutien à la tutelle et de soins conformes aux traditions.
- La mise sur pied du comité consultatif de parents sur les services de garde d'enfants pour orienter la participation du public et veiller à ce que les services d'apprentissage et de garde des jeunes enfants tiennent compte des divers besoins des parents et des familles.
- Le lancement d'un sondage en ligne visant à encourager les parents de toute la province à déterminer leurs besoins et leurs priorités en matière de garde d'enfants et de présenter leurs idées pour moderniser le système d'apprentissage et de garde des jeunes enfants.
- La création de l'outil Recherche de services de garde d'enfants qui relie directement les familles du Manitoba à des établissements autorisés d'apprentissage et de garde des jeunes enfants qui répondent à leurs besoins en fonction de l'emplacement, des heures d'ouverture et de la disponibilité.
- Le renforcement des critères d'admissibilité des propositions de projets d'immobilisations en matière de garde d'enfants en vertu du Fonds pour le développement de l'apprentissage et la garde des jeunes enfants.
- Une nouvelle mesure législative, la Loi sur l'apprentissage et la garde des jeunes enfants, a été déposée afin d'accroître l'équité, la souplesse et l'accessibilité du système d'apprentissage et de garde des jeunes enfants du Manitoba.
- Le soutien à l'élaboration de nouveaux projets d'immobilisations sans but lucratif en apprentissage et garde des jeunes enfants dans les écoles.
- La prestation de 137 unités de logement abordables à Winnipeg et à Brandon grâce à un investissement de 5 millions de dollars.
- La création de l'allocation pour le logement Canada-Manitoba, qui fournira une subvention au loyer transférable aux jeunes qui ne reçoivent plus les soins des Services à l'enfant et à la famille, aux personnes en situation d'itinérance ou qui sont à risque d'itinérance, et aux personnes aux prises avec des problèmes de santé mentale et de toxicomanie.
- L'élargissement de la capacité du réseau des immeubles de Logement Manitoba, qui permet d'améliorer la largeur de bande des systèmes vidéo et de sécurité des immeubles de Logement Manitoba.

Statutes

In 2020/21, the Department of Families operated under the authority of the following Acts of the Consolidated Statutes of Manitoba:

The Accessibility for Manitobans Act
The Adoption Act
The Adult Abuse Registry Act
The Bilingual Service Centres Act (c. B37)
The Child and Family Services Act
The Child and Family Services Authorities Act
The Community Child Care Standards Act
The Cooperative Housing Strategy Act
The Elderly and Infirm Persons' Housing Act
[with respect to elderly persons' housing units as defined in the Act]
The Francophone Community Enhancement and Support Act (c. F157)
The Housing and Renewal Corporation Act [except clause 44(k)]
The Income Tax Act [sections 7.20 and 10.6]
The Intercountry Adoption (Hague Convention) Act
The Manitoba Assistance Act
The Parents' Maintenance Act [section 10]
The Poverty Reduction Strategy Act
The Protecting and Supporting Children (Information Sharing) Act
The Social Services Administration Act*
[except the Vocational Rehabilitation of Disabled Persons Regulation, M.R. 1/90]
The Social Services Appeal Board Act
The Social Work Profession Act
The Vulnerable Persons Living with a Mental Disability Act

* Under The Social Services Administration Act, responsibility for

- Income Supplement for Persons Eligible for Old Age Security Benefits, (55 PLUS) Regulation, M.R. 65/90
- Income Supplement for Persons Not Eligible for Old Age Security Benefits, (55 PLUS) Regulation, M.R. 64/90
- Manitoba Child Benefit Regulation, M.R. 85/2008
- Manitoba Prenatal Benefit Regulation, M.E. 89/2001
- Residential Care Facilities Licensing Regulation, M.R. 484/88 R

The Social Services Administration Act, The Adult Abuse Registry Act, The Cooperative Housing Strategy Act, The Regulatory Accountability Act and The Housing and Renewal Corporation Act require the Minister to report annually to the Legislature. These reporting requirements are met by this Annual Report.

Separate annual reports are issued for the Francophone Affairs Secretariat, the Social Services Appeal Board, the Poverty Reduction Strategy, and activities under The Accessibility for Manitobans Act.

Accessibility

The Department of Families is committed to ensuring equal access and inclusion for all Manitobans.

As stated in The Accessibility for Manitobans Act (AMA) and the Customer Service Standard Regulation, this means providing all people with the same opportunities to obtain or benefit from the publicly available goods and services provided by the Department of Families.

The department is also committed to accessibility for current and potential members of Manitoba's labour force, including within government, as per The Accessible Employment Standard Regulation.

Progress in 2020/21:

The Manitoba Government Accessibility Plan

Under the AMA, the Manitoba government and public sector organizations must prepare accessibility plans that are updated every two years. The Manitoba Government Accessibility Plan 2021 and 2022 (MGAP) is the two-year plan for improving accessibility in departments across government including the Department of Families. The department played a central role in the development of the plan in conjunction with the Civil Service Commission and the Manitoba Government Accessibility Steering Committee. In May and June 2020, Accessibility Coordinators from across government met with the Civil Service Commission to discuss the contents of the new plan and the elements to be included.

Building Accessibility

The department continues to be committed to ensuring that public areas are accessible to all Manitobans. Staff continued to liaise with Asset Management (Department of Central Services) to ensure that newly renovated or leased office buildings were accessible to the public.

Staff may approach the department's designated Accessibility Coordinator with concerns regarding building accessibility. The department's emergency and business continuity plans and procedures consider the needs of persons with disabilities. There are provisions in both plans that instruct persons with disabilities to move to a safe area within the building with a designated colleague until emergency responders have arrived.

Accessibility Standard for Employment

On May 1, 2019, The Accessible Employment Standard Regulation became law in Manitoba and, by May 1, 2020, the Manitoba Government was obligated to comply with all provisions of the standard. Building on the requirements of Manitoba's Human Rights Code, the regulation aims to remove and prevent barriers affecting current and potential members of Manitoba's labour force. To ensure employee safety, the standard required that by May 1, 2020, all Manitoba employers with one or more employees have:

- plans to provide individualized emergency response information to keep employees with disabilities safe
- permission from all employees who require assistance during an emergency to share that information with other individuals in the organization who agree to provide support.

Services, publications, websites

Access offer reception area signs

The “access offer” sign continues to be posted in all departmental public reception areas. The sign encourages members of the public to let staff know if they need accessibility-related assistance. Departmental staff continue to work to respond to requests for accessibility assistance in an effective and timely manner.

Access offer statement on written information

Progress continues on including an “access offer” statement on public facing written departmental information. The “access offer” states that information is available in alternate formats, upon request. Alternate formats include (but are not limited to) large print, electronic text, Braille and captioning.

Website accessibility

The benchmark for Manitoba government websites is the World Wide Web Consortium’s Web Content Accessibility Guidelines (WCAG) 2.0, level AA. Departmental staff have completed training on making web content accessible and continue to take a proactive approach to comply with the government standard to meet the WCAG 2.0 Level AA. Departmental staff will continue to monitor websites and portals to ensure they meet the benchmark.

Supports to staff

Internal website

The department continues to update its internal website that is dedicated to providing resources to advance accessibility for clients and staff. This website includes information on how to offer accessible services and write accessible documents and emails. The website also includes resources on ways to comply with emergency provisions of the Employment Standard, as well as information regarding training opportunities for staff.

Staff orientation and training

Accessibility training was provided online to newly-hired staff throughout the year, as part of their orientation to the department. The Accessibility Coordinator continues to support staff to respond effectively and efficiently to public requests for information and services in alternate formats.

All staff are required to complete an online course regarding the AMA and the provision of accessible customer services and employment. The Manitoba Government Accessibility Plan for 2021 and 2022 includes a goal of 100 per cent completion of the AMA course among government staff. The completion rate for staff in the Department of Families increased from 85.0 per cent on March 31, 2020 to 87.1 per cent on March 31, 2021.

Additional training sessions are provided to those who wish to learn more about the AMA and its regulations.

For more information on progress made by the department, please see the Minister’s Annual Report on the implementation of the AMA.

For alternate format requests regarding Department of Families programs and services, please contact the Accessibility Coordinator Charissa McIntosh at 204-945-4785 or by email at charissa.mcintosh@gov.mb.ca.

Minister and Executive Support

Minister's Salary

This appropriation provides for the Minister's salary entitlement as a member of Executive Council.

09-1A Minister's Salary

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	42	1.00	42	0	

Executive Support

Executive Support includes the offices of the Minister and the Deputy Minister. The Executive Offices provide the department with policy direction and planning, and co-ordinate departmental activities.

09-1B Executive Support

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	750	10.00	750*	0	
Other Expenditures	67		67*	0	
Total Expenditures	817		817	0	

* The 2020/21 Authority includes a virement transfer of \$111K from the branch to the Corporate Services Division in support of the establishment of a new \$20M Accessibility Endowment Fund with The Winnipeg Foundation.

Administration and Finance Division

The Administration and Finance division oversees comptrollership and administrative functions and ensures financial and administrative policies, services and reporting systems are developed, maintained and administered effectively in support of the department's accountability framework. The division monitors the financial performance of funded agencies to ensure public funds are properly and effectively used for service deliveries.

The division provides leadership, direction, advice and guidance in the areas of information technology related planning, comptrollership, financial and administration management, strategic resource planning and risk management to support the department, related agencies and stakeholders.

The division includes the following branches:

- Agency Accountability and Support Unit
- Financial and Administrative Services
- Business Technology Support Services
- Financial Services (Manitoba Housing)*

* Report on Financial Services (Manitoba Housing) is included in the Manitoba Housing Division.

Agency Accountability and Support Unit

The Agency Accountability and Support Unit (AASU) strengthens the capacity of the department to effectively monitor the financial performance of departmentally funded agencies and ensures that agencies are operating under a clear and effective accountability framework.

The AASU is the central system for the administration of departmental contracts with service provider agencies and individuals, including Service Purchase Agreements. The AASU provides leadership and management in the development and coordination of the contracts and examines the use of funds provided to deliver the services.

The AASU supports agency and board development by providing advice and assistance on agency operations and financial management, and brings a systematic approach to the planning, implementation and response to internal and external reviews of departmental programs and funded agencies.

Key Results Achieved

- Monitored agencies for compliance with the department's Financial Reporting Requirements.
- Analyzed the financial performance of agencies, investigated areas of concern and performed operational reviews.
- Improved collaboration and information sharing across the department for publicly funded agencies and provided timely and comprehensive financial analysis and reviews to senior management regarding the financial and contractual performance of these agencies.

- Developed a more robust oversight of the department's service purchase agreements through collaborative regular tri-part meetings with department program areas and service specialists.
- Completed 80 agency scheduled meetings to provide financial consultations and comptrollership to foster collaborative working relations with services providers, address, prevent and mitigate financial and management risks and build partnerships for improved communication.
- Mentored and supported both internal and external stakeholders through financial and contractual management.
- Developed a robust Financial Risk Matrix to assist in the risk analysis, monitoring, support and remediation planning of publicly funded service providers.
- Revised and developed a more effective service purchase agreement for publicly funded service providers.
- Completed ongoing Board Governance consultations and support for the publicly funded Not-for-Profit agencies under the Department of Families.
- Completed Financial Reporting Training Sessions for internal divisional stakeholders under the Department of Families.
- Completed review recommendation follow-ups on two formal financial reviews/audits on publicly funded agencies.
- Provided prompt and accurate reporting and financial analysis to all divisions for strategic planning and monitoring.

09-1C Agency Accountability and Support Unit

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	996	15.00	996*	0	
Other Expenditures	45		45*	0	
Total Expenditures	1,041		1,041	0	

* The 2020/21 Authority includes a virement transfer of \$193K from the branch to the Corporate Services Division in support of the establishment of a new \$20M Accessibility Endowment Fund with The Winnipeg Foundation.

Financial and Administrative Services

Financial and Administrative Services maintains a strong comptrollership presence throughout the department by proactively ensuring that financial and administrative policies, services and reporting systems are developed, maintained, coordinated and effectively administered to meet financial control, accountability, and reporting standards and to safeguard and protect the financial and physical assets under department stewardship. This is accomplished through departmental financial administration and management activities; coordination of comprehensive budget estimates planning; responsible financial forecasting and reporting; disbursements and revenue accounting; and appropriation control.

Key Results Achieved

- Maintained, monitored and reviewed financial and administrative procedures for ongoing comptrollership functions.
- Continued to analyze existing operations and expanded on the continuous improvement practice to ensure operations are working as intended.
- Ensured that the Comptrollership Plan encompasses effective and efficient methods that strengthen accountability and meet government comptrollership standards.
- Led a review of the department's delegated financial signing authority process to identify efficiencies and streamline internal processes while maintaining existing appropriate financial role assignments to ensure segregation of financial duties and preserve responsible stewardship and overall management of departmental resources.
- Prepared and coordinated the development of the department's annual Estimates of Expenditure and Revenue, aligning stakeholder requirements, program changes, new initiatives and government mandates, while accommodating volume and cost pressures and ensuring responsible resource allocations.
- Monitored financial activities of the department and prepared comprehensive financial reports, including detailed explanations to accurately portray the driving factors behind variances to budget.
- Supported financial decision-making of key stakeholders through enhancements to fiscal management tools including improvements in monitoring, accountability and control components.
- Monitored and coordinated year-end reporting processes to incorporate comprehensive data collection, analysis and verification measures thus harnessing efficiencies to seamlessly deliver final reports to meet Department of Finance and Office of the Auditor General requirements.
- Maintained processing efficiencies and accuracies through increased application of data uploads in place of manual data entry thus supporting more timely payments to vendors and corresponding improvements to decision-making data.
- Continued to review and redefine processes to produce deliverables with less red-tape while adhering to government comptrollership standards.
- Continued to support government's proactive contract disclosure through regular and active monitoring of contract criteria application, purchase order processes, and reporting procedures.
- Ensured prompt and accurate processing of accounts payable items within established processing timeframes, and collected, deposited and recorded all revenues and receipts to which the divisions/branches were entitled.
- Continued mentoring and supporting division/branch management and staff through delivery of analytical, consultative and evaluative advice on financial, policy and planning proposals and provided department-view interpretation of central government directives and policies.

- Continued to align budgeting and reporting processes of Other Reporting Entities (ORE) with core government reporting requirements.
- In collaboration with the Department Training Unit, built capacity of departmental staff through the development of internal training materials regarding financial and administrative procedures.
- Continued to promote the completion of the Comptrollership Framework online training course modules offered through Organization and Staff Development.

09-1D Financial and Administrative Services

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	1,613	28.00	1,613*	0	
Other Expenditures	130		130*	0	
Total Expenditures	1,743		1,743	0	

* The 2020/21 Authority includes a virement transfer of \$313K from the branch to the Corporate Services Division in support of the establishment of a new \$20M Accessibility Endowment Fund with The Winnipeg Foundation.

Business Technology Support Services

Business Technology Support Services (BTSS) is the center for strategic planning, managing transformation projects and information and communication technology (ICT) investments for the department. As a central resource, BTSS provides professional services including project management, business analysis leadership, business applications support and desktop services to the department in order to meet its strategic goals and priorities.

The branch provides centralized service to manage transformation and other major projects that have significant impact on service delivery. The branch promotes standardization and reusability by implementing project management processes and appropriate tools. The branch supports existing information technology systems and develops project plans for new strategic initiatives. The branch supports continuous improvement through innovation and efficient service delivery by focusing on the business policies and processes that can be enhanced through improved use of information and communication technology.

The branch is the department's liaison point and steward of information and communication technology services delivered by central government's Business Transformation Technology branch. BTSS manages the financial expenditures for the department's ICT including all desktop services and computer assets, and sets/reviews departmental policy in support of the strategic information technology direction of government. The branch provides end user support to over 3,500 users within the Department of Families and Manitoba's child welfare Authorities and agencies.

Key Results Achieved:

- Formed a centralized team to provide professional project management support to departmental transformation and other major initiatives.
- Provided increased predictability on the management of transformation initiatives (including budget, scope and schedule).
- Created a toolkit and framework for managing transformation initiatives in the department.
- Provided innovative solutions to the department by offering professional project management, business analysis, organizational change management, and information technology support for corporate information technology initiatives. BTSS gathered business requirements to replace or enhance a number of legacy applications in the department.
- Implemented strategic planning activities including business case development for the department's information and communication needs.
- Provided data analytical services for information system initiatives for the department.
- Enhanced services provided by the department to the citizens of Manitoba by working in partnership with the Child and Family Services Authorities to identify, prioritize and develop business requirements for ongoing functionality improvements. BTSS tested, implemented and informed users of enhancements and monitored compliance with requirements to use the information management system and provided help desk support.

BTSS Statistics – 2020/21

Item	Request Carried forward from 2019/20	New Request Received in 2020/21	Requests Closed in 2020/21	Request Carried forward to 2021/22*
IT Projects and Enhancements	85	166	140	111
Dedicated Systems Help Desk Requests	383	7,006	6,901	424

* Primarily reflects timing of the requests received and length of time required to complete.

Note: In 2020/21, the BTSS Service Desk received and reviewed 5,578 eService requests from all divisions, excluding Manitoba Housing.

09-1E Business Technology Support Services

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	1,246	17.00	1,246*	0	
Other Expenditures	1,601		1,601*	0	
Total Expenditures	2,847		2,847	0	

* The 2020/21 Authority includes a virement transfer of \$1,178K from the branch to the Corporate Services Division in support of the establishment of a new \$20M Accessibility Endowment Fund with The Winnipeg Foundation.

Community Service Delivery Division

The Community Service Delivery Division coordinates and delivers most of the department's programs that are offered to the public, including income assistance programs and disability services for adults and children. Services for eligible Manitobans are provided through community-based offices across the province, with some services being provided through ACCESS centres and health and social services centres in partnership with the Winnipeg Regional Health Authority. The division also coordinates and delivers child and family services in Winnipeg and four rural regions on behalf of the General Child and Family Services Authority.

The division manages and enhances the existing Integrated Service Delivery system, as a person-centred approach to service delivery. Integrating the department's programs and services improves the quality, efficiency and accessibility of income support, social services and benefits provided by the department to meet the needs of Manitobans.

The division delivers Emergency Social Services across the province and coordinates social service responses to disasters when called upon by the Emergency Measures Organization and/or municipalities. It works with non-governmental organizations to ensure Manitobans are supported in times of crisis.

The division also provides financial management and policy and program support for the Community Living disABILITY Services, Children's disABILITY Services, and Employment, Income and Rental Assistance branches. It also manages the Manitoba Developmental Centre.

The division operates through ten branches:

- Strategic Planning and Program Support
- Regional Social Services
- Employment, Income and Health Supports
- Manitoba Developmental Centre
- Disability and Specialized Services
- Community Living disABILITY Services
- Children's disABILITY Services
- Winnipeg Child and Family Services
- Employment, Income and Rental Assistance
- Employment and Income Assistance Transformation

Strategic Planning and Program Support

The Strategic Planning and Program Support Branch provides corporate support for the assistant deputy minister's office. It also provides issues management and cross-program support for the division. The branch provides policy and project management support for initiatives involving multiple branches, as well as key divisional priorities.

The branch supports comptrollership and financial management for the division, including the coordination of budgeting, forecasting and financial reporting.

Key Results Achieved

- Provided project management, policy and analytical support for key divisional priorities, such as Employment and Income Assistance transformation, planning for closure of the Manitoba Developmental Centre and supporting the homeless-serving sector.
- Realigned seven staff and their associated functions into other branches to strengthen alignment with divisional priorities. This included managing access to information requests, overseeing the Integrated Financial and Case Tracking (inFACT) computer system, and conducting research and analysis for key divisional priorities.

09-2A Strategic Planning and Program Support

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	1,389	18.00	1,461	(72)	
Other Expenditures	5,346		4,221	1,125	1
Total Expenditures	6,735		5,682	1,053	

1. The over-expenditure is primarily due to increased IT costs and costs associated with N95 fit testing related to the COVID-19 pandemic.

Regional Social Services

The Regional Social Services Branch delivers Children’s disABILITY Services, including autism early intervention services, Community Living disABILITY Services, Residential Care Licensing, and Employment and Income Assistance to eligible Manitobans in rural and northern regions of the province. The branch also provides these services to 12 community areas within the City of Winnipeg and in partnership with the Winnipeg Regional Health Authority.

The branch delivers child and family services, including foster care licensing and adoption in some geographic areas (e.g. Eastman, Interlake, Northern and Parkland) on behalf of the General Child and Family Services Authority.

The branch provides supports for Emergency Social Services and assistance to municipalities including Winnipeg, in the event of an emergency or disaster.

Regional Social Services also engages with rural and northern communities as well as the 12 community areas within Winnipeg, to share information, consult and/or collaborate on needs, priorities, or issues related to service delivery.

Key Results Achieved

- Developed a case management framework for Employment and Income Assistance staff focusing on a fundamental approach regarding assessment, engagement and connection when working with participants on opportunities for employment and/or training.

- Established case categories in order to help the Community Living disABILITY Services and Children’s disABILITY Services tailor services to the specific needs of participants and families (e.g. right servicing). Caseloads across the province were quantified to allow for equitable allocation of workload and better distribution of staffing resources.
- Developed a series of financial policies to ensure consistent implementation of the Child Maintenance single envelope funding model. Extensive transition work separated the financial and staffing resources of Rural and Northern Child and Family Services from Regional Social Services, in preparation of establishing them as two separate branches beginning April 1, 2021.
- Realigned the six regional boundaries to create the Eastern, Western and Northern regions to deliver services within Regional Social Services. This accompanies the transition of Rural and Northern Child and Family Services to its own branch.
- Reviewed the service coordination (e.g. case management) functions with the Community Living disABILITY Services program, to explore how external service provider agencies deliver aspects of case management and service coordination, with a focus on Residential Care Licensing compliance, protection of vulnerable persons from abuse and/or neglect, quality assurance and agency relations.
- All rural and Winnipeg-based service delivery sites remained open and continued to offer critical services and supports to the community throughout the COVID-19 pandemic.

09-2B Regional Social Services

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl . No.
Salaries and Employee Benefits	44,842	623.50	45,822	(980)	
Other Expenditures	2,751		4,427	(1,676)	1
Total Expenditures	47,593		50,249	(2,656)	

1. The under-expenditure primarily reflects lower overall operating expenditures such as transportation and travel costs.

Employment, Income and Health Supports

The Employment, Income and Health Supports Branch delivers a variety of benefits and supports for Manitobans across the province through a centralized model of service delivery.

The Employment and Income Assistance Centralized Services office, also within the branch, provides benefits and programs for all general assistance participants without children in Winnipeg. Key components include a rapid response to participants who are assessed as ready to engage in employment and training activities in Winnipeg, as well as the provincial orientation and training team that delivers technical training to all newly hired Employment and Income Assistance counsellors throughout Manitoba.

The branch administers several income supplement benefits and housing subsidies across the province, including Rent Assist for low-income Manitobans renting in the private market, the Manitoba Child Benefit, 55 PLUS, the Portable Housing Benefit, the Manitoba Prenatal Benefit and the Child Care Subsidy Program.

Employment, Income and Health Supports administers the delivery of health services benefits through the Health Services Unit, including dental, optical, and orthotic and chiropractic services for Employment and Income Assistance participants, participants leaving the program and children in care.

The branch administers the delivery of disability and health-related supplies and equipment, and diet and nutritional supplements through the Disability and Health Supports Unit for individuals enrolled in Employment and Income Assistance, Community Living disABILITY Services and Children's disABILITY Services. The unit also procures transportation for Employment and Income Assistance participants where a medical need exists.

In addition, Employment, Income and Health Supports provides supports for Emergency Social Services and assistance to the City of Winnipeg in the event of an emergency or disaster.

Key Results Achieved

- Trained and provided orientation to 39 new counsellors hired in Employment and Income Assistance.
- Completed 1,315 assessments with individuals receiving Employment and Income Assistance supports in an effort to develop supportive planning for connection to community and increased independence from the program. The number of assessments was reduced from the previous year due to operational challenges resulting from the COVID-19 pandemic.
- Expanded the Dental Service Invoice Processing pilot project launched in August 2019. This project uses Robotic Process Automation to allow for online submission of invoices from Manitoba dental practitioners and automatic payment processing. The project was expanded to 20 dental offices with nearly 6,000 invoices processed using the new technology. Dental offices reported ease of use, dramatic reductions in wait time to receive payment, and savings in mail costs and staffing resources.
- Established a call centre for the Employment and Income Assistance program in response to the COVID-19 pandemic as a safe and responsible way to improve accessibility while continuing to provide services to program participants, community agencies and the public in response to the health orders of the Government of Manitoba.
- Provided the Manitoba Prenatal Benefit to 2,284 individuals in Manitoba.

09-2C Employment, Income and Health Supports

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	9,084	146.50	9,618	(534)	
Other Expenditures	422		554	(132)	
Total Expenditures	9,506		10,172	(666)	

Manitoba Developmental Centre

Manitoba Developmental Centre (MDC) is an accredited residential care facility that provides care, support and developmental programs for persons living with an intellectual disability. The Centre focuses on enhancing the quality of life of residents by providing individualized plans and resident-centred clinical services.

The Centre provides crisis stabilization to support individuals with high risk behavioural needs, respite care for short term medical stabilization and outreach services to assist the resident and their community care providers through the transition period following discharge. This external service provision was halted during the 2020/21 fiscal year due to the COVID-19 pandemic.

On January 29, 2021, the government announced the decision to transition all residents who reside at MDC to community living within three years, shifting the focus for Centre personnel to transition planning for the last quarter of the 2020/21 fiscal year.

The Manitoba Developmental Centre provides a variety of professional support and in-house training for its personnel, departmental staff members, and community agencies and partners supported by the Community Living disABILITY Services program. The Centre also provides student practicum placements through affiliation agreements with Manitoba post-secondary institutions.

Key Results Achieved

- Adopted a response to the COVID-19 pandemic under the direction of public health, and in keeping with guidelines for Long Term Care. This included developing an internal Pandemic Response Plan to ensure the safety of both residents and staff members. Significant changes in practice were put in place to mitigate risk and meet infection prevention and control requirements (e.g. staff screening, use of Personal Protective Equipment, physical distancing, resident and staff cohorting, visitation guidelines, etc.)
- Supported an individual who was previously admitted for crisis stabilization through the discharge process and successful transition back to the community.
- Provided N-95 mask fit testing for community partners within the Department of Justice and community homes supported by the Community Living disABILITY Services program. In-house expertise was utilized for vaccine administration, training in proper use of personal protective equipment and development of an internal Pandemic Response Plan.

- Maintained partnerships with Brandon University, Red River College and University of Manitoba to provide practicum experience for 51 psychiatric nursing students, one health care aide student and one occupational therapist student—disciplines with critical shortages at MDC.
- Partnered with Community Living disABILITY Services, the Public Guardian and Trustee Office and others within the department to form the Resident Transition Team and began the initial planning for the remaining 133 residents to transition to community living by March 2024.
- Developed a comprehensive plan for staff shortages due to the COVID-19 pandemic. This involved training non-direct care staff in the provisions of direct care requirements and redeploying non-direct care staff to facilitate required staff screening.
- Implemented virtual technology for connection with resident families and Microsoft Teams for workplace communication.

Manitoba Developmental Centre Admissions and Separations
2001/02 to 2020/21

Fiscal Year	Opening Population	Admissions			Discharges			Deaths	Closing Population
		New	Re-Admission	Respite	Community	St.Amant	Respite Ended		
2001/02	454	1	1	0	2	0	0	9	445
2002/03	445	3	1	0	12	0	0	15	422
2003/04	422	3	1	0	6	0	0	11	409
2004/05	409	2	2	0	5	2	0	11	395
2005/06	395	2	1	0	8	1	0	15	374
2006/07	374	2	1	1	10	0	1	11	356
2007/08	356	1	2	0	12	4	0	10	333
2008/09	333	0	1	0	9	1	0	10	314
2009/10	314	1	0	0	15	0	0	13	287
2010/11	287	0	0	2	5	1	2	15	266
2011/12	266	2	0	0	3	0	0	7	258
2012/13	258	1	0	0	16	0	0	17	226
2013/14	226	0	0	0	7	0	0	13	206
2014/15	206	1	0	0	6	0	0	10	191
2015/16	191	0	2	0	14	0	0	6	173
2016/17	173	2	1	0	5	0	0	8	163
2017/18	163	2	2	0	0	0	0	11	156
2018/19	156	2	1	0	0	0	0	5	154
2019/20	154	5	0	0	1	0	0	16	142
2020/21	142	0	0	0	1	0	0	8	133

09-2D Manitoba Developmental Centre

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	20,942	393.10	24,707	(3,765)	1
Other Expenditures	1,729		2,102	(373)	2
Total Expenditures	22,671		26,809	(4,138)	

1. The under-expenditure reflects vacancies.

2. The under-expenditure is primarily due to expenditure management and various other savings.

Disability and Specialized Services

The Disability and Specialized Services Branch provides leadership and direction on strategic planning, issues management, agency relations, and funding oversight for the Community Living disABILITY Services program, adult disability services, the Children's disABILITY Services program, and specialized services that support disability programs.

The branch is responsible for reviewing and developing Community Living disABILITY Services policies regarding residential services, day services, transportation between residential and day programs, respite, crisis intervention and clinical services.

Support is provided to Community Living disABILITY Services with budget management, resource development, liaising with service providers and financial-related supports for agencies in Winnipeg.

The branch is responsible for centralized intake, triage and determination of eligibility, behavioural psychology and psychiatry intake and service for Community Living disABILITY Services. It also coordinates residential, day services and transportation for program participants.

Lead responsibility for the licensing and monitoring of residential care facilities on behalf of the Community Living disABILITY Services and Community Mental Health programs sits within the branch, as well as reviewing and developing legislation, policies, practices and standards that support Residential Care Licensing.

The branch facilitates the Supports Intensity Scale and conducts investigations of abuse and/or neglect under The Vulnerable Persons Living with a Mental Disability Act.

Staff in service provider organizations are sponsored to attend training and other educational events in critical areas such as Non-Violent Crisis Intervention, First Aid, principles of The Vulnerable Persons Living with a Mental Disability Act, protection from abuse and neglect, and accredited certificate and diploma-level education programs.

The Provincial Alternative Support Services program is managed by the branch in partnership with Manitoba Health and Seniors Care and Manitoba Justice. Provincial Alternative Support Services is designed to support individuals who present a serious risk to themselves or to the community, and who are not otherwise eligible for Community Living disABILITY Services or Community Mental Health Services.

The branch provides administrative and program guidance to Spectrum Connections Services and Rural Connections Fetal Alcohol Spectrum Disorder Services. These services support youth and adults with a diagnosis of fetal alcohol spectrum disorder who are not otherwise eligible for Community Mental Health Services or Community Living disABILITY Services.

The branch is responsible for policy and program development to support children with disabilities, their families and caregivers. In collaboration with the departments of Health and Seniors Care, and Education, the branch provides policy direction and financial support for the implementation of the Children's Therapy Initiative. This initiative includes children's occupational therapy, physiotherapy, speech and language therapy and audiology services. The Child Therapy Initiative provides a coordinated approach to the delivery of therapy services in order to maximize services for children. Therapy services are delivered through the Regional Health Authorities, school divisions and service agencies.

The Outreach Therapy for Children program is part of the Department of Families' contribution to the broader Child Therapy Initiative, and is delivered as a joint venture by Manitoba Possible, the Rehabilitation Centre for Children and St.Amant. Therapists work with the child's parents or caregivers so that they become the primary provider of therapy services and are able to integrate the therapy into the daily routines of the child and the family.

The branch also funds early intervention autism services. St.Amant Autism Programs deliver Applied Behavioural Analysis services, an intensive behavioural intervention for young children diagnosed with autism spectrum disorder. Applied Behavioural Analysis is delivered by St.Amant in partnership with the departments of Families and Education.

The branch provides case management for families of children with medically complex needs and who are involved with Child and Family Services.

Key Results Achieved

- Built on the implementation of centralized intake for Community Living disABILITY Services in Winnipeg. This centralization is one of the pillars of program modernization and is intended to standardize and streamline the intake process.
- Supported staff redeployment for critical pandemic response while maintaining core business. This included support for inbound and outbound vaccine scheduling, Personal Protective Equipment distribution and the Rapid Response Team.
- Supported Community Living disABILITY Services with budget management, resource development, liaising with service providers and financial-related supports for agencies in Winnipeg.
- Redirected efforts to support service providers to manage service delivery during the COVID-19 pandemic by communicating public health directives, adjusting services to support the health and well-being of participants, conducting regular webinars on COVID-19 related issues and meeting regularly with external stakeholders to share and receive information.

- Developed a Rapid Recruitment Initiative in partnership with Manitoba Possible and Red River College to address immediate human resource challenges in the disability sector. The initiative included a referral system and online introductory training course for Direct Service Workers. Approximately 140 individuals completed the course.
- Continued supporting training and professional development opportunities for service provider employees by pivoting to online, virtual learning or blended remote and in-person training in response to public health measures. Approximately 2,670 employees received First Aid Certification and 85 individuals participated in course modules and diploma programs at Red River College.
- Played a lead role in promoting the development and delivery of appropriate services for children with disabilities through collaboration and consultation with programs involved in serving children and families, including Child and Family Services, Early Learning and Child Care and the departments of Education and Health and Seniors Care.
- Provided ongoing consultation, information and supports to families raising a child with disabilities during the COVID-19 pandemic.
- Provided funding to external agencies that deliver specialized services, such as augmentative and adaptive communication devices, auditory-verbal therapy and, clinical outreach and assistive technology clinics in rural settings.
- Provided ongoing funding support to regional Child Therapy Initiatives, resulting in an estimated 45,000 children being served across the province in 2020/21.
- Provided funding for Autism Behavioural Analysis programs. In 2020/21, St.Amant Autism Programs served 207 children in the Early Learning Program. St.Amant provided Enhanced Consultative Services to 79 children in schools and to 53 children at home. St.Amant also supported five families with educational opportunities, assessment, goal planning and consultation through the Parent Support Model.
- Children's disABILITY Services provided program direction and funding to support the delivery of provincial Autism Outreach services for 149 children. Autism Outreach provides consultation and training to parents and caregivers to help them support their children with autism in a way that meets the unique needs of the child and the family.
- Provided leadership and support to Regional Social Services staff, external agencies and other service partners in promoting effective and efficient program practices in the delivery of services for children with developmental and/or lifelong physical disabilities.

09-2E Disability and Specialized Services

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	8,719	100.80	8,680	39	
Other Expenditures	316		368	(52)	
Total Expenditures	9,035		9,048	(13)	

Community Living disABILITY Services

Statistics and Expenditures

Intakes for Community Living disABILITY Services¹

as at March 31, 2021

Community Area	Completed Intakes	Pending Intakes ²	Total Intakes
Access Fort Garry/River Heights	52	42	94
Access River East/Transcona	59	42	101
Access Winnipeg West	43	32	75
Downtown/Point Douglas	149	113	262
Seven Oaks/Inkster	76	58	134
St. Vital/St. Boniface	89	50	139
Unassigned	0	0	0
Total:	468	337	805

¹ Inaugural reporting year.

² Means the intake process is not complete for one or more reasons including new intake or awaiting additional information, an assessment or the outcome of an appeal.

Community Living disABILITY Services

Number of Licensed and Approved Residential Care Facilities and Beds

as at March 31

	2018/19		2019/20		2020/21	
	Facilities	Beds	Facilities	Beds	Facilities	Beds
Licensed	109	793	105	766	105	755
Approved	1,395	2,942	1,436	3,011	1,455	3,057
Total	1,504	3,735	1,541	3,777	1,560	3,812

Community Living disABILITY Services
Annual Reports of Alleged Abuse and Neglect at Each Stage of Investigation Process¹
as at March 31

Stage of Investigation Process	2018/19	2019/20	2020/21
Reports of Alleged Abuse and Neglect	356	416	506
Total Investigations into Allegations of Abuse and Neglect	159	198	223
Referred to Police or RCMP	61	56	79
Substantiated Departmental Cases of Abuse and Neglect	29	44	52
Persons Charged under the Criminal Code	15	6	30
Persons Charged under The Vulnerable Persons Living with a Mental Disability Act	0	0	0

¹ Reports to the Adult Abuse Registry Committee are included in Appendix I of this report.

Community Living disABILITY Services
Annual Investigated Reports of Alleged Abuse and Neglect by Type

	2020/21					
	TYPES OF ALLEGED ABUSE AND NEGLECT INVESTIGATED¹					
	Physical Abuse	Sexual Abuse	Emotional Abuse	Financial Abuse	Neglect²	Total Investigations³
Total	101	33	52	23	76	223

¹ Number of allegations investigated under section 22.1 of The Vulnerable Persons Living with a Mental Disability Act.

² Under the Act, neglect means an act or omission whether intentional or unintentional likely to cause death or that causes, or is reasonably likely to cause, serious physical or psychological harm to vulnerable persons, or significant loss to their property.

³ A single investigation may involve more than one type of allegation. The total is the number of unique investigations conducted during the fiscal year.

Community Living disABILITY Services
Total Active Caseload by Region
as at March 31

Region	2018/19 Active Files	2019/20 Active Files	2020/21 Active Files
Central	624	629	679
Eastman	707	725	740
Interlake	410	430	429
Northern	173	163	163
Parkland	237	235	214
Westman	585	584	581
Winnipeg	4,143	4,373	4,493
Total	6,879	7,139	7,299

Community Living disABILITY Services
Total Active Caseload by Age Group
as at March 31, 2021

Age Group	18-21	22-25	26-35	36-45	46-55	56-65	66+	Total
Caseload	1,363	1,157	1,767	1,005	805	740	462	7,299

Community Living disABILITY Services
Number of Individuals on Caseload Receiving Funded Services by Type of Service¹

Funded Service Type	2018/19	2019/20	2020/21
Residential Services	4,778	4,966	5,156
Day Services	3,865	4,302	4,289 ²
Transportation Services	3,257	3,333	3,175
Supports to People at Home with Family (Respite)	1,419	1,428	1,216 ³
Crisis Intervention	65	250	859 ⁴
In the Company of Friends	64	65	65

¹ Individuals may receive more than one type of service.

² Day services were offered only to individuals with a critical need as a result of the COVID-19 pandemic.

³ Supports to People at Home with Family were offered only to individuals with a critical need as a result of the COVID-19 pandemic.

⁴ The need for crisis intervention increased as a result of the COVID-19 pandemic.

Community Living disABILITY Services
Age of Majority and Transitional Youth Accessing Services
as at March 31

	2018/19	2019/20	2020/21
Age of Majority Youth Accessing Residential Services ¹	63	66	85
Transitional Youth Accessing Day Services ²	184	220	143 ³

¹ Age of Majority Youth, at least 18 years of age, accessing residential services before March 31.

² Transitional youth are eligible for day services on or after July 2 in the calendar year in which they turn 21 years of age.

³ Day services were offered only to individuals with a critical need during the COVID-19 pandemic.

Community Living disABILITY Services
Number of Individuals on Caseload Receiving Funded Services by Residential Type¹
as at March 31

Residential Type	2018/19	2019/20	2020/21
Agency Care Facility	2,125	2,123	2,209
Home Share	907	997	1,053
Supported Independent Living	1,619	1,709	1,883
Agency Supports in Family Home	625	576	542
Other Residential Supports (Specialized Supplies and Equipment)	228	174	151

¹ Individuals may be funded for more than one type of residential service during the year.

Spectrum Connections Services and Rural Connections FASD Services
Number of Individuals Receiving Services
as at March 31

	2018/19	2019/20	2020/21
Total	143	145	152

Provincial Alternative Support Services
Number of Individuals Receiving Services by Type
as at March 31

Service Type	2018/19	2019/20	2020/21
Program Funding	119	115	113
Case Management Support	13	9	1
Total	132	124	114

09-2F Community Living disABILITY Services

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Other Expenditures	30,859		1,290	29,569	1
Grant Assistance	3,026		1,785	1,241	2
Financial Assistance	434,845		458,341	(23,496)	3
Total Expenditures	468,730		461,416	7,314	

1. The variance is primarily due to a year-end adjustment.

2. The variance is primarily due to one-time grant funding payments.

3. The variance primarily reflects lower spending in services such as transportation due to COVID-19 restrictions.

Children's disABILITY Services

Statistics and Expenditures

Family Support Services
Number of Children Served by Region

Region	2018/19	2019/20	2020/21
Winnipeg	3,623	3,745	3,905
Eastman	557	573	637
Interlake	270	288	305
Central	576	585	602
Westman	546	551	582
Parkland	179	176	139
Northern	247	239	219
Total	5,998	6,157	6,389

**ABA Programs
Number of Children Served**

	2018/19	2019/20	2020/21
Early Learning Program	174 ¹	193	207
Enhanced Consultative Service	91	138 ²	132

¹ Includes children served in the Pre-K program.

² Enhanced Consultative Service expanded in September 2019 to include families as well as schools.

09-2G Children's disABILITY Services

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Other Expenditures	9,338		9,011	327	
Grant Assistance	9,325		9,150	175	
Financial Assistance	9,821		13,331	(3,510)	1
Total Expenditures	28,484		31,492	(3,008)	

1. The variance primarily reflects lower spending in programs due to COVID-19 restrictions.

Winnipeg Child and Family Services

The Winnipeg Child and Family Services Branch provides a comprehensive continuum of child protection, early intervention and family support services in accordance with The Child and Family Services Act and The Adoption Act. The branch provides protection services to children at risk of abuse or neglect, and works with community partners to support children remaining safely with their families. Services to children in care include reunification services, kinship care, foster care, and specialized placement services. The branch partners with community groups to provide supports that ease the transition of children coming into care and youth planning to live independently. The branch provides adoption, post-adoption services to children and guardianship responsibilities to children, youth and families when reunification is no longer an option.

Key Results Achieved

- Continued a partnership with a community organization and successfully ran a seventeen-week program for men who harmed their children or whose children witnessed domestic violence against their mothers. The program, called Caring Dads™, helps fathers gain increased awareness of child-centred fathering and improve their relationship with their children.
- Creation of a virtual adoption education series, which in the 2020/21 fiscal year allowed child specific adoptive applicants, many of whom are extended family members, to move forward with pursuing the adoption of the children in their care.
- Reallocation of human resources to expand the Safety Network Facilitator team, which provides network planning resources to families in order to strengthen child safety and support family preservation or reunification.

Number of Placement Resources by Type

as at March 31, 2021

Placement Type ¹	Number of Homes
Licensed General and Treatment Foster Homes	141
Places of Safety and Kinship	226
Licensed for External Agencies	185

¹ For use by all Child and Family Service agencies.

Number of Emergency Placement Resources and Beds by Type

as at March 31, 2021

Placement Type ¹	Number of Facilities	Number of Beds
Emergency Shelters ²	35	106
Emergency Foster Homes	22	65

¹ For use by all Child and Family Service agencies.

² The majority of children and youth were in shelters for less than 30 days.

09-2H Winnipeg Child and Family Services

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	18,532	269.50	19,004	(472)	
Other Expenditures	943		1,766	(823)	1
Total Expenditures	19,475		20,770	(1,295)	

1. The variance is primarily due to expenditure management and various other savings due to COVID-19.

Employment, Income and Rental Assistance

The Employment, Income and Rental Assistance Branch provides leadership, direction, and fiscal management with accompanying policy and program support to ensure the successful delivery of employment and income assistance programs, income supplement programs, support services and building independence projects in accordance with relevant legislation and government policy. These programs are consistent with divisional and departmental policy and program objectives, and are intended to be responsive to the changing needs of program participants.

Employment and Income Assistance Program

The Employment and Income Assistance program assists low-income Manitobans to achieve financial independence by helping them make the transition from income assistance to gainful employment. The program also provides income assistance to Manitobans in need who are financially eligible under The Manitoba Assistance Act.

The program supports participants' increased self-sufficiency by reducing barriers to employment and providing increased opportunities to learn, earn and save. Many Employment and Income Assistance participants take part in money management programs, education or training, volunteer activities and employment. The program actively

works with Manitoba Economic Development and Jobs and community organizations to assist people of all abilities in preparing for work. Employment and Income Assistance works collaboratively with other provincial departments, other governments and non-governmental stakeholders to support economic inclusion and access to benefits for multi-barrier low-income Manitobans.

Income Assistance for Persons with Disabilities

The Income Assistance for Persons with Disabilities benefit provides additional financial assistance for adults with disabilities enrolled under the Employment and Income Assistance program, except for those individuals residing in hospitals, in recognition of the additional costs associated with living with a disability.

Health Services

The Health Services program includes the Rewarding Work Health Plan and provides essential drug, dental and optical services to Employment and Income Assistance participants and children in care.

55 PLUS – A Manitoba Income Supplement

55 PLUS provides quarterly supplements to low-income persons 55 years of age and over who do not receive income assistance. The Senior Component is for persons eligible to receive certain levels of benefits under the federal Old Age Security programs. The Junior Component is for low-income persons 55 years of age and over who are not eligible for federal Old Age Security benefits.

Manitoba Child Benefit

The Manitoba Child Benefit provides monthly supplements to low-income families who do not receive Employment and Income Assistance and is intended to assist with the cost of raising their children.

Rent Assist

Rent Assist provides financial help with shelter-related costs for Manitobans living in eligible accommodations. For Employment and Income Assistance program participants, this assistance is included in the household total monthly income assistance. Rent Assist is also available to households not in receipt of income assistance who live in eligible rental accommodations.

Building Independence Programs

Building Independence Programs support partnerships that promote job opportunities for Employment and Income Assistance participants, provide training to enhance employability, and create opportunities for financial independence through asset building and increasing access to alternate benefits. This includes programs and supports delivered through external agencies that meet the needs of specific groups participating in the Employment and Income Assistance program and other low-income Manitobans.

The Home Nutrition Learning Program

Since June 2020, Employment Income and Rental Assistance has partnered with community-based organizations to administer the Home Nutrition Learning Program, which supports families with school-age children experiencing food disruption during the COVID-19 pandemic. The program provides families with nutritious breakfast foods and simple, child-friendly recipes and learning activities.

Healthy Baby Program

The Healthy Baby program supports women during pregnancy and child infancy (up to 12 months) with financial assistance, social support, and nutrition and health education. Healthy Baby is a two-part program that includes Healthy Baby Community Support Programs and the Manitoba Prenatal Benefit.

Key Results Achieved

- Provided monthly Employment and Income Assistance program benefits to an average of 39,723 households. This is a decrease of 8.0 per cent from the 2019/20 average of 43,183 households. These statistics represent a significant reduction in caseload growth compared to the previous year decrease of 0.2 per cent.
- Continued to work with Employment and Income Assistance program applicants and recipients through a rapid engagement service model to engage participants ready for the labour market with various onsite services and supports. Jobs on 9th in Brandon served more than 394 participants, while Jobs on Market in Winnipeg served over 1,785 participants.
- Helped Employment and Income Assistance program participants apply for and access other financial resources available through the Supports for Independence unit. In 2020/21, the unit assisted people in completing over 700 applications for benefits such as Old Age Security, Guaranteed Income Supplement, and Canada Pension Plan.
- Funded Opportunities for Employment to deliver three employment and training programs: Maximum Opportunities, Stages of Change and the Community Home Services Program. In 2020/21, these three programs helped a combined total of 291 participants secure employment while 21 participants accessed education or training programs.
- Funded three new pilot employment and training programs for Employment and Income Assistance recipients beginning in early 2021: Community Home Services Program for Single Parents, Single Parent Employment Program, and the Sustainable Employment Program. These programs support single parents and single persons receiving Employment and Income Assistance who have multiple barriers to employment.
- Funded Supporting Employment and Economic Development (SEED) Winnipeg to work with partner community groups to recruit and provide support and services to 34 Employment and Income Assistance program recipients and 50 non-participants enrolled in the Individual Development Account program, which supports low-income Manitobans to save for the future. In addition, 196 Employment and Income

Assistance participants and 158 non-participants were recruited and active in the Saving Circle programs provided by SEED Winnipeg and its community partners.

- Funded the Community Unemployed Help Centre (CUHC) to provide information, advice and representation to 2,030 individuals on issues related to Canada’s Employment Insurance and Manitoba’s Employment and Income Assistance programs. The Centre represented more than 530 individuals who appealed Employment Insurance or Employment and Income Assistance decisions, resulting in more than \$116,000 being returned to CUHC clients in benefit entitlements through informal and formal appeals before the Social Security Tribunal and the Social Services Appeal Board.
- Launched transformation tools and resources to facilitate modernization of the Employment and Income Assistance program and a renewed focus on supporting participants to attain meaningful employment. These resources enabled program staff to use a client-centric, assessment-informed approach intended to assist participants in achieving greater financial independence.
- Introduced the Disability Economic Support Program in response to the COVID-19 pandemic. This benefit provided a one-time \$200 benefit to lower-income Manitobans with a disability receiving benefits from the Employment and Income Assistance program.
- Provided nutritious food boxes to over 6,500 children experiencing food disruption as a result of the pandemic through the Home Nutrition and Learning Program.

**Employment and Income Assistance
Average Monthly Number of Cases¹ and Participants¹ by Category**

Category	2018/19		2019/20		2020/21	
	Cases	Participants	Cases	Participants	Cases	Participants
Children	17	26	16	23	14	18
Single Parents	8,614	26,756	8,597	26,860	7,811	24,873
Aged	182	258	173	252	165	233
Crisis Facility Cases	115	213	132	248	92	151
General Assistance	13,237	20,625	12,536	19,577	10,253	16,227
Special Cases	1	1	0	0	0	0
Disabled	21,086	25,604	21,729	26,396	21,388	25,874
Total	43,252	73,483	43,183	73,356	39,723	67,376

¹ Cases refers to the number of households receiving EIA benefits; Participants refers to the number of individuals receiving EIA benefits.

Employment and Income Assistance Expenditures by Category (\$000s)

Category	2018/19	2019/20	2020/21
Children	\$ 100	\$ 84	\$ 65
Single Parents	126,116	129,856	119,522
Aged	2,025	2,017	1,948
Crisis Facility Cases	188	144	40
General Assistance	127,104	117,988	95,779
Special Cases	298	176	69
Other	1,749	1,605	1,600
Disabled	214,422	224,388	223,190
Total	\$472,002	\$476,258	\$442,213

Employment and Income Assistance Employment Income

Average Monthly Number of Participants Reporting Employment Income	2018/19	2019/20	2020/21
Single Parents	768	738	374
General Assistance	1,043	914	436
Persons with Disabilities	2,241	2,254	1,832
Total	4,052	3,906	2,642

Income Assistance for Persons with Disabilities Caseload

	2018/19	2019/20	2020/21
Average Monthly Caseload	20,987	21,636	21,352

Income Assistance for Persons with Disabilities Expenditures (\$000s)

	2018/19	2019/20	2020/21
Total	\$26,845	\$27,656	\$31,734

Health Services

Caseload and Expenditures	2018/19	2019/20	2020/21
Average Monthly Number of Cases	45,874	45,654	43,463
Average Monthly Number of Participants	68,330	68,419	64,974
Average Monthly Number of Children in Care	12,607	12,182	11,772
Dental	\$10,502	\$10,369	\$ 8,251
Drugs	73,477	\$72,106	68,027
Optical	750	\$846	614
Total Expenditures (\$000s)	\$84,729	\$83,321	\$76,892

Employment and Income Assistance

Average Monthly Number of Cases Receiving Rewarding Work Health Plan Benefits

Category	2018/19	2019/20	2020/21
Single Parents	401	473	589
General Assistance	651	801	988
Persons with Disabilities	331	350	531
Total	1,383	1,624	2,108

55 PLUS – A Manitoba Income Supplement Caseload and Expenditures

Average Quarterly Number of Participants	2018/19	2019/20	2020/21
Senior Component	6,974	7,093	7,439
Junior Component	1,463	1,489	1,495
Program Total Participants	8,437	8,582	8,934
Total Expenditures (\$000s)			
Senior Component	\$3,500	\$3,581	\$3,710
Junior Component	\$1,159	\$1,125	\$1,099
Total	\$4,659	\$4,706	\$4,809

Manitoba Child Benefit Caseload and Expenditures

	2018/19	2019/20	2020/21
Average Monthly Number of Cases	1,946	1,942	1,871
Average Monthly Number of Children	4,659	4,725	4,687
Total Expenditures (\$000s)	\$1,926	\$1,966	\$1,847

Rent Assist Recipients Renting in the Private Market and Not Receiving EIA

Fiscal Year	Average Number of Recipients Per Month	Number of Active Recipients at March 31	Total Number of Recipients
2018/19	7,520	7,810	11,152
2019/20	7,447	8,230	11,227
2020/21	7,708	7,737	10,973

Rent Assist Expenditures for Households Renting in the Private Market and Not Receiving EIA

Fiscal Year	Average Monthly Benefits Paid (Senior)	Average Monthly Benefits Paid (Family)	Average Monthly Benefits Paid (Disability)	Average Monthly Benefits Paid (General)	Expenditures Total \$000s
2018/19 ²	\$187	\$463	\$283	\$337	\$32,841
2019/20	\$209	\$503	\$299	\$342	\$35,724
2020/21	\$242	\$503	\$318	\$349	\$36,746

¹ Averages for 2018/19 calculated excluding June due to a batching issue

09-2I Employment, Income and Rental Assistance

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	2,647	34.00	2,729	(82)	
Other Expenditures	12,454		7,639	4,815	1
Grant Assistance	28,400		20,822*	7,578	2
Financial Assistance	595,218		604,061**	(8,843)	3
Total Expenditures	638,719		635,251	3,468	

* The 2020/21 Authority includes an allocation of \$16.8M from Enabling Appropriations, Internal Service Adjustments to support COVID-19 related programs in the department such as home nutrition and learning program and one-time income support for persons with disabilities. This allocation allows the department to establish a \$20M endowment fund with The Winnipeg Foundation to support employment training programs.

** The 2020/21 Authority includes a virement transfer of \$17.9M from the branch to the Corporate Services Division in support of the establishment of a new \$20M Accessibility Endowment Fund with The Winnipeg Foundation and \$19.3M to the Housing Division in support of the homelessness response plan and various initiatives such as the Rent Relief Fund.

1. The variance is primarily due to an accounting adjustment related to doubtful accounts.
2. The variance is primarily due to an unbudgeted set up of an endowment to support employment training and assistance for EIA participants and various other unbudgeted one-time grant payments.
3. The variance primarily reflects lower volume due to participants transferring to Federal COVID-19 programs and lower overall cost per case.

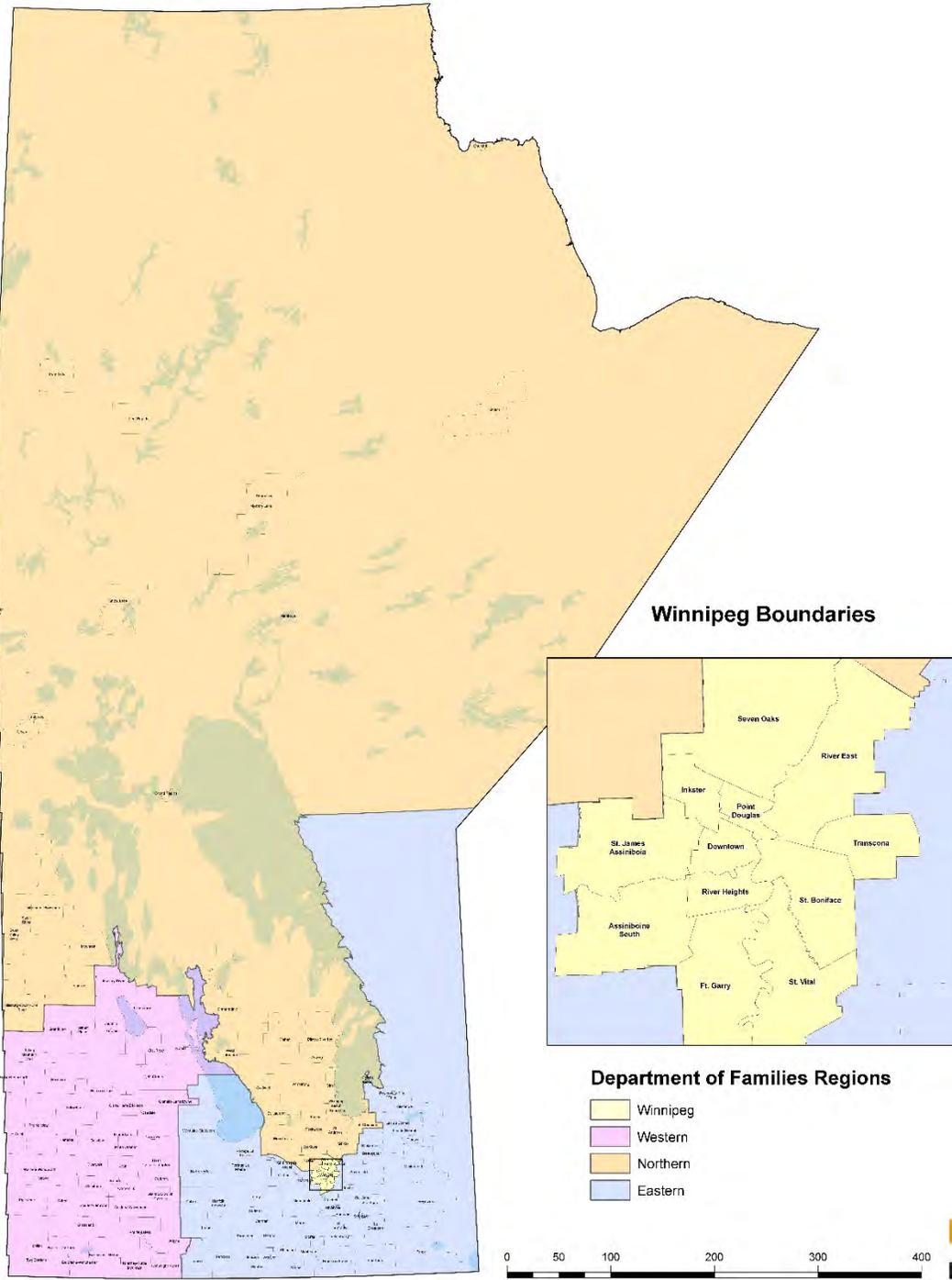
Employment and Income Assistance Transformation

Funds were provided in 2020/21 to Opportunities for Employment to pilot three new employment and training programs for Employment and Income Assistance participants supporting single parents and participants with multiple barriers to employment: Community Home Services Program for Single Parents, Single Parent Employment Program, and the Sustainable Employment Program.

09-2J Employment and Income Assistance Transformation

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Other Expenditures	1,941		2,000	(59)	
Total Expenditures	1,941		2,000	(59)	

Department of Families – Regional Social Services Boundaries



Corporate Services Division

The division provides centralized internal services to the department in the areas of corporate services, accessibility, legislation and strategic policy, intergovernmental relations, information services and social innovation. The division leads the Poverty Reduction Strategy as well as the Provincial Fetal Alcohol Spectrum Disorder (FASD) Strategy and chairs the FASD Interdepartmental Committee. The division supports the Adult Abuse Registry Committee as well as the independent offices of the Vulnerable Persons' Commissioner, the Social Services Appeal Board, and the Fair Practices Office.

Corporate Support

The Corporate Support Branch provides centralized leadership, direction and coordination for a range of core corporate functions. The branch ensures government policy and legislated requirements are met for business continuity planning (BCP), workplace safety and health (WSH), space planning, French language services and accessibility, as well as centralized training and skill development support. The branch is responsible for the coordination and administrative support of the Adult Abuse Registry Committee on behalf of the Department of Families and the Department of Health and Seniors Care.

The division includes Manitoba's Accessibility Compliance Secretariat, which monitors compliance of accessibility legislation among stakeholders in the private, non profit and public sectors. The Accessibility Compliance Secretariat also works with organizations to raise awareness about accessibility, and promote compliance of legislative and regulatory requirements.

The division provides funding through grants for the following non-profit organizations: Santé en français, and Volunteer Manitoba. The branch also provides grants for FASD programs and initiatives. Corporate Support provides oversight to ensure the granted organizations are using the funds to support services in their communities and using volunteers to further meet the needs of their communities outlined in their service purchase agreements in effect.

Corporate Services also provides centralized financial support and administration for the division, including financial planning and review support, coordination of estimates and other budget material, monitoring of cash flow, budget preparation/monitoring, and processing of accounts payable/receivable.

Key Results Achieved

- Provided leadership, coordination, training and consultation, to the department's 43 worksites, numerous Manitoba Housing Renewal Corporation locations, and 37 WSH committees to ensure that the department complies with The Workplace Safety and Health Act and Regulations.

- Developed and delivered a webinar version of the newly designed safety and health training course focused on management’s WSH responsibilities and department specific processes.
- Worked with divisional and branch specific Business Continuity Program (BCP) leads to develop BCP plans and pandemic strategies for the department’s critical functions. Achieved an 85 per cent completion rate for the department’s business continuity plans.
- Delivered seven Manager Series courses. This training equips supervisors with the knowledge and skills required to effectively manage staff.
- Redesigned training to support virtual delivery in response to the COVID-19 pandemic.
- Developed and delivered new training related to learning plans, time management and productivity and Delegated Financial Signing Authority.
- Responded to the Truth and Reconciliation Commission’s Call to Action #57 by:
 - Delivering two day Indigenous History and Culture training that includes experiential teachings provided by an Indigenous elder.
 - Delivering new employee orientation training that includes content on treaties, residential schools, the Indian Act, Indian hospitals, and the “60’s scoop”.
 - Delivering Trauma and Resilience training that includes content on residential schools and inter-generational trauma.

Department Training Activities - 2019/20	Number of Sessions	Number of Staff Trained
Program Specific and Core Skills Training	100	1,546
New Employee Orientation	2	11
Total	102	1,557

- Worked to adapt departmental French language services to respond to COVID-19, including issues such as addressing the need for rapid, consistent translation, and ensuring adequate coverage when many staff were working from home.
- Implementing the 2018-2023 Families French Language Services Plan, including key projects such as the development of a circular (policy document) aimed at all front-line staff, especially those in non-designated offices, explaining the requirements of French language services.
- Began implementing the department’s policy on designated bilingual social service agencies, beginning with the designation of St.Amant in September 2020.
- Worked with community partners, the Southern First Nations Network of Care, and the Child and Family Services General Authority on the development of the Authorities’ new French Language Services Plans.
- Implemented a pilot project for adult FASD assessment in Manitoba. The three-year pilot provides assessment and follow-up support to eight to 10 adults per year, aged 18-25, who are involved in the Justice system and are suspected of having FASD. The pilot received \$332.0 in new funding over three years.

- Represented Manitoba on the Canada Northwest FASD Partnership Steering Committee, a partnership between the four western provinces and three territories.
- Administered a total of \$2,400.0 in annualized grant funding for FASD programs and initiatives.
- Provided public communications that are immediately accessible in alternate formats as per The Accessibility for Manitobans Act and the Customer Service Standard Regulation. Progress continued on including an “access offer” statement on public facing written departmental information. The “access offer” states that information is available in alternate formats, upon request. Accessibility training was provided online and in person to newly-hired staff throughout the year, as part of their orientation to the department. In addition, the Accessibility Coordinator continues to support staff to respond effectively and efficiently to public requests for information and services in alternate formats.
- Began to implement the provincial accessibility compliance framework that describes the different steps in the compliance process, including education and awareness raising, conducting reviews and inspections and issuing sanctions.
- Supported the development of accessibility plans. All large public sector organizations, and 76 per cent of small municipalities in Manitoba had developed plans, as of March 31, 2021.
- Conducted a review of accessibility plans among a sample of large public sector organizations, and provided tailored feedback to these organizations to enhance compliance, per section 33 of The Accessibility for Manitobans Act.
- Provided support to organizations that are required to comply with accessibility requirements by sharing tools and resources, answering questions, and sending numerous notices to over 3,800 recipients about upcoming compliance deadlines related to accessible emergency planning in the workplace.

The Adult Abuse Registry Committee

The Department of Families provides operation and coordination support to The Adult Abuse Registry Committee (the committee) to ensure statutory requirements are met. The committee was established by The Adult Abuse Registry Act on January 15, 2013.

The committee reviews reports of abuse or neglect of specified adults for potential referral to the Adult Abuse Registry (AAR) in accordance with the provisions of The Vulnerable Person Living with a Mental Disability Act and The Protection for Persons in Care Act. An individual’s name is listed on the AAR if they have been found or pleaded guilty to an offence involving the abuse or neglect of an adult as a result of a court proceeding, or if the committee determines that the individual has abused or neglected a specified adult.

(The Adult Abuse Registry Committee report is available in Appendix I of this report.)

Fair Practices Office

The Fair Practices Office (FPO) provides confidential, impartial assistance to Manitobans applying for or receiving services under certain Department of Families programs, who feel they have not been treated fairly.

The FPO investigates complaints and mediates disputes. It also helps identify repetitive complaint patterns that may require systemic changes and makes recommendations to the department on how to improve service delivery and enhance program fairness.

Key Results Achieved

- Received and responded to 412 complaints from participants of departmental programs under its mandate as follows:
 - Employment and Income Assistance – 407
 - Children’s disABILITY Services – 1
 - Community Living disABILITY Services – 4
 - Early Learning and Child Care – 0
- Provided training to staff and senior management on fair practices and the services of the FPO.

09-3A Corporate Support

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	1,427	20.00	1,644	(217)	
Other Expenditures	455		507	(52)	
Grant Assistance	23,676		22,273*	1,403	1
Total Expenditures	25,558		24,424	1,134	

* The 2020/21 Authority includes a virement transfer of \$19.7M from the Community Services Delivery Division for the establishment of a new \$20M Accessibility Endowment Fund with The Winnipeg Foundation.

1. The variance is primarily due to one-time funding for the Winnipeg Boldness Project and 211 Manitoba Phone Lines.

Legislation and Strategic Policy

The Legislation and Strategic Policy Branch provides advice, decision making support and policy management services to the minister and deputy minister, as well as to each of the divisions on a range of issues that affect the department and the delivery of social services to Manitobans. The branch leads the development of departmental legislation. It coordinates Manitoba’s participation in the Federal/Provincial/Territorial (FPT) Social Services Forum and represents Manitoba at intergovernmental meetings. The branch develops corporate information, departmental planning documents and supporting materials for legislative debates and estimates review. It also provides policy development services, coordinates and assists with interdepartmental activities, and coordinates responses to access to information and protection of privacy requests. The branch

manages departmental web services and supports, coordinates internal communication activities, and is the lead for the department's red tape reduction and Balanced Scorecard efforts. The branch is responsible for coordinating Manitoba's Poverty Reduction Strategy and provides support to the Poverty Reduction Committee of Cabinet.

Key Results Achieved:

- Led project management of all departmental legislative work, serving as key liaison among internal and external partners to manage the department's legislative agenda. Key results included:
 - Work with the Manitoba Accessibility Office and other stakeholders on accessibility standards for Information and Communications, Transportation and the Design of Public Spaces.
 - Amendments to The Vulnerable Persons Living with a Mental Disability Act to streamline the application process for the appointment of substitute decision makers.
 - New legislation to provide greater equity, flexibility and accessibility in Manitoba's early learning and child care (ELCC) system.
 - Introduction of new legislation to provide income support to Manitobans with severe and prolonged disabilities.
 - Amendments to the Social Work Profession Regulation to reduce the Manitoba College of Social Worker's administrative burden by streamlining and updating its processes and to update the language to better promote inclusivity and reflect social work values.
- Researched, analyzed and provided strategic advice to executive and divisional management on departmental trends, policies, programs and legislative initiatives, including performance management.
- Provided key information and recommendations to the minister, deputy minister and senior management including the preparation of briefing and planning materials, authority seeking documents, option papers and public reporting documents.
- Represented Manitoba and supported senior management participation in the FPT Social Services Forum, including discussions on a broad range of topics related to early learning and child care, accessibility, disability, income support, poverty, social innovation, and children and youth in care. Manitoba was co-chair of the FPT Indigenous Children and Youth in Care Working Group with the governments of Ontario and Canada until December 2020. Manitoba also co-chaired the FPT Ad Hoc Working Group on Social Innovation in partnership with the government of Canada.
- Provided support for discussions with the Government of Canada relating to the Canada-Manitoba Early Learning and Child Care Agreement.
- Provided technical and operational leadership for a wide range of information support activities that include web services for all internal and external Department of Families websites.

- Coordinated 19 town halls for external stakeholders so that public health officials could provide guidance and information related to the COVID-19 pandemic.
- Regularly updated the department's website to ensure accurate information on the COVID-19 pandemic.
- Supported the Poverty Reduction Committee of Cabinet to prepare a budget paper and annual report.
- Provided data analysis and evaluation support across the department.
- Coordinated internal communications and information/decision support activities, which were provided to the minister, deputy minister and senior departmental leaders in a timely and accurate fashion.
- Provided leadership for the department in maintaining an accurate inventory of regulatory requirements and supported the ongoing implementation of the Regulatory Accountability initiative across program areas.
- Created and delivered new Access and Privacy training, and improved departmental policies in accordance with The Personal Health Information Act.
- Responded to public requests for information according to The Freedom of Information and Protection of Privacy Act (FIPPA) and The Personal Health Information Act.
- Responded to research data requests under FIPPA and developed research agreements.

Freedom of Information (FIPPA) Requests

	2019/20		2020/21	
FAMILIES Divisions*	Total	Percentage	Total	Percentage
Administration and Finance	7	3%	15	6%
Child and Youth Services	77	36%	112	41%
Community Service Delivery	69	32%	81	30%
Corporate Services	52	25%	56	21%
<i>Transfers to other departments</i>	9	4%	6	2%
TOTAL Applications	214	100%	270	100%

Type of Applicant	Total	Percentage	Total	Percentage
Private Citizen	72	34%	73	27%
Political Party	106	49%	177	66%
Organization	19	9%	6	2%
Media	17	8%	14	5%
TOTAL Applications	214	100%	270	100%

* The Housing Division continues to process and report its statistics separately as the Manitoba Housing and Renewal Corporation is a separate government agency under FIPPA.

09-3B Legislation and Strategic Policy

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	1,248	18.00	1,485	(237)	1
Other Expenditures	51		58	(7)	
Total Expenditures	1,299		1,543	(244)	

1. The variance is primarily due to vacancies.

Office of the Vulnerable Persons' Commissioner

The Office of the Vulnerable Persons' Commissioner (VPCO) ensures that the rights of individuals with intellectual disabilities to make decisions affecting their lives are respected and protected through the implementation of the substitute decision making provisions of The Vulnerable Persons Living with a Mental Disability Act (VPA). The VPCO develops and implements policies related to the substitute decision making provisions of the VPA; conducts preliminary investigations for the appointment of substitute decision makers (SDMs); makes decisions on applications, and where warranted, appoints SDMs; maintains a register of SDMs; provides advice, consultation and training on the SDM provisions of the VPA; and provides information to vulnerable persons, their families and the public. The VPCO carries out its statutory duties independently and at arms-length from the department.

Key Results Achieved

- Made decisions on:
 - 196 applications for the appointment of an SDM for a vulnerable person
 - 131 applications for the appointment of an emergency SDM for a vulnerable person
 - 57 applications requesting changes during the term of SDM appointments
- Issued seven reasons for decision.
- Maintained a register of SDM appointments for 2,170 vulnerable persons.
- Reviewed and monitored financial reports prepared by 891 family members and friends who act as SDMs for vulnerable persons on matters related to property.
- Conducted reviews of 331 vulnerable persons whose appointment of an SDM was expiring, to determine if the appointment should be renewed.
- Continued to review, update and implement informational resources related to SDM processes.
- Provided orientation, training, or informational presentations to 27 family, agency and community service workers, panel members, and other interested parties.

09-3C Office of the Vulnerable Persons' Commissioner

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	524	5.50	513	11	
Other Expenditures	26		82	(56)	
Total Expenditures	550		595	45	

Social Services Appeal Board

The Social Services Appeal Board (SSAB) ensures that Manitobans have access to a fair, impartial and formal appeal process for decisions made by social services and programs administered by the Province of Manitoba.

The SSAB hears appeals on decisions made by a wide range of programs and services that include financial assistance programs and programs for persons with disabilities. Under provisions of The Social Services Appeal Board Act, the SSAB also hears appeals related to the licensing of child care facilities, private adoption agencies and residential care facilities. Hearings are convened throughout Manitoba within time frames specified in legislation, and written decisions are provided within 15 working days of each hearing. The SSAB carries out its statutory duties independently and at arms-length from government.

The SSAB acts in an advisory capacity to the minister on matters of policy, changes in legislation, issues arising out of hearings and other matters referred to the SSAB by the minister.

Key Results Achieved

- Received and processed 534 appeals.

09-3D Social Services Appeal Board

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE*	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	334	4.00	391	(57)	
Other Expenditures	56		58	(2)	
Total Expenditures	390		449	(59)	

* Full time equivalents do not include board positions.

The Social Services Appeal Board Annual Report for the year 2020/21 may be obtained from the Appeal Board's office at 7th floor-175 Hargrave Street, Winnipeg MB R3C 3R8, by telephone at 204-945-3003 or online at http://www.gov.mb.ca/fs/ssab/annual_reports.html.

Manitoba Accessibility Office

The Manitoba Accessibility Office (MAO) (formerly the Disabilities Issues Office) supports the minister responsible for Accessibility and the Accessibility Advisory Council (Council) in the development and implementation of accessibility standards under The Accessibility for Manitobans Act (AMA).

The MAO contributes to policy and regulatory change to increase accessibility and inclusion of Manitobans with disabilities. The MAO promotes public awareness about accessibility and creates tools and training to help organizations comply with the AMA.

The MAO acts as a liaison between community organizations and government.

Key Results Achieved

- In 2020/21, accessibility standards for Information and Communications, Transportation, and the Design of Public Spaces were submitted by the Accessibility Advisory Council to the minister responsible for Accessibility for review prior to a second period of public consultation, as required by the Accessibility for Manitobans Act.
- Raised public awareness about the Accessible Employment Standard with print and online ads.
- In collaboration with community organizations, created a video about the importance of accessibility in the workplace, highlighting the employment experiences of persons with disabilities.
- Launched the Manitoba Accessibility Awards with a call for nominations from large and small business, non-profit and municipalities. The minister responsible for Accessibility announced the award winners and MAO presented video clips from each organization via webinar on December 3, 2020, in conjunction with International Day of Persons with Disabilities.
- Produced and adapted tools to assist organizations to provide accessible customer service and employment to persons with disabilities during COVID-19 and beyond. All tools are found at [AccessibilityMB.ca](https://www.accessibilitymb.ca). From April 1, 2020 to March 31, 2021, there were 85,253 visits to the website.
- Adapted in-person training to online webinars and provided funding to the Manitoba League of Persons with Disabilities to provide training on the employment standard.
- Organized Manitoba Access Awareness Week (June), Disability Employment Month (October), and International Day of Persons with Disabilities (December 3) to join community partners in advancing public awareness and training. These events included webinars with more than 300 registrations each and social media toolkits (text and images) to promote accessibility and inclusion.
- Adhered to new compliance framework with timely updates on upcoming deadlines of the Accessibility Standard for Employment, including emails to a contact list of 3,800 business, non-profit and professional associations, and with six editions of AccessibilityNews, which were emailed to 1,488 subscribers at March 31, 2021.

- With assistance from Prairie Research, surveyed 200 small businesses on their level of awareness of the AMA and to determine the best way of reaching them with awareness initiatives. Nearly half of the businesses surveyed indicated they were aware of the AMA and most preferred to receive information by email. The MAO will apply this information to the development of a Communications Strategy in 2021/22.
- Advised the minister on issues and priorities affecting Manitobans with disabilities, particularly during the COVID-19 pandemic in 2020/21.
- Collaborated with The Accessibility Compliance Secretariat to respond to accessibility concerns from the public.
 - The two offices responded to 33 inquiries and concerns from the public, private, and non-profit sectors. The information gathered was tracked and is being used to inform compliance and awareness raising activities.
 - Of the 33 queries and concerns that were received, 17 (52 per cent) pertained to compliance concerns that fell within the scope of the AMA and its current regulations. These were in relation to: allowing service animals on public premises; meeting communication needs through American Sign Language interpretation; providing accessible customer service in light of COVID-19 public health guidelines; and accessibility during municipal council meetings.
- The MAO responded to numerous calls and emails on accessibility training opportunities, grants to support accessibility improvements and programs and services outside the purview of the office.

09-3E Manitoba Accessibility Office

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	534	7.00	640	(106)	
Other Expenditures	134		193	(59)	
Total Expenditures	668		833	(165)	

Social Innovation Office

In the first year of operation, the Social Innovation Office (SIO), Manitoba's centre of excellence in social innovation and innovative finance, developed three new social impact bonds (SIBs), ten social innovation projects and oversaw the evaluation of 31 mental health and addictions initiatives.

As an intermediary, the SIO brings together partner departments, non-profit and private sector experts, and investors to develop solutions to complex social and environmental issues. The SIO also bolsters the capacity of other departments to engage in meaningful, solution-oriented approaches through the use of solutions labs, training opportunities, and supporting the development of value-for-money program metrics.

Key Accomplishments

- Developed a smoking cessation SIB in partnership with Mental Health, Wellness and Recovery, Pharmacists Manitoba and Shopper’s Drug Mart.
- Continued development on the reducing youth justice involvement SIB in partnership with Manitoba Justice.
- Began development of three new SIBs in the areas of heart health, diabetes prevention, and organic waste diversion.
- Provided ongoing support to Manitoba’s landmark SIB, Restoring the Sacred Bond.
- Developed and implemented an investor engagement strategy, increasing the opportunities for impact investment in Manitoba’s social finance projects.
- Supported two COVID-19 Task Force projects focused on contact tracing, and creating a centralized COVID-19 correspondence unit.
- Supported the COVID-19 Task Force in the development of an urban Indigenous vaccine plan, including the development of five urban Indigenous vaccination clinics.
- Delivered training sessions to public servants across departments on social innovation, design sprints, service design, and behavioural insights.
- Conducted solutions labs on behalf of partner departments and divisions to support change management, modernizing and streamlining services, using data to make program and policy decisions, increasing childcare options, flex work, and marketing.
- Supported a non-profit in the design, testing and financing of technology solutions for improving self- and family-managed care across the province.
- Completed the first of the two-year mental health and addictions value-for-money evaluation project of 31 initiatives implemented across the departments of Health and Seniors Care, Mental Health, Wellness and Recovery, Education and Families under the Mental Health and Addictions Strategy.
- Communicated the planning, implementation and operational progress of the 31 mental health and addictions initiatives to an inter-departmental Governance Committee through quarterly progress reports.

09-3F Social Innovation Office

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Exp. No.
Salaries and Employee Benefits	1,180	18.00	1,175	5	
Other Expenditures	742		1,255*	(513)	1
Total Expenditures	1,922		2,430	(508)	

* The 2020/21 Authority includes an allocation from Enabling Appropriation for evaluation of projects delivered under the Canada-Manitoba Home and Community Care and Mental Health and Addictions Services Funding Agreement.

1. The variance is primarily due to expenditure management.

Transformation Office

In 2020, the new Transformation Office was created under the Department of Families. The office is comprised of the Project Management Office, and the Transformation Management Office. It is the centralized area for strategic planning, managing information and communication technology (ICT) investments for the department as well as supporting and delivering on transformational work within the department.

The work undertaken is focused on continuous improvement in delivery and operations for its participants, vulnerable and diverse Manitoba families, children and communities, and encourages innovative and creative solutions to tackle multi-pronged and complex initiatives within the Department of Families.

Project Management Office

The Project Management Office (PMO) provides centralized project management services to the Department of Families by promoting standardization and reusability through the implementation of project management processes, tools and templates. The goal of this delivery process is to provide relevant and accurate information, which helps to ensure accountability, effective governance through consistency and enables a timely response to mitigate the impact of unanticipated circumstances.

The PMO is focused on and responsible for the delivery of single projects or singular workstreams with clear start/finish dates. In terms of planning and approach, the PMO works to provide increased predictability in the delivery of projects by managing work breakdown structures, timelines/schedules, tasks, resources, and budget through regular status updates, reporting and dashboards. This work helps to reduce the administrative burden of department leadership and supports department-wide project prioritization.

The five overarching objectives of the PMO include:

- Delivering on project outcomes by managing every aspect of the project, working closely with project team members as subject matter experts and steering projects in the right direction through a focus on scope, timeline and cost.
- Reducing project spending by applying economies of scale to projects and minimizing duplication by creating structure through the PMO delivery process allowing projects to reuse work from similar past projects.
- Completing projects more quickly by working to meet milestones/scope and using project management best practices.
- Bringing predictability to projects by planning ahead and being proactive rather than reactive, and delivering projects as close to planned scope, cost and schedule as possible.
- Improving transparency through real-time visibility of project status through status updates and dashboards.

Transformation Management Office

The Transformation Management Office (TMO)'s purpose is to transform the organization by ensuring successful delivery of transformative, multi-pronged projects, while ensuring that the transformative initiatives in the department meet the executive vision. Further, the TMO is a centralized area that aligns transformative projects across the department into one global strategy.

The TMO focuses on supporting longer-term, complex projects, referred to as "transformation workstreams", which involve many sub-projects and require significant changes to the delivery process including resources and staffing, technology and service delivery. In addition, a transformation workstream may also require a robust communications package to share with staff, key stakeholders and the public.

The TMO is designed to jointly collaborate, support and deliver on transformational work within the Department of Families alongside the PMO as unique but equal partners. While complementary partners in the transformation process, the TMO:

- Supports multiple projects within transformation workstreams and also across transformation workstreams from different departmental divisions, including supporting project managers and the project teams to ensure successful delivery of transformation initiatives.
- Is driven by the value, outcomes and quality or scope of the service being transformed to ensure the positive impact of the change can be measured.
- Keeps the momentum of projects going by helping to resolve any roadblocks or barriers that otherwise may slow a project down.
- Focuses on citizens to ensure the quality of deliverables/services being offered to better meet the needs of Manitobans using the department's programs and services.
- Provides a high-level view of transformation in the department to help ensure there is consistency and alignment, and that integration and dependencies are managed across all workstreams, which involves multi-way communication with all projects and workstreams in the department.
- Provides feedback and input into future phase and executive decision making.

Key Results Achieved

- Supported department core values by promoting and supporting Lean initiatives through facilitation of continuous improvement projects to improve delivery of supports and services and ensure the best possible outcomes for the participants we serve.
- Provided professional business analysis, project management and data analytical services for information system initiatives for the department.
- Formed the Project Management and Transformation Offices to oversee singular projects and transformation workstreams within the department. Providing accountability of project scope related to service and program delivery and robust reporting.

- The TMO/PMO formally began managing transformation workstreams and Idea Fund projects on January 18, 2021. This included assignment of project managers to single projects and transformation workstreams and identifying/implementing tools and templates, such as the status updates and dashboards.
- Defined transformation workstreams from across the department to be managed by the PMO/TMO:
 - Employment and Income Assistance
 - Manitoba Development Centre
 - Early Learning and Child Care
 - Agency Relations
 - Idea Fund
 - IT technology roadmap

09-3G Transformation Office

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	181	4.00	391	(210)	
Other Expenditures	12		20	(8)	
Total Expenditures	193		411	(218)	

Francophone Affairs Secretariat

The Francophone Affairs Secretariat advises public bodies and the minister responsible for Francophone Affairs on measures to be taken to enhance the vitality of Manitoba's Francophone community, and to support and assist its development as required by The Manitoba Act, 1870, The Francophone Community Enhancement and Support Act, Manitoba's French Language Services (FLS) Policy, and other related government policies and legislations. It also oversees the development of government services offered in French, and serves as a liaison between the government and Francophone organizations in the province. The Bilingual Service Centres provide information and referrals to the public in both official languages, while Translation Services provides translation, interpretation and terminology management services for all public bodies.

Key Results Achieved

- Coordinated projects funded in 2020/21 under the Canada–Manitoba Agreement on French-Language Services, a cost-sharing agreement where Manitoba's \$1.4 million contribution is matched by the federal government.
- Contributed a total of \$7,500 toward six projects funded under the Agreement for Cooperation and Exchange between the governments of Quebec and Manitoba with respect to the Francophonie and \$6,500 toward three projects funded under the FLS component of the Memorandum of Understanding on Interprovincial Co-operation

between the governments of Manitoba and New Brunswick. These grants allow Francophone organizations in Manitoba to benefit from exchanges, mentoring, training and sharing of expertise with their counterparts in Quebec and New Brunswick. Because of the pandemic public health restrictions, the number of eligible projects was considerably lower than usual.

- Represented Manitoba at various federal/provincial/territorial (FPT) meetings, including the Intergovernmental Network of the Canadian Francophonie and the FPT Working Group on Access to Justice in Official Languages. Manitoba chaired the FPT Committee on French-Language Services.
- Participated in two meetings of the Francophone Affairs Advisory Council, co-chaired by the Clerk of the Executive Council and the President of the Société de la francophonie manitobaine, and comprised of deputy ministers and representatives from the Francophone community.
- Published the 2019/20 Annual Report on French Language Services, as required under The Francophone Community Enhancement and Support Act. The report includes recommendations for future measures to be taken to improve Manitoba's provision of services in French.
- Provided direction, consultation, analytical and planning support to 36 public bodies via the Secretariat's Policy Unit in the development and implementation of their multi-year strategic FLS plans.
- No in-person active offer orientation sessions were held in 2020/21, due to the pandemic; 847 employees completed the online training course.
- Coordinated 194 registrations for French language training for Manitoba government employees at Université de Saint-Boniface and Alliance française.
- Offered four DVD français (breakfast, video, discussion) sessions to 18 civil servants, in partnership with Organization and Staff Development (OSD), as a means to promote and encourage bilingual government employees to participate in various French-speaking activities. Launched an online French-language version of OSD's Assertive Communication course in collaboration with Université de Saint-Boniface (27 students registered).
- Promoted the services offered in the six Bilingual Service Centres (BSCs) operating in rural and urban regions of Manitoba. Centres were temporarily closed to in-person clients at the start of the 2020/21 fiscal year due to the COVID-19 pandemic, but still handled 52,225 requests for virtual services.
- Continued the partnership between the BSCs and the Société franco-manitobaine's 233-ALLÔ Information Centre, ensuring seamless information and services between the community and government bodies.
- Translated 5,313,268 words from English into French and 412,212 words from French into English in support of public bodies.
- Provided 543 staff-person days of interpretation duty and research to departments, the Courts, the Legislative Assembly and quasi-judicial boards, for 464 assignments (98 legal, 68 legislative, 298 conference-type assignments).

- Processed terminology requests on 3,601 files, and added 3,612 terms to the external database, which now contains over 12,754 records that can be accessed by departments, agencies and the public.

09-3H Francophone Affairs Secretariat

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	2,004	27.00	2,042*	(38)	
Other Expenditures	1,573		1,376*	197	
Grant Assistance	140		197	(57)	
Recoveries	(27)		(30)	3	
Total Expenditures	3,690		3,585	105	

* The 2020/21 Authority reflects amounts as displayed in the printed Main Estimates as well as an allocation from Enabling Appropriation.

Child and Youth Services Division

The Child and Youth Services (CYS) Division administers and oversees statutory provisions under The Child and Family Services Act, The Child and Family Services Authorities Act, The Adoption Act and The Community Child Care Standards Act.

The division provides funding and support to the four Child and Family Services (CFS) Authorities and to community-based agencies providing a comprehensive continuum of early intervention, prevention, and child protection and reunification services throughout Manitoba that contribute to the healthy social development of children, families and communities, and in particular, to at-risk children and families. The division administers centralized services of adoption, group care, and the child and adult abuse registries. It also provides program and policy management, and data analytics.

The division provides program direction, funding, strategic policy and program development, statistical information, and legislative and regulatory support for the Early Learning and Child Care Program to ensure compliance of all licensed child care services in Manitoba.

The division is comprised of three branches:

- Strategic Initiatives and Program Support
- Child Protection
- Early Learning and Child Care

Collaborative Partnerships

- During the COVID-19 pandemic the division facilitated the Executive Management Team (EMT), comprised of the Deputy Director of Child Protection and the four CFS Authority Chief Executive Officers which provided guidance and direction to the CFS system during the pandemic. The division also led the distribution of Personal Protective Equipment (PPE) guidelines and PPE to the CFS system and community care providers, supporting them through regular communication and involvement of the Pandemic Nurses assigned to CFS.
- Worked collaboratively with stakeholders, including the Department of Health and Seniors Care and the four CFS Authorities, to end the practice of issuing birth alerts as of June 30, 2020, and replace it with the practice of voluntary consent-based work with high risk expectant parents. Collaborative work with the four CFS Authorities resulted in updated Child and Family Services Standards and the initiation of work on a quality assurance framework to assess the implementation of this important practice shift.
- Along with the Chief Executive Officer of each CFS Authority, the Statutory Director of CFS participates as a legislated member of the CFS Standing Committee, which serves as an advisory body to the four CFS Authorities and the Government of Manitoba. Mandated CFS agencies of the CFS Authorities deliver and manage a range of services to families and communities including prevention and child protection services to families and children in care. This collaborative approach to child welfare services supports improved outcomes for children and families who may require or request services.

- The statutory director of child and family services represents Manitoba on the Provincial/Territorial (PT) Directors of Child Welfare Committee. This PT partnership is based on strategically examining trends in child welfare as well as sharing information and knowledge directly related to child protection, prevention and practice.
- The division participates in partnerships and discussions related to Indigenous child welfare and the implementation of federal legislation, An Act respecting First Nation, Inuit, and Métis children, youth and families. Key partners in these discussions include Indigenous Services Canada; Indigenous Leadership; the CFS Authorities; and Indigenous CFS agencies. Examples of various tables include the Federal/Provincial/Territorial Indigenous Children and Youth in Care Working Group; the Regional Advisory Committee and the Recognition and Implementation of Rights through Self Determination tables.
- The division participated and worked collaboratively with Manitoba Indigenous and Northern Relations to support Sioux Valley Dakota Nation's implementation of their self-governing agreement.
- Staff strengthened partnerships with the departments of Justice, Health and Seniors Care, Education and the new government department of Mental Health Recovery and Wellness, to build a whole of government approach to implement seven new multi-year programs and services to address mental health for vulnerable children, youth and families and provided cross-government coordinated program responses to address concerns raised by the Manitoba Advocate for Children and Youth.
- Strategic Initiatives and Program Support developed and implemented public awareness initiatives and services in collaboration with community partners in response to Tracia's Trust: Manitoba's Strategy to Prevent Sexual Exploitation and Sex Trafficking, and expanded this work in collaboration with Manitoba Status of Women and the Gender Based Violence framework.
- Collaborated with community partners and law enforcement, through the StreetReach (STR) program in order to provide a comprehensive and coordinated rapid response to address the safety of Manitoba's most vulnerable missing and sexually exploited/sex trafficked children and youth.
- The division participated in a collaborative roundtable to address and seek solutions to end youth homelessness through system coordination and provided funding to a variety of community-based programs for youth.
- Continued partnerships with community care providers who offer a range of prevention and direct services programs to children and families.
- Re-established the Minister's Consultation Table with an expanded scope and additional members to provide stakeholder feedback on early learning and child care system modernization, with a bilateral sub-committee to provide information and feedback on the Canada-Manitoba Early Learning and Child Care Agreement Action Plan.
- Established a new parent advisory committee on early learning and child care. The committee will help guide public engagement, and provide advice on how to ensure

child care services meet the diverse needs of parents and families, and to ensure that parents have a voice and presence in the modernization of the early learning and child care system.

- Represented Manitoba on the Provincial/Territorial (PT) Directors of Early Learning and Child Care Committee. This PT partnership is based on sharing information and knowledge directly related to early learning and child care systems, qualifications and certification approaches.
- Worked in partnership with the Winnipeg Chamber of Commerce and the Manitoba Chambers of Commerce on the Child Care Expansion Fund to support licensed child care facilities, entrepreneurs and community organizations to create new child care spaces through innovative child care solutions to meet the unique needs of Manitoba families.

Strategic Initiatives and Program Support

The Strategic Initiatives and Program Support (SIPS) Branch coordinates strategic initiatives across the child and youth service system, and works in collaboration with other departments and stakeholders to achieve the priorities of government. SIPS provides program and policy analysis, as well as funding oversight, for initiatives that support better outcomes for children and families in Manitoba.

SIPS provides support for legislative and regulatory changes and the development of standards, procedures and best practice approaches throughout the child and youth service system. In addition, SIPS supports community organizations in the delivery of programs and services and works to enhance the quality of divisional programs and supports.

Key Results Achieved

- In direct response to the COVID-19 pandemic, and to ensure that vulnerable youth exiting care continued to receive CFS supports, the branch assisted government to provide an extension of existing benefits and supports to:
 - all youth in the care of child and family services agencies reaching the age of majority (18) during the COVID-19 response, regardless of their legal status
 - all young adults turning 21 and who are on an expiring agreement with a child and family services agency
- Continued to support implementation of Single Envelope Funding to support CFS Authorities and their mandated agencies to deliver child welfare services. This new funding method provides CFS Authorities and agencies the flexibility and autonomy to provide services across the child welfare system to support prevention, early intervention, protection, reunification and permanency programming. Through policy, the division enabled the ability of CFS Authorities to develop and fund Guardianship Supports and Customary Care Programs.
- Provided funding to over 40 community-based organizations to deliver services and administer programs which support at-risk children, youth and families.

- Collaborated with CFS Authorities on revising and updating CFS policies and standards for services to vulnerable, at-risk children and families.
- Coordinated, tracked and managed the development of responses to the recommendations related to the provision of child welfare services made by external reviewers, including the Manitoba Advocate for Children and Youth (MACY) and the Office of the Auditor General, in collaboration with the Child Protection branch and the CFS Authorities. Responses to MACY recommendations are posted on the government proactive disclosure website to ensure transparency and accountability.
- Completed a variety of data analytics projects to inform policy and program changes and enhancements. Service purchase agreement schedule amendments reflected these program enhancements.
- Coordinated the implementation of public awareness campaigns and program service implementation under Manitoba's Sexual Exploitation Strategy, Tracia's Trust.
- Provided oversight to the Canada-Manitoba Home and Community Care and Mental Health and Addictions Service bilateral service agreement, which supports community driven programs and resources to support mental health and addiction services experienced by children, youth and families in Manitoba in a culturally appropriate manner.
- Provided guidance, mentorship, information, resources and other oversight support to community-based organizations across the province that deliver community prevention and early intervention services targeted to early childhood development ages birth to 5 years through Parent Child Coalitions, For Every Family Initiatives (a partnership with the United Way of Winnipeg to support family resource centres), family literacy programs and family resource centres.
- Actively maintained a knowledge sharing network (comprised of province-wide community-based organizations, partner programs, partner departments, public sector staff, Indigenous community leaders, program staff, and other stakeholders that work with children, youth, families in diverse communities throughout Manitoba) for information, resources and capacity-building opportunities, including promising programs and services; research and reports; networking and potential partnerships; training and professional development; grants and other available funding; and upcoming events.

9-4A Strategic Initiatives and Program Support

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	2,313	38.00	3,062	(749)	1
Other Expenditures	129		156	(27)	
Financial Assistance	423		484	(61)	
Total Expenditures	2,865		3,702	(837)	

1. The variance is primarily due to vacancy management and voluntary reduced work week savings.

Child Protection

The Child Protection Branch administers centralized programs and services including: paternity and child abuse registries and the adult abuse registry; provincial investigations and risk assessment; group care and placement resource programming, support and licensing; adoption and post-adoption services; services to sexually exploited youth; program reviews, including updating of schedules to strengthen positive outcomes; and intake and interprovincial service queries. The branch funds, supports and works jointly with Child and Family Service (CFS) partners to ensure training is both current, accessible and available for the child and youth care sector and the child welfare system. This training includes provincially provided CFS Information Application System training, which supports data integrity and records management. In addition, the branch coordinates and supports both Winnipeg and Northern StreetReach programs under Tracia's Trust: Manitoba's Strategy to Combat Sexual Exploitation and Human Trafficking. This includes funding and support for community organizations who provide services to educate, prevent or respond to child sexual exploitation and human trafficking.

Key Results Achieved

Adoption and Post-Adoption Services

- Supported the CFS Authorities, CFS agencies and private licensed adoption agencies to complete 66 adoptions in Manitoba by ensuring legislation, regulations, standards and best practices were followed regarding the operations of the Central Adoption Registry.
- Fulfilled Manitoba's obligations as the Central Authority under the Hague Convention on Protection of Children and Co-operation in Respect of Intercountry Adoption to ensure all intercountry adoptions completed by Manitoba adoptive families were in compliance.
- Provided ongoing collaboration and support to Manitoba's Federal/Provincial/Territorial peers in relation to matters relating to intercountry adoptions.
- Licensed, supported and provided oversight of two private adoption agencies to ensure compliance with The Adoption Act and corresponding regulations, standards and policies.
- In accordance with the Financial Assistance for Adoption of Permanent Wards Regulation, financial supports were provided to approximately 1,260 families and nearly 2,159 children for the adoption of permanent wards in Manitoba.
- Post Adoption Services provided various services to individuals in Manitoba who were eligible to access information from birth records:
 - Facilitated 59 family reunions.
 - Received and processed 189 registrations.
 - Worked collaboratively with Vital Statistics to provide 193 birth records to eligible clients.
 - Prepared 60 non-identifying social histories to individuals seeking general non-identifying information on their birth families.
 - Received 38 requests from external agencies such as Indigenous and Northern Affairs Canada, Manitoba Metis Federation and the Public Trustee, related to citizenship, Treaty status and estate settlements.

Placement Resources

- Provided oversight, management and support to 140 group care resource facilities, operated by numerous service providing agencies, including some CFS agencies.
- Provided 21 training sessions on Licensing Standards for operators of licensed group care facilities, to promote best practice and compliance.
- Issued 4 initial facility licenses and completed a total of 163 facility license visits to ensure compliance, as per the Child Care Facilities (Other than Foster Homes) Licensing Regulation.
- Received, reviewed and provided follow up on 5,416 incident reports from licensed group care facilities.
- Facilitated a centralized referral process for group and treatment foster care placements in collaboration with the CFS Authorities based on a rigorous assessment, taking into account the immediate safety and well-being of the youth as well as the longer-term care plan in an effort to ensure the referred placement can provide the best outcome.
- Chaired a collaborative Placement Panel, comprised of the group care operator, the four CFS Authorities and multi-disciplinary partners. The key objective of this panel is to ensure appropriate referral and bed utilization of the Mental Health Complex Needs Unit (also known as Pelletier Hope Centre).
- Participated in 126 child specific case planning meetings, including system meetings organized by CFS agencies, Community Care Provider or Manitoba Advocate for Children and Youth and Judicial Bail Conferences.
- Managed the referrals of 627 placement requests into group and treatment foster care placements.

Provincial Investigations and Risk Assessment

- Under Section 18.6 of The Child and Family Services Act, allegations of abuse by anyone who works for or provides services to an agency or child care facility are investigated by the Provincial Investigations Unit. In 2020/21, the Unit:
 - Conducted 6,165 risk assessments on behalf of CFS agencies, to support emergency placements with extended family/people known to the child(ren) and/or to support mandated investigative work.
 - Completed 68 Provincial child abuse investigations.
 - Conducted a review of 84 foster home abuse investigations and provided quarterly reporting of this to governing CFS Authorities.
 - Completed 233 consultations (consult files) on child abuse matters that included review and follow up on incident reports, triage and review of referrals, sharing of expert knowledge and provision of support to CFS agencies and law enforcement relative to complex child abuse matters.
 - Completed 70 consultations regarding child abuse committee matters with CFS Authorities and their mandated agencies. This supports the overall maintenance of the Child Abuse Registry, which strengthens safety for children in Manitoba.

- In 2020, a partnership was developed between the Provincial Investigations Unit and the Manitoba Integrated High Risk Sex Offenders Unit (MIHRSO). MIHRSO now makes direct referrals to the Provincial Investigations unit whenever an offender is being released from custody and has a history of sex charges against a minor. This collaboration strengthens the connection to child welfare and creates a shared prevention response to enhance the safety of children.

Provincial Training

- Delivered Child and Family Services Applications (CFSA) training in various locations across Manitoba to 245 participants to meet the needs of the CFS Authorities and agencies in complying with record keeping standards.
- In response to the COVID-19 pandemic, in-class learning was suspended for the months of April, May and June, resuming in July 2020, at a reduced capacity (maximum of 6 participants) and suspended again in September.
- The CFSA training team developed curriculum to deliver all training virtually, online and from October to end of March, 2021, 174 individuals received virtual CFSA training. The training team provided support to users via email, telephone and when allowed, in office support on 325 occasions.
- The Intake Module Manual was developed and made available to users on the Child and Family Services Information System.
- Continued partnership with the Joint Training Team to support training to the child welfare sector.
- In 2019 a review of the provincial core competency based training (CCBT) program resulted in transitioning foundational training to the four Child and Family Services Authorities. The Child and Family Services Standing Committee approved the provincial training plan to focus on enhanced abuse training, standards training and clinical supervision.
- Began work to modernize the foundational case management standards and translate that into online self guided training.
- In January 2021, Manitoba assumed the chair of the Directors of Child Welfare Committee's Training sub-Committee for a two-year term.

StreetReach Program

The StreetReach (STR) Program, funded through Tracia's Trust: Manitoba's Strategy to Prevent Sexual Exploitation and Sex Trafficking, is dedicated to locating and returning at risk youth to their placement or place of safety, building safe, trusting relationships; identifying high risk areas where children are harbored or placed at direct risk of victimization; and identifying offenders who are luring/grooming youth for sexual exploitation and making referrals for investigation to CFS agencies.

Other significant areas of focus include creating opportunities to build and strengthen cultural and community connections, bridging gaps in services and strengthening partnerships among key stakeholders to address co-occurring concerns of mental health and addiction.

- Documented 1,141 relational contacts with children/youth in effort to build relationships inclusive of visiting within placement or the community, offering support while in Strong Hearted Buffalo Women Crisis Stabilization Unit, and offering advocacy and help within the multi-level response team. COVID-19 had a direct impact on the ability to connect with youth.
- Completed 1,777 address checks resulting in 353 successful returns of reported missing children to their placement or places of safety.
- Collaborated with non-government service organizations to understand the intersecting complexities of exploited children and youth and improve the overall wellbeing and safety of our youth. An example of this collaborative work is the integration of mental health and addiction services through the Manitoba Adolescent Treatment Center to address trauma and co-occurring issues faced by youth. Additionally, the STR team includes a Spiritual Advisor to foster cultural connectedness and a journey of healing through land based and traditional teachings.
- Since integration of the mental health clinicians and spiritual advisor into the StreetReach Winnipeg team, the following data has been collected between August 2020 to March 2021:
 - The mental health clinicians:
 - engaged in 232 relationship contacts with youth
 - completed 95 assessments
 - facilitated coordination of services for youth in 215 instances to enhance youth access to health care or other mental health services
 - documented 34 treatment interventions with youth education/strategies/teaching new skills to benefit daily functioning
 - completed 158 consults with key stakeholders to enhance care provided to youth
 - The Spiritual Advisor:
 - engaged in 84 relationship building contacts with youth
 - organized 14 Cultural activities/ceremonies
 - coordinated 11 Cultural events
- Operationalized StreetReach North (STR-N) in Thompson in June 2020. Awasis Child and Family Services and Macdonald Youth Services have been key partners in the establishment of the program. The City of Thompson, RCMP and the community as a whole have been instrumental in advocating for the program and continue to support creative and innovative solutions to ensure the overall wellbeing of children and youth in the north. Between June 2020 and March 2021, STR-N:
 - Documented 1,715 relationship building contacts in effort to engage and build trusting relationships with youth.
 - Completed 1,055 address checks resulting in 319 successful returns of reported missing children to their placement of place of safety.

09-4B Child Protection

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	4,451	72.00	4,937*	(486)	
Other Expenditures	817		767	50	
Grant Assistance	9,272		9,272*	0	
Financial Assistance	113,796		112,741*	1,055	
Total Expenditures	128,336		127,717	(619)	

* The 2020/21 Authority includes an allocation from Enabling Appropriations of \$5.4M for the projects delivered under the Canada-Manitoba Home and Community Care and Mental Health and Addictions Services Funding Agreement and a virement transfer of \$1.5M from the branch to the Housing Division in support of the homelessness response plan and other initiatives such as the Rent Relief Fund.

09-4C Child and Family Services Authorities

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Grant Assistance	116,496	20.00	116,496	0	
Financial Assistance	260,901		260,683	218	
Total Expenditures	377,397		377,179	218	

Central Services	2019/20	2020/21
Group Care		
Licensed Facilities	152	140
Licensed Beds	656	574 ¹
Places of Safety Facilities	3	7
Places of Safety Beds ¹	12	17
Training		
Provincial Core Competency Training (CCT)	901	-- ²
Joint Training Team – Specialized Training	5,878	-- ³
Child and Family Services Application (CFSA)	415	245 ⁴
Adoption		
Division 1 – Adoption of Permanent Wards ⁵	34	30
Division 2 – Private Adoptions ⁶	6	5
Division 3 – Intercountry Adoptions ⁷	10	7
Division 4 – De Facto Adoptions ⁸	13	7
Division 5 – Extended Family Adoptions ⁹	7	0
Division 6 – Spousal Adoptions ¹⁰	26	17
Post-Adoption		
Post-Adoption Registrations	175	189
Post-Adoption Reunions	58	59
Post-Adoption Access to Birth Records Applications	337	193 ¹¹
External Requests ¹²	-	38
Non-Identifying Social Histories ¹³	-	60
Child Abuse Registry		
Child Abuse Registrations (CAR)	260	444 ¹⁴
Employers/Others Using Registry	1,284	1,295
Child Abuse Registry Checks	87,310	67,578
Provincial Investigations		
Child Abuse Investigations	3,107	2,423
Criminal Risk Assessments (CRA) ¹⁵	7,863	6,165
Others		
Critical Incident Reports	79	81
Repatriations	0	0
Interprovincial Alerts	437	38 ¹⁶
Intake & Inquiry Concerns and Interprovincial Queries	3,101	2,935

¹ The loss of licensed beds is a reflection of reductions from 6 bed to 4 bed units to address upcoming fire code changes, requiring sprinklers and best practice approach to communal living arrangements. A facility is often deemed a Place of Safety while the licensing requirements are being met, this process may be lengthy, and an interim Place of Safety will be issued. Place of Safety numbers will vary as facility licenses are issued.

² In 2019 a review of the provincial core competency based training (CCBT) program resulted in transitioning foundational training to the four Child and Family Services Authorities. The Child and Family Services Standing Committee approved the provincial training plan to focus on enhanced abuse training, standards training and clinical supervision

³ The four Child and Family Services Authorities provide specialized training to their respective agencies. The Child and Youth Services Division will no longer report these numbers

⁴ Throughout 2020/21, in-person CFSA training stopped due to the COVID-19 pandemic. The program pivoted to offering online virtually lead training. Future training will return to in person training while continuing with virtually led options.

⁵ Child placed by director or agency with permanent guardianship.

⁶ Child placed by biological parent.

⁷ Child from another country adopted by an approved applicant in Manitoba.

⁸ Child adopted by person who has cared for him/her without financial assistance for at least two years.

⁹ Child adopted by family member who has cared for him/her for at least six months.

¹⁰ Adoption by spouse or common-law partner of child's parent.

¹¹ Following the legislative change in 2015 that allowed for Access to Birth Records, there was an anticipated gradual downward trend as there are less eligible applicants remaining who have not already received the service.

¹² Requests received from external agencies related to citizenship, Treaty rights and the settlement of estates.

¹³ A non-identifying social history is when an adoptee makes a request for info about their birth family but is not seeking identifying info such as a name. Usually they are seeking info on health and info on their appearance or traits that may be on the file.

¹⁴ The increase in registrations is due in part to new processes within the Unit to ensure registrations are completed in a timely manner and resources diverted during COVID-19 pandemic, as registry checks were decreased, resulting in registration backlog being addressed.

¹⁵ Assessments are completed on behalf of agencies to assist in their ability to place children on an urgent basis with extended family or someone known to them as per a Place of Safety or to assist in part of an investigation.

¹⁶ The decrease in number of inter-provincial alerts is due to the elimination of the practice of birth alerts in Manitoba on June 30, 2020.

Service Statistics

The division works in close collaboration with the Child and Family Services Authorities and their agencies to compile service statistics for the annual report.

Children in care are children who have been deemed in need of protection, requiring intervention, as determined by The Child and Family Services Act or are voluntarily placed in care by agreement between parent or guardian and agency. For the purposes of this report, a child is considered in care when placed by a child and family services agency in substitute care; whose legal status is defined as a permanent ward, temporary ward, under a voluntary surrender of guardianship, under a voluntary placement agreement or under apprehension; who is under the age of 18, and whose care needs are financially supported by government.

Breakdown of Children in Care by Agency and Authority

as at March 31, 2021 compared to March 1, 2020

Service Providers	March 31, 2020			March 31, 2021		
	Total CIC	Provincial Funding*	Federal Funding*	Total CIC	Provincial Funding*	Federal Funding*
FIRST NATIONS OF NORTHERN MANITOBA CHILD AND FAMILY SERVICES AUTHORITY						
Awasis Agency of Northern Manitoba	742	47%	53%	765	47%	53%
Cree Nation Child and Family Caring Agency	550	71%	29%	594	70%	30%
Island Lake First Nations Family Services	563	57%	43%	542	60%	40%
Kinosao Sipi Minisowin Agency	374	68%	32%	384	67%	33%
Nikan Awasisak Agency Inc.	214	51%	49%	228	47%	53%
Nisichawayasihk Cree Nation	237	86%	14%	273	86%	14%
Opaskwayak Cree Nation Child and Family Services	142	63%	37%	149	64%	36%
Sub-Total	2,822	61%	39%	2,935	61%	39%
SOUTHERN FIRST NATIONS NETWORK OF CARE						
Animikii Ozoson Child and Family Services	372	100%	0%	364	100%	0%
Anishinaabe Child and Family Services	612	89%	11%	587	82%	18%
Child and Family All Nations Coordinated Response	11	100%	0%	0	0%	0%
Dakota Ojibway Child and Family Services	706	71%	29%	734	63%	37%
Intertribal Child and Family Services	135	78%	22%	134	71%	29%
Peguis Child and Family Services	353	82%	18%	337	82%	18%
Sagkeeng Child and Family Services	439	78%	22%	443	75%	25%
Sandy Bay Child and Family Services	296	72%	28%	291	71%	29%
Southeast Child and Family Services	1,189	68%	32%	1,227	66%	34%
West Region Child and Family Services	658	68%	32%	648	69%	31%
Sub-Total	4,771	76%	24%	4,765	73%	27%
GENERAL CHILD AND FAMILY SERVICES AUTHORITY						
Child and Family Services of Central Manitoba Inc.	97	100%	0%	80	100%	0%
Child and Family Services of Western Manitoba	94	100%	0%	93	100%	0%
Eastman Region	133	100%	0%	119	100%	0%
Interlake Region	66	100%	0%	55	100%	0%
Jewish Child and Family Service ¹	16	100%	0%	14	100%	0%
Northern Region	30	100%	0%	36	100%	0%
Parkland Region	12	100%	0%	21	100%	0%
Winnipeg Child and Family Services	677	100%	0%	601	100%	0%
Sub-Total	1,125	100%	0%	1,019	100%	0%
MÉTIS AUTHORITY						
Métis Child, Family and Community Services	842	100%	0%	870	100%	0%
Michif Child and Family Services	289	100%	0%	261	100%	0%
Sub-Total	1,131	100%	0%	1,131	100%	0%
TOTAL	9,849	77%	23%	9,850	75%	25%

* Federal or provincial funding responsibility is determined at the time a child enters care. A child who has, or is eligible for treaty status, and whose parents or guardians are normally living on-reserve at the time the child enters care, is deemed a federal funding responsibility. All other children are deemed a provincial funding responsibility.

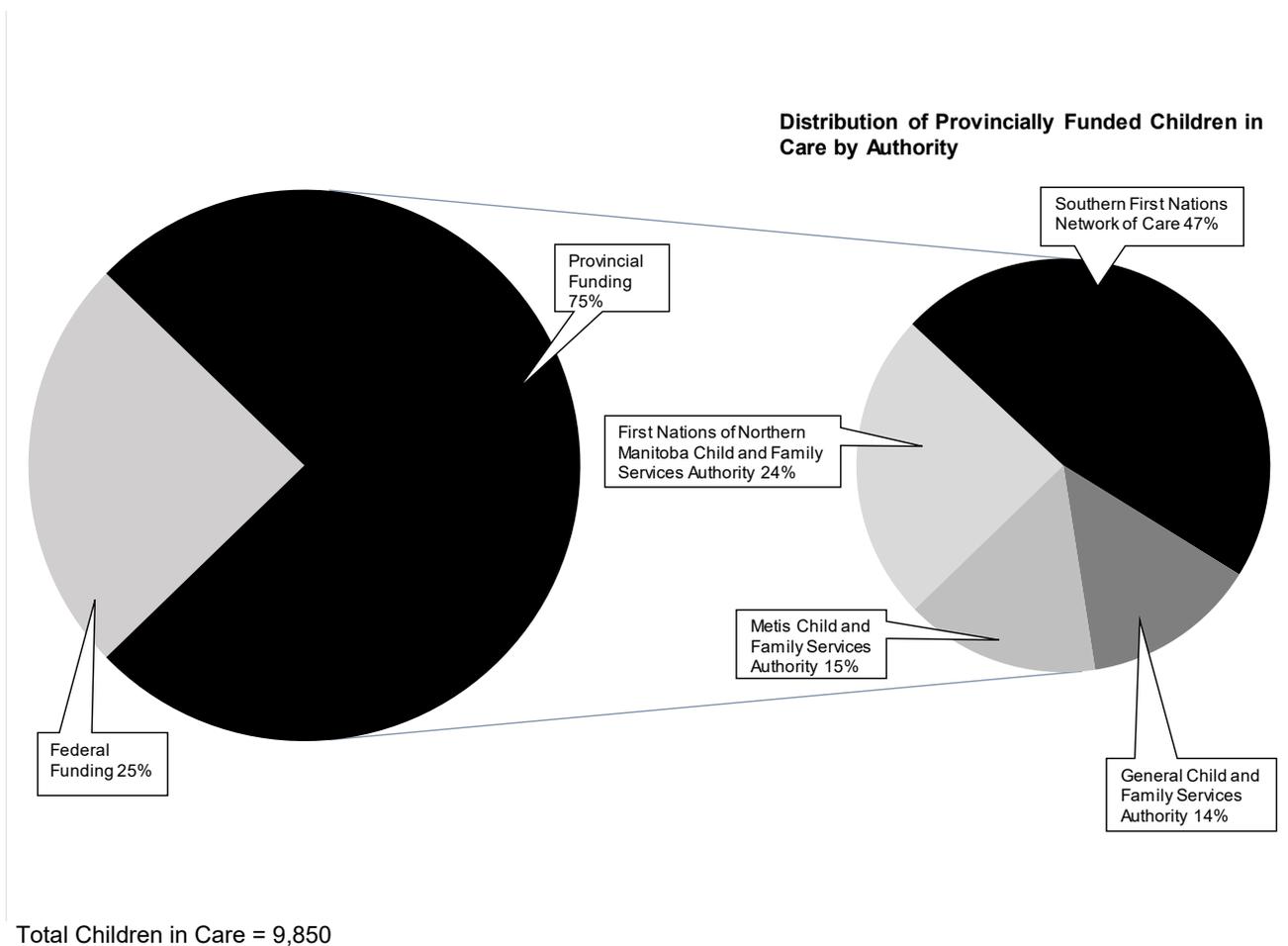
¹ Jewish Child and Family Service includes all families served by the agency, not just those related to child welfare.

As at March 31, 2021, the reported number of children in care was 9,850¹. An additional 379 were reported to be in Own Home placements (living with their parent, guardian or a lifelong family member) and a further 24 were in Supervised Adoption placements, without financial support by the government, referred to as non-paid care. Compared with the report of 2020, the total number of children increased by 1.

Of the 9,850 children in care, 72 per cent are permanent wards, 3 per cent are under a voluntary placement agreement with guardians where out of home care, including respite for children with complex needs, is provided for a temporary period. The remaining 25 per cent are children in care under a temporary legal status (apprehension or temporary order) where reunification with families is the primary goal.

Of the 9,850 children in care, 91 per cent are Indigenous. Funding jurisdiction is broken down as follows:

Breakdown of Total Children in Care by Funding Jurisdiction, as at March 31, 2021



¹ Based on information obtained by the Child and Family Services Information System as at March 31, 2021.

**Number of Children in Care by Placement Type
as at March 31, 2021**

Service Providers	Foster Homes¹	Residential Care²	Other Placement Resources³	Other Non-Pay Care Living Arrangements⁴	Total
FIRST NATIONS OF NORTHERN MANITOBA CHILD AND FAMILY SERVICES AUTHORITY					
Awasis Agency of Northern Manitoba	432	9	313	11	765
Cree Nation Child and Family Caring Agency	491	22	73	8	594
Island Lake First Nations Family Services	403	16	119	4	542
Kinosao Sipi Minisowin Agency	324	4	51	5	384
Nikan Awasisak Agency Inc.	173	5	48	2	228
Nisichawayasihk Cree Nation Family and Community Wellness Centre	157	23	51	42	273
Opaskwayak Cree Nation Child and Family Services	132	1	11	5	149
Sub-Total	2,112	80	666	77	2,935
SOUTHERN FIRST NATIONS NETWORK OF CARE					
Animikii Ozoson Child and Family Services	299	21	41	3	364
Anishinaabe Child and Family Services	443	12	128	4	587
Child and Family All Nations Coordinated Response Network	0	0	0	0	0
Dakota Ojibway Child and Family Services	539	11	181	3	734
Intertribal Child and Family Services	105	2	25	2	134
Peguis Child and Family Services	310	10	14	3	337
Sagkeeng Child and Family Services	279	15	146	3	443
Sandy Bay Child and Family Services	176	5	104	6	291
Southeast Child and Family Services	888	34	297	8	1,227
West Region Child and Family Services	402	15	224	7	648
Sub-Total	3,441	125	1,160	39	4,765
GENERAL CHILD AND FAMILY SERVICES AUTHORITY					
Child and Family Services of Central Manitoba Inc.	54	9	17	0	80
Child and Family Services of Western Manitoba	50	5	38	0	93
Eastman Region	79	11	29	0	119
Interlake Region	27	5	22	1	55
Jewish Child and Family Service ⁵	7	0	7	0	14
Northern Region	24	2	8	2	36
Parkland Region	6	1	14	0	21
Winnipeg Child and Family Services	271	53	268	9	601
Sub-Total	518	86	403	12	1,019
MÉTIS CHILD AND FAMILY SERVICES AUTHORITY					
Métis Child, Family and Community Services	561	40	261	8	870
Michif Child and Family Services	206	12	42	1	261
Sub-Total	767	52	303	9	1,131
TOTAL	6,838	343	2,532	137	9,850

¹ Includes regular rate and special rate foster homes.

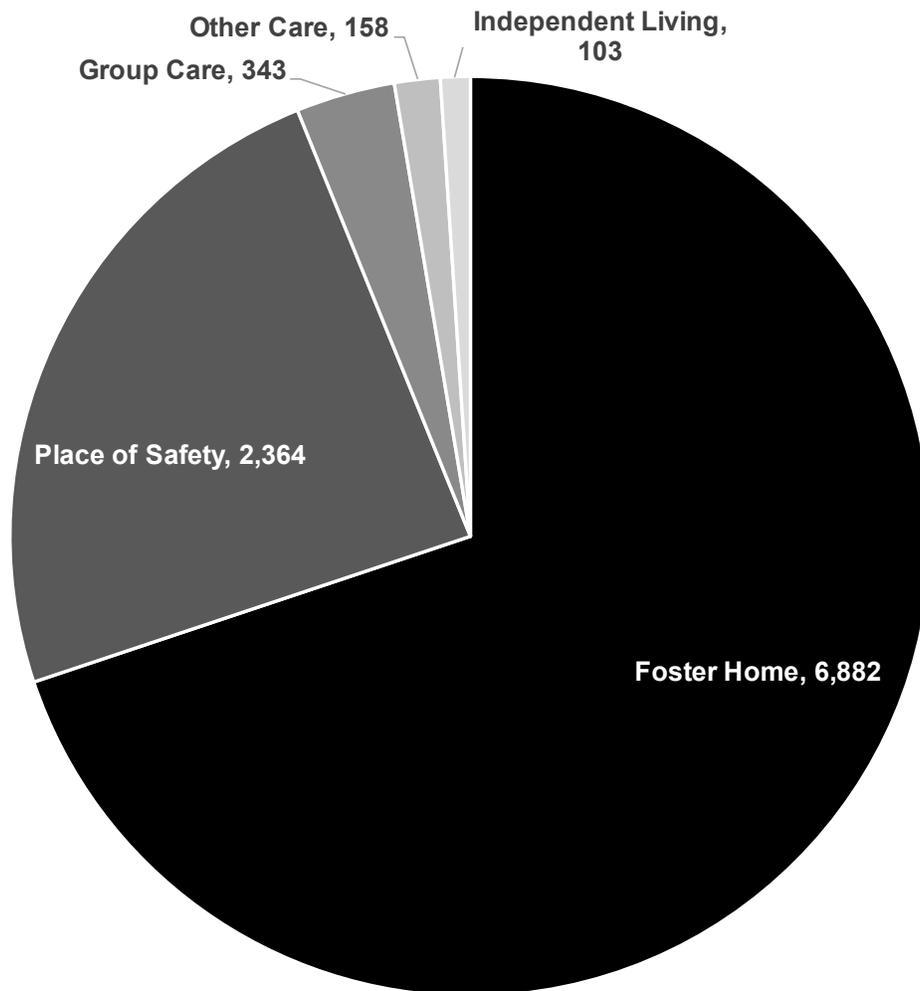
² Includes private group homes, own-agency group homes, and residential treatment centres.

³ Includes Places of Safety, Out-of-Province as well as Independent Living placements. An Independent Living placement is an approved arrangement under which minors 16 to 17 years of age may live in an independent setting under the direct supervision of an agency.

⁴ Includes St. Amant, the Manitoba Youth Centre, and those who were in health/mental health facilities.

⁵ Jewish Child and Family Service includes all families served by the agency, not just those related to child welfare.

Placement Type* for Children in Care, Age 0-17, as at March 31, 2021



Total Children in Care = 9,850

Of the 9,850 children in care, 9,246 (93.9 per cent) are placed in home-like settings such as foster homes or with relatives and those with significant connections, in places of safety; 343 (3.5 per cent) are placed in group-care resources.

* Placement type is defined by the following:

- Foster Homes – Placements licensed by an agency that provide a family setting. Homes may be licensed for up to four children.
- Place of Safety – Child specific homes where the caregiver has a significant relationship with the child. The home is not licensed but safety checks are required. Upon approval of an agency's Executive Director, a Place of Safety designation lasts for up to 30 days by which time the caregiver completes an application for a foster home license.
- Group Care – Placements in staffed facilities licensed by the Province under the Child Care Facilities (Other than Foster Homes) Licensing Regulation.
- Other Care – Placements that are out of province, in a non-group care facility such as a hospital or youth corrections, absent without leave, etc.
- Independent Living – Placements in an independent arrangement such as an apartment or room and board, etc. The youth may have a support worker, or attend a day program for support in transition towards independence. The address is not licensed.

Breakdown of Provincial Days of Care*, by level of Care

As at March 31, 2021

Agency or Regional	Level I	Level II	Level III	Level IV	Level V	Total
FIRST NATIONS OF NORTHERN MANITOBA CHILD AND FAMILY SERVICES AUTHORITY						
Awasis Agency of Northern Manitoba	24,042	1,738	35,336	87,521	4	148,641
Cree Nation Child and Family Caring Agency	11,090	539	23,899	99,200	12,254	146,982
Island Lake First Nations Family Services	40,275	1,061	22,601	60,041	510	124,488
Kinosao Sipi Minisowin Agency	26,260	305	21,447	44,504	4,893	97,409
Nikan Awasisak Agency	9,480	1,460	14,149	12,775	787	38,651
Nisichawayasihk Cree Nation Family and Community Wellness Centre	44,265	0	12,668	32,468	175	89,576
Opaskwayak Cree Nation Child and Family Services	3,225	165	10,726	12,473	3,094	29,683
Sub-Total	158,637	5,268	140,826	348,982	21,717	675,430
SOUTHERN FIRST NATIONS NETWORK OF CARE						
Animikii Ozoson Child and Family Services	45,345	1,555	38,554	62,684	2,970	151,108
Anishinaabe Child and Family Service	80,124	2,555	66,723	54,219	2,390	206,011
Child and Family All Nations Coordinated Response Network	469	0	112	407	0	988
Dakota Ojibway Child and Family Services	0	0	545	3,450	618	4,613
Intertribal Child and Family Services	13,789	3,096	9,719	10,750	1,271	38,625
Peguis Child and Family Services	16,592	24,461	33,750	33,937	4,728	113,468
Sagkeeng Child and Family Services	33,415	6,080	42,156	55,330	2,318	139,299
Sandy Bay	0	488	37,051	26,176	18,272	81,987
Southeast Child and Family Services	62,719	23,183	108,245	118,607	1,420	314,174
West Region Child and Family Services	37,385	2,618	38,485	100,309	2,716	181,513
Sub-Total	289,838	64,036	375,340	465,869	36,703	1,231,786
GENERAL CHILD AND FAMILY SERVICES AUTHORITY						
Child and Family Services of Central Manitoba	3,461	6,777	12,450	8,917	2,014	33,619
Child and Family Services of Western Manitoba	16,665	31	5,805	20,979	692	44,172
Jewish Child and Family Service	1,673	637	1,747	1,442	0	5,499
Rural and Northern Services	37,232	4,438	15,315	33,212	2,703	92,900
Winnipeg Child and Family Services	108,269	3,290	45,734	101,485	14,155	272,933
Sub-Total	167,300	15,173	81,051	166,035	19,564	449,123
MÉTIS CHILD AND FAMILY SERVICES AUTHORITY						
Métis Child, Family and Community Services	122,872	4,477	41,898	124,549	9,991	303,787
Michif Child and Family Services	55,222	4,156	19,837	30,577	2,340	112,132
Sub-Total	178,094	8,633	61,735	155,126	12,331	415,919
TOTAL	793,869	93,110	658,952	1,136,012	90,315	2,772,258

* Days of Care is based on reports submitted by the Authorities and received by the province and will not be an all-inclusive representation of actual days of care for each child and family service agency for the fiscal year.

Level of care is determined based on child's specific needs.

Level I	Placements where the amount paid does not exceed the Basic Maintenance Rate (BMR) component approved for caregivers; and where there is no additional amount paid as a Special Rate (i.e. fee-for-service).
Level II - IV	Placements where, in addition to the BMR component approved for care givers; a fee-for-service amount not exceeding: Level II \$5.34 / day Level III \$19.83 / day Level IV \$45.43 / day (may include higher per diems than a typical Level IV)
Level V	Placements where, in addition to the BMR component approved for care givers; an amount approved on a case-by-case by the Child Protection Branch is paid.

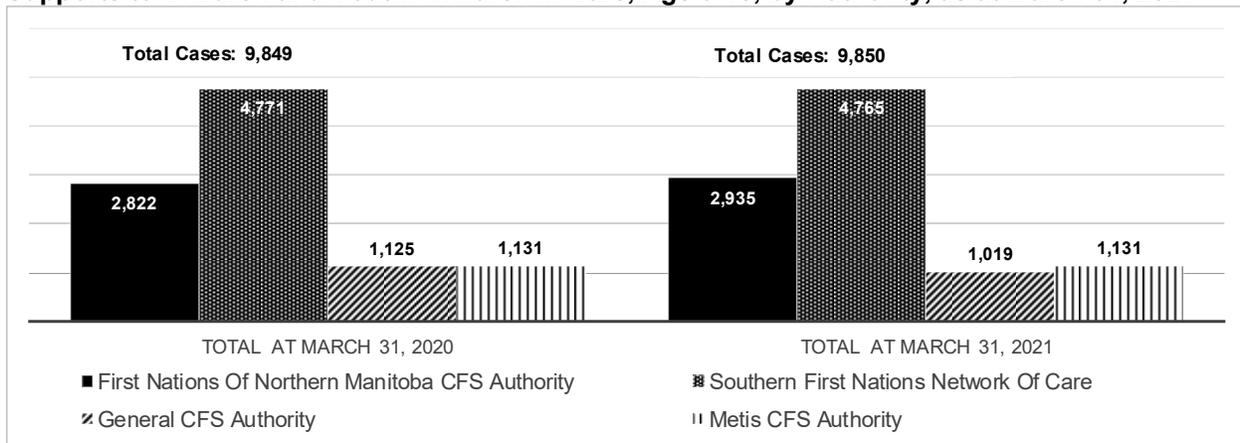
Caseloads

Caseloads refer to the number of children, youth and families assigned to an individual worker for the reporting period. In 2020/21, the number of cases increased by 2.0 per cent from the prior year based on an increase to Supports to Youth (34.8 per cent) and Supports to Families (1.4 per cent). Expectant Parent Service (24.0 per cent) saw a decrease from the prior year and Supports to Children (0.0) remained virtually unchanged. Breakdown as follows:

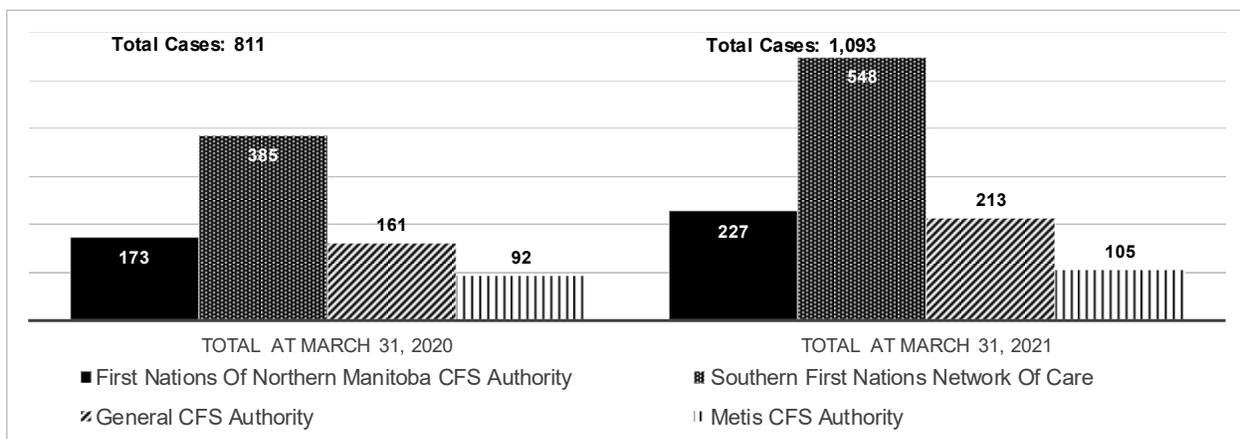
Caseloads, by Authority, as at March 31, 2021

	Supports to Children and Youth			Supports to Families			Expectant Parent Service			Total			
	Total	Prov	Fed	Total	Prov	Fed	Total	Prov	Fed	Total	Prov	Fed	Unknown
FIRST NATIONS OF NORTHERN MANITOBA CFS AUTHORITY	3,162	1,955	1,207	2,206	924	1,282	20	10	10	5,388	2,889	2,499	8
SOUTHERN FIRST NATIONS NETWORK OF CARE	5,313	3,908	1,405	2,937	2,065	872	42	26	16	8,292	5,999	2,293	-
GENERAL CFS AUTHORITY	1,232	1,232	-	2,453	2,453	-	5	5	-	3,690	3,690	-	-
METIS CFS AUTHORITY	1,236	1,236	-	738	738	-	5	5	-	1,979	1,979	-	-
TOTAL	10,943	8,331	2,612	8,334	6,180	2,154	72	46	26	19,349	14,557	4,792	8

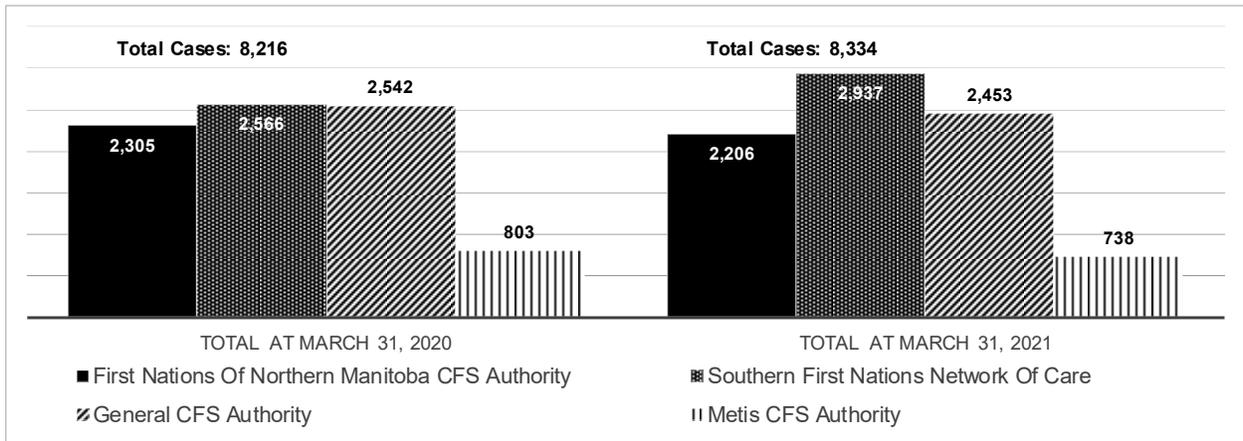
Supports to Children and Youth: Children in Care, Age 0-18, by Authority, as at March 31, 2021



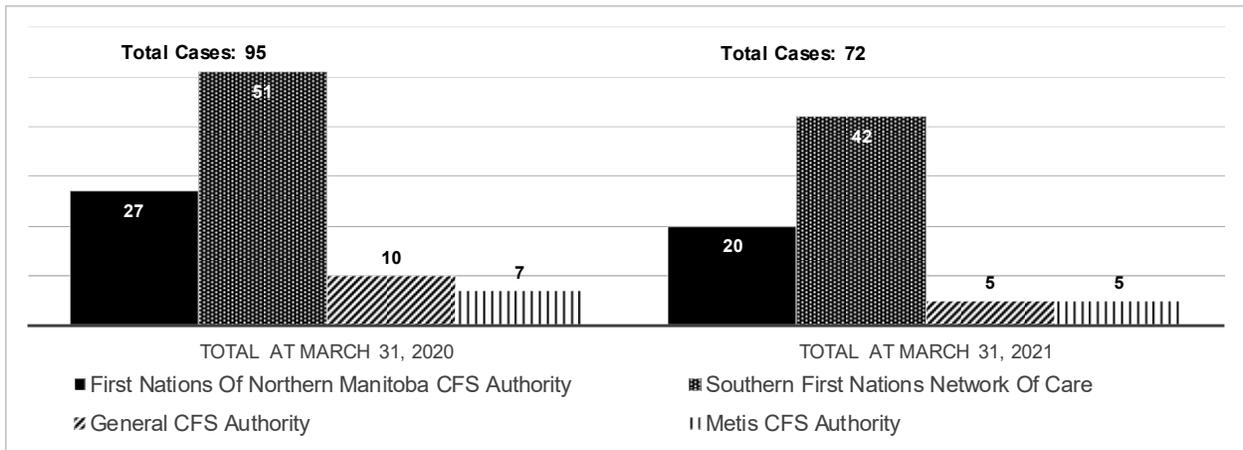
Supports to Children and Youth: Young Adults, Age 18-21, by Authority, as at March 31, 2021



Supports to Families, by Authority, as at March 31, 2021



Expectant Parent Services, by Authority, as at March 31, 2021



Funding (\$000s)*
2020/2021

Service Provider	Single Envelope Funding	Group Care¹	Total 2020/21
First Nations of Northern Manitoba Child and Family Services Authority	\$ 83,139	\$ 7,246	\$ 90,385
Southern First Nations Network of Care	167,683	13,425	181,108
General Child and Family Services Authority**	68,022	13,103	81,125
Metis Child and Family Services Authority	52,782	7,381	60,163
Directorate Programs	5,771	6,217	11,988
AUTHORITY SUB-TOTAL	\$377,397	\$47,372	\$424,769
Treatment Centres/Group Care – Grants ²			13,675
Other Agencies/Programs ³			36,345
Emergency Placement Resources ⁴			25,676
TOTAL			\$500,465

* The table reflects the distribution of provincial child and family services funding in Manitoba since the implementation of the single-envelope funding (SEF) model in 2019/20. Child and family services agencies were funded by their mandating authority from within the applicable SEF allocations above,

** Winnipeg Child and Family Services and Rural and Northern Child and Family Services do not receive funding from their mandated Authority. However, their direct program expenditures have been included in the above allocation.

¹ Group care funding was provided by the department directly to service providers in 2019/20 which provided care for children in the care of a CFS Agency.

² Grant funding for providers not associated with Group Care funding.

³ Funding to community-based agencies to provide operating funding, and program specific funding.

⁴ The Emergency Placement Resources program – including emergency foster homes managed by third-party service providers and provincially licensed emergency shelters was also funded by the Department.

Early Learning and Child Care

The Early Learning and Child Care (ELCC) Program holds the authority to ensure operational legislated compliance of all licensed child care services in Manitoba to support the provision of safe, accessible, affordable and high quality child care services for families. The branch develops and administers legislation, regulations, best practices, policies, procedures and new initiatives, and makes recommendations regarding multi-year planning. It has legislative responsibility for The Community Child Care Standards Act and regulations, licenses and monitors compliance, and provides funding, program and administrative support to more than 1,160 licensed ELCC facilities.

The branch oversees regulation and policy for the parent fee subsidy program, which helps with the cost of child care for eligible families. Additionally, the ELCC program administers the Inclusion Support Program for children with additional support needs to access child care, operating grants for non-profit centres and home-based providers, training grants for eligible staff and capital funding for the construction or expansion of community-based and school-based ELCC centres.

The branch is responsible for formally classifying and certifying all Child Care Assistants (CCAs) and Early Childhood Educators (ECEs) working in licensed centres and provides competency-based assessment (CBA) and recognition of prior learning (RPL) programs to enable CCAs and internationally educated individuals to obtain an ECE II classification. In addition, the branch coordinates the Child Care Qualifications and Training Committee that is primarily responsible for reviewing early childhood educator training programs offered by various educational institutions.

The branch maintains Information Technology and online platforms which support the operation and reporting requirements of the licensed ELCC system and is used by parents, licensed ELCC providers, and department staff.

Key Results Achieved

- Enhanced Manitoba's early learning and child care system through strategic projects:
 - Completed drafting of the regulatory amendments to support the proclamation of Bill 9 - The Community Child Care Standards Amendment Act, and to address sector concerns by reducing administrative barriers to efficient child care services. Key items include:
 - Increasing the renewal term of child care licenses for up to three years for license holders in good standing.
 - Eliminating duplication by consolidating health, safety and code of conduct provisions in one section.
 - Changes to inclusive programming provisions and grants that will allow an expansion of resources to facilities to better accommodate children with a range of abilities.
 - Increasing group child care licensing options, allowing a primary licensee to hire staff/child care assistants rather than having multiple licensees.

- Supported an estimated 3,485 children through parent fee subsidies to attend licensed child care in every four-week period.
- Funded 108 new home-based family child care spaces.
- Supported 23 individuals to receive ECE II classification through four streams of the ECE II Assessment Program.
- Improved efficiency and effectiveness through service improvements and continuous program development:
 - Reviewed an *Early Learning and Child Care Transformation* report from KPMG which identified potential opportunities to improve Manitoba's early learning and child care system.
 - Established a Parent Advisory Committee on Child Care modernization in December 2020, to guide public engagement and to advise the province on ensuring that services provided by ELCC system reflect the diverse needs of parents and families.
 - Launched an online survey in February 2021, to promote the involvement of parents across the province in identifying their needs and priorities for child care, and their ideas for modernizing the early learning and child care system.
 - Re-established the Minister's Consultation Table comprised of sector representatives, with an expanded scope and additional members to provide stakeholder feedback on the modernization of the early learning and child care system.
 - Created the Manitoba Child Care Search tool that connects Manitoba families directly with the licensed child care facilities that meet their needs, based on location, hours and availability.
 - Strengthened eligibility criteria for child care capital project proposals under the ELCC Building Fund, to ensure new child care capital projects can be licensed and opened within the expected timeframe.
 - Worked collaboratively with project management officers at Manitoba Housing to support the delivery of non-profit ELCC community-based capital projects.
 - Worked collaboratively with project management officers in the Department of Central Services to support the development of new non-profit ELCC school-based capital projects, and provided new operating grant funding.
 - Enhanced services under the dual stream service approach for the Inclusion Support Program by providing child development services.
 - Increased efficiencies of the Inclusion Support Program by converting to an electronic system for forms, files and documents.
 - Moved to an upgraded and stable video conferencing platform to provide improved online services, and increased the ability to provide services remotely to rural child care facilities and stakeholders.
- Maintained regulated maximum parent fees for funded programs.
- Funded 883 new spaces in centres through the development of new community and school-based capital projects.

- In partnership with the Self-Employment Program funded by Manitoba Education and administered by Family Dynamics, licensed 7 participants to open home-based child care facilities.
- Provided funding to Family Dynamics to administer the Home-Based Mentorship Program to support new family child care providers through workshops and training.
- Provided supportive funding to non-profit centres and home-based providers including:
 - Pension Reimbursement provided to 419 centres, RRSP Reimbursement provided to 190 home-based providers, and the Retirement Benefit provided to 42 centre staff and 10 home-based providers.
 - Issued 153 Staff Replacements Grants to support CCAs in full-time day and workplace ECE diploma programs.
 - Provided an Annual Training Grant to 18 home-based child care providers and 377 CCAs for course work required to become an ECE II.
 - Provided resource supports and grants to 366 non-profit licensed child care centres and homes to support the inclusion of 1,159 children with disabilities and/or emotional/behavioural needs.
- Supported child care centre boards of directors with the creation of new modules under the Basics of Effective Board Governance.
- Supported centre directors throughout changes to child care practices during the pandemic with circulars and directives to assist with management practices and policies.
- Provided the income-based-only nursery school subsidy.
- Directed parents seeking immediate child care to the Manitoba Child Care Search tool. (Data for inquiries related to the Online Child Care Registry was not collected for 2020/21.)
- Provided grants to individuals, facilities and organizations through the Child Care Expansion Fund delivered in partnership with the Winnipeg and Manitoba Chambers of Commerce to create new child care spaces and enhance programming.
- Funded four initiatives previously under the responsibility of Healthy Child Manitoba to support and expand the Abecedarian Approach, Indigenous programming, and services for newcomers and immigrant families, and to increase sector capacity in trauma and attachment.

Centres and Homes
Total Facilities and Spaces
at March 31

Centres	2019/20		2020/21			Total No. of Spaces*
	No. of Centres	No. of Spaces	No. of Centres	No. of Funded Spaces	No. of Unfunded Spaces	
Funded Non-Profit**	664	32,334	650	31,373	1,563	32,936
Unfunded Non-Profit***	30	1,024	32	0	1,115	1,115
Unfunded For-Profit****	35	1,825	36	0	1,851	1,851
Total	729	35,183	718	31,373	4,529	35,902

Homes	2019/20		2020/21			Total No. of Spaces
	No. of Homes	No. of Spaces	No. of Homes	No. of Funded Spaces	No. of Unfunded Spaces	
Funded	331	2,462	335	2,499	11	2,510
Unfunded	112	820	108	0	802	802
Total	443	3,282	443	2,499	813	3,312

* With enhancements made to Child Care Online to support reporting functions, the breakdown now includes both funded and unfunded spaces for each type of child care space.

** An organization registered as a not-for-profit corporation, in receipt of provincial grants.

*** An organization registered as a not-for-profit corporation, not in receipt of provincial grants.

**** An organization not registered as a not-for-profit corporation, not in receipt of provincial grants.

Funded Centres and Homes
at March 31, 2021

Region	Centres		Homes		Total	
	No. of Centres	No. of Spaces	No. of Homes	No. of Spaces	No. of Facilities	No. of Spaces
Winnipeg	378	21,864	207	1,520	585	23,384
Westman	82	2,926	30	235	112	3,161
Eastman	46	2,457	25	196	71	2,653
Central	57	2,348	14	108	71	2,456
Interlake	34	1,353	43	329	77	1,682
Parkland	31	956	14	104	45	1,060
Northern	22	1,032	2	18	24	1,050
Total	650	32,936	335	2,510	985	35,446

Unfunded For-Profit Centres

at March 31, 2021

Region	Total No. of Facilities	Total No. of Spaces
Winnipeg	31	1,731
Other Regions	5	120
Total	36	1851

Licensing Orders, Suspensions, Refusals

2020/21

Facilities	Number of Licensing Orders*	Licence Suspensions/Refusals
Non-profit centres	0	0
Commercial centres	0	0
Homes	0	0
Total	0	0

* A licensing order is issued under Section 18 of The Community Child Care Standards Act when serious violations of licensing regulations occur and corrective action is ordered.

Number of Complaints by Type of ELCC Facility

2020/21

Facilities	Number of Complaints
Licensed non-profit centres	32
Licensed commercial centres	2
Licensed home-based provider	12
Unlicensed centre	0
Unlicensed home-based provider	5
Total Unique Complaints	51

09-4D Early Learning and Child Care

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
Salaries and Employee Benefits	3,484	68.00	3,484*	0	
Other Expenditures	949		949*	0	
Grant Assistance	146,951		146,951*	0	
Financial Assistance	17,073		17,073*	0	
Total Expenditures	168,457		168,457	0	

* The 2020/21 Authority includes a virement transfer of \$13.3M from the branch to the Housing Division in support of the homelessness response plan and other initiatives such as the Rent Relief Fund. The under expenditures primarily reflect vacancies and lower spending in parent fees subsidy program and inclusion support program; offset by higher operating grants provided to daycare centres.

PROGRAM INDICATORS FOR EARLY LEARNING AND CHILD CARE

	2019/20	2020/21
ACCESSIBILITY		
Total number of program sites:	1,172	1,161
• number of child care centres	729	718
• number of child care homes	443	443
Program capacity (spaces)	38,465	39,214
• spaces for preschool children	25,489	26,048
• spaces for school age children	12,976	13,166
• change in program capacity (spaces)	+1,006	+748
• change in program capacity (%)	+2.7%	+1.9%
Number of children in Manitoba 0 to 12 years¹	202,382	212,565
• preschool children (0 to 5 years)	95,119	99,491
• school age children (6 to 12 years)	107,183	113,074
Percentage of Manitoba children for whom there was a regulated space	19.0%	18.4%
• preschool children (0 to 5 years)	26.8%	26.2%
• school age children (6 to 12 years)	12.1%	11.6%
AFFORDABILITY		
Total number of newly funded child care spaces in centres²	737	883
• new funded community-based spaces	287	644
• new funded school-based spaces	450	239
• new funded private sector partnership spaces	-	-
Maximum daily child care fees (centre based)³		
• infant	\$30.00	\$30.00
• preschool	\$20.80	\$20.80
• school age (before school/lunch/after school)	\$10.30	\$10.30
Maximum daily child care fees (home based)		
• infant	\$22.20	\$22.20
• preschool	\$18.20	\$18.20
• school age (before school/lunch/after school)	\$10.30	\$10.30
Daily non-subsidized fee per child	\$ 2.00	\$ 2.00
Average number of children receiving subsidized child care per 4-week period⁴	6,452	3,485⁵
Subsidization levels based on family net income: family examples (centre based)		
• one parent, one preschool child		
- full subsidy up to	\$16,420	\$16,420
- partial subsidy up to	\$28,874	\$28,874
• two parents, two preschool children		
- full subsidy up to	\$22,504	\$22,504
- partial subsidy up to	\$47,412	\$47,412
Annual operating grant per space (for centres)		
• infant space	\$11,375	\$11,375
• preschool space	\$ 4,180	\$ 4,180
• school age space	\$ 1,664	\$ 1,664
• nursery school space (6 to 10 sessions/week)	\$ 528	(up to) \$ 2,090 ⁶
Unit Funding Rate (daily revenue generated through parent fees and operating grants per space)	\$ 295	\$ 295

¹ Source: Statistics Canada, Labour Force Survey. Does not include persons living on reserves and other Indigenous settlements in the province, full-time members of the Canadian Armed Forces, the institutionalized population, and households in extremely remote areas with very low population density. Labour Force estimates are based on 2016 Census population counts.

² Spaces receiving provincial operating grant subsidy. This indicator does not include funding of, (i) previously unfunded waitlisted spaces in centres, or (ii) new home-based family child care spaces.

³ Maximum fees apply to all funded spaces.

⁴ This indicator should not be interpreted as the total number of children receiving subsidy in the fiscal year.

⁵ A significant number of previously subsidized children were not attending licensed child care due to the COVID-19 pandemic, and many child care facilities were temporarily closed or had reduced capacity.

⁶ Effective January 1, 2021, nursery schools received \$1,045 per space for up to 5 sessions, plus an additional \$209 per session for 6 to 10 sessions, for a maximum of \$2,090 per space.

	2019/20	2020/21
Parent fees as percentage of annual centre revenue⁷		
• infant space	42%	42%
• preschool space	58%	58%
• school age space	70%	70%
Annual operating grant funding levels for homes		
• infant space	\$2,693	\$2,693
• preschool space	\$2,068	\$2,068
• school age space	\$ 880	\$ 880
QUALITY		
Regulated ratios (centre based)		
• infant	1:4	1:4
• preschool	1:8	1:8
• nursery school	1:10	1:10
• school age	1:15	1:15
Proportion of staff required to be ECE IIs or IIIs		
• infant and preschool centres	two-thirds	two-thirds
• school age centre and nursery school	one-half	one-half
Minimum training requirement for CCAs within first year of employment	Approved 40-hour course	Approved 40-hour course
Minimum training requirement for family child care licensees within first year of operation	Approved 40-hour course	Approved 40-hour course
Centre staff by classification		
• number of ECE IIs (diploma required for classification)	1,868	1926
• number of ECE IIIs (post-diploma education required for classification)	838	806
Family Child Care Homes: licensee classified as ECE II or ECE III		
• number of homes	62	67
• number of home spaces	485	524
Average hourly rate of pay for trained ECE IIs⁸	\$20.01	\$20.07
Change in income for trained ECE IIs⁸	-0.2%	0.3%
Total income for home-based licensees⁹	\$51,400.60	\$51,400.60
Change in income for home-based licensees	2.97%	0%
Percentage of centres that are non-profit	95.2%	95%
Percentage of centre spaces that are non-profit	94.8%	94.8%
Number of children served under the Inclusion Support Program	1,516	1,159
Percentage of facilities participating in the Inclusion Support Program		
• Centres	51%	49%
• Homes	1%	3%

⁷ Centre revenue is made up of income from an operating grant and income from parent fees or fee subsidies on behalf of eligible families.

⁸ Based on salary analysis of ECE IIs in funded full-time centres.

⁹ Based on maximum number of licensed spaces, maximum parent fees, and maximum annual operating grant resulting from the approved increase implemented April 1, 2019.

Canada-Manitoba Early Learning and Child Care (ELCC) Agreement Progress Report for 2019/20*

- The Manitoba government entered into the Canada-Manitoba ELCC Agreement (bilateral agreement) on December 11, 2017. The bilateral agreement invested nearly \$47 million into Manitoba’s ELCC sector over a three year period from 2017/18 to 2019/20.
- 2019/20 was the third year of the agreement. With a full year to continue on progress from 2018/19, Manitoba was able to further implement its Action Plan initiatives with a goal to meet established targets and outcomes by the end of the bilateral agreement. Manitoba exercised its ability in the agreement to carry forward up to 16 per cent of unused funds to the next fiscal year.
- On August 19, 2020, a one year extension of the Canada-Manitoba ELCC Agreement was signed for 2020/21. The extension agreement builds on many of the successful initiatives under the pillars of the original Canada-Manitoba ELCC Agreement, with some changes made to reflect the emerging needs related to the COVID-19 pandemic.

The table below represents funding expenditures for 2019/20 approved through the audited financial statement as required by the Government of Canada:

Canada-Manitoba ELCC Agreement		
2019/20 Summary		
Revenue		
Annual contribution from Canada		\$15,601,932
Carry forward from previous fiscal year		\$ 1,562,221
Total revenue		\$17,164,153
Expenses		
Total program costs incurred:		\$12,638,752
Administration Costs the lesser of a) or b):		
a) maximum amount of contribution	\$1,560,193	
b) actual costs incurred	\$1,560,193	\$ 1,560,193
Total expenses		\$14,198,945
Unspent funds		\$ 2,965,208
Carry forward the lesser of a) or b):		
a) maximum amount (20 per cent of contribution paid by the Government of Canada)	\$3,120,386	
b) Unspent funds	\$2,965,208	
Total carry forward amount		\$ 2,965,208

* Due to the reporting requirements of the Canada-Manitoba ELCC Agreement, progress is reported for the year prior to the Department of Families’ annual reporting year.

ACHIEVEMENTS

Manitoba experienced considerable success with the initiatives under the original pillars in the 2017/18 to 2019/20 Action Plan, meeting and exceeding a number of stated targets.

Pillar 1: Supporting new and newly subsidized spaces

- Provided operating subsidies for 744 new unfunded expansion spaces across the province.
- Provided operating funding to 48 new infant and preschool spaces, created through federal/provincial partnered capital projects.
- Supported the completion of 10 capital projects adding 284 new child care spaces to the provincial total.

Pillar 2: Building sector capacity and stability

- Provided province-wide access to the Science of Early Child Development for 10,304 unique users.
- Established a train the trainer system on the Circle of Security (COS) approach through training 125 facilitators across the sector that in turn provided training to 73 facilities with 490 child care staff.
- In partnership with the Manitoba Child Care Association, supported provincial access for 211 non-profit centres and 1,409 board members to the Basics of Effective Board Governance Online Training.
- Provided the home-based mentorship program to a new group of 5 mentors that supported 16 mentees to support skill development, networking and reduced isolation.

Pillar 3: Rural and Northern strategy

- Established a Competency Based Assessment program for rural and northern regions to assist experienced child care assistants and individuals with related educational experiences to work towards ECE certification.
- Provided block operating grants to 36 larger rural and northern centres (over 40 spaces) to support increased financial stability.

Pillar 4: Diversity and inclusion

- Through the dual stream service approach, supported 846 children with disabilities or Autism to attend child care between 2018/19 and 2019/20.
- Supported 265 child care staff from 28 facilities to be trained in Applied Behavioural Analysis.
- An Indigenous Programming Grant was provided to 14 self-identified Indigenous ELCC facilities, providing child care services to 500 children.
- Grant funding was provided to Fédération des Parents du Manitoba (FPM) to support training and professional development, under the Francophone Training Enhancement Grant.

Pillar 5: Community Engagement and Public Reporting

- Established the Minister’s Consultation Table, with meetings held on December 3, 2019; January 23, 2020; and February 25, 2020, before being placed on hold due to the onset of the COVID-19 pandemic.
- Conducted province-wide consultations on bilateral initiatives with 277 participants including the sector workforce, educators, advocates, service providers, parents and ELCC staff.

Additional information on Manitoba’s Action Plan can be found at www.canada.ca/en/early-learning-child-care-agreement/agreements-provinces-territories/manitoba.html.

Housing Division

Manitoba Housing

The Manitoba Housing and Renewal Corporation (Manitoba Housing) is a Crown corporation created by statute in 1967.

Manitoba Housing is governed by a Board of Directors with policy direction provided by the government. The Deputy Minister of the Department of Families serves as Chair of the Board of Directors. The board meets at least quarterly to fulfil its governance role that includes making strategic, financial and policy-related decisions for the corporation. In 2020/21, the board met seven times.

The Housing and Renewal Corporation Act provides Manitoba Housing with a mandate to:

- a) enhance the affordability of, and accessibility to, adequate housing for Manitobans, particularly to those persons of low- to moderate-incomes or those with specialized needs
- b) maintain and improve the condition of existing housing stock
- c) ensure that there is an adequate supply of housing stock in Manitoba
- d) stimulate the activities of the housing market to the benefit of Manitobans as a whole

In fulfilling its mandate, Manitoba Housing has the capacity to engage in many activities including: constructing and developing new and affordable housing; rehabilitating existing housing in areas of need; acquiring, repurposing and disposing of land and/or buildings; making grants and loans; managing finances, including the investment and borrowing of funds and the provision of loan guarantees; creating and overseeing the operations of local housing authorities; and entering into intergovernmental agreements for renewal schemes and projects for which provision is made under The National Housing Act. Manitoba Housing also has statutory responsibility for The Elderly and Infirm Persons' Housing Act (with respect to elderly persons' housing units as defined in the Act), The Cooperative Housing Strategy Act and section 10.6 of The Income Tax Act.

Manitoba Housing's corporate structure is comprised of the following:

- Property Services
- Portfolio Management
- Security, Integrated Pest Management Group and Information Technology Services
- Housing Delivery and Land Development
- Strategic Initiatives
- Corporate Compliance and Risk Management
- Financial Services

Manitoba Housing provides housing assistance to approximately 34,200 households through various programs. In 2020/21, Manitoba Housing owned and operated 11,800 housing units, owned and had sponsors manage 4,700 units and provided subsidy and support to a further 17,700 units¹ across the province.

¹ Manitoba Housing is no longer reporting personal care home units operated by Manitoba Health and Seniors Care.

Manitoba Housing manages and develops land held in its land inventory. In 2020/21, Manitoba Housing held approximately 208.5 acres in its inventory, of which 85.4 acres were located in Winnipeg and 123.1 acres outside of Winnipeg.

The following sections describe key federal funding agreements, followed by an overview of Manitoba Housing's operational and support/services branches and their activities.

Partnerships with the Federal Government

The governments of Manitoba and Canada partner to meet affordable housing needs through cost-matched funding agreements. Through provincially-delivered programming, Manitoba-Canada funding increases the supply and quality of affordable housing and improves affordability for households in need. Manitoba and Canada had two key agreements supporting these activities in 2020/21:

- Social Housing Agreement (SHA)
- Canada Mortgage and Housing Corporation (CMHC)-Manitoba Bilateral Agreement under the 2017 National Housing Strategy (NHS)

Social Housing Agreement

The SHA, established between Manitoba and CMHC, is one of the long-term funding sources of social housing programs in Manitoba. The agreement came into effect in 1998. It provides federal block funding towards eligible operating costs for all federal/provincial assisted housing in Manitoba and offers housing that provides subsidized rents (rent geared-to-income or fixed rents at or below median market rents). The funding under the SHA for 2020/21 was \$38.1 million.

National Housing Strategy

In June 2019, Manitoba signed the NHS bilateral agreement with the Government of Canada for the years 2019/20-2027/28 to increase access to housing, reduce housing need and achieve better housing solutions across the spectrum. Manitoba's 2020/21 allocation under the NHS bilateral agreement is \$16.8 million. Funding under the NHS bilateral agreement provides affordability support and allows for the preservation of housing and new capital investment; 2020/21 marked the second year of the agreement.

Social Housing Programs

Manitoba Housing delivers the Social and Affordable Housing Rental Programs through approximately 11,800 direct-managed housing units and 22,400 units operated by cooperatives, non-profit and sponsored organizations. Manitoba Housing also provides funding for emergency shelters and homelessness programs, and programs and services that foster tenant engagement to promote successful tenancies. In accordance with The Elderly and Infirm Persons' Housing Act, Manitoba Housing administers renewal licenses for all elderly person housing projects to ensure these units continue to meet the eligibility criteria for licensing under the Act.

In addition to providing food services, social enterprise and tenant services, Social Housing Programs includes the following:

- Property Services
- Portfolio Management
- Security, Integrated Pest Management Group and Information Technology Services

Property Services

The Property Services Branch delivers the Social and Affordable Housing Rental Programs within the province's direct managed housing portfolio. The branch comprises two regions, divided into 15 districts in Manitoba. Each district is responsible for leasing, maintenance and tenant services. The branch also works with tenants who require additional support to achieve successful tenancies.

Manitoba Housing offers a food services program that provides daily meals at a low cost to tenants in some locations, partially subsidized by Manitoba Housing and regional health authorities.

Key Results Achieved

- Continued to work with the private and non-profit sectors towards the transfer of the management of Manitoba Housing-owned and managed units.
- Continued a multi-pronged strategy to reduce vacancies. Between April 2020, and March 2021, Property Services reduced the number of vacant direct-managed units by approximately 230 units.
- Supported the operations of the overnight shelter services of the Manitoba Housing-owned shelter in The Pas. Also supported the effort to identify a new local partner to permanently operate the facility.

Portfolio Management

The Portfolio Management Branch works with non-profit, private and cooperative housing organizations to achieve program objectives, build administrative and governance capacity and ensure compliance with project operating agreements in support of over 22,000 households across the province.

The branch also delivers Manitoba Housing's rent supplement programs, and works with a range of community agencies across Manitoba to address homelessness and ensure supports are available to vulnerable individuals.

Key Results Achieved

- Worked to support and bolster non-profit housing providers in preparation for a Manitoba Housing sector transformation through community based service delivery. This initiative expands the capacity within the non-profit sector, realizes economies of scale and enhances opportunities to leverage federal or other funding sources in order to maintain a sustainable social and affordable housing stock.
- Maintained agreements with private landlords, non-profit, and cooperative housing providers to deliver both the Social and Affordable Rent Supplement Programs.

- The following tables provide program information within Portfolio Management for the past three years:

Sponsor Managed Programs			
Fiscal Year	2018/19	2019/20	2020/21
Expenditures Total \$000s	22,334	31,093	33,909

Private Non-Profit Programs			
Fiscal Year	2018/19	2019/20	2020/21
Post 85	11,702	13,918	12,608
Urban Native Co-op, Other	11,937	15,127	15,223
Expenditures Total \$000s	23,639	29,045	27,831

Social Rent Supplement Program			
Fiscal Year	2018/19	2019/20	2020/21
Expenditures Total \$000s	9,789	9,302	8,846

Affordable Rent Supplement Program			
Fiscal Year	2018/19	2019/20	2020/21
Expenditures Total \$000s	400	459	445

Manitoba Housing Annual Financial Support for Homelessness Initiatives				
Homelessness Program	Description	Capacity	2020/21 Budget	2020/21 Actual
Emergency Shelter	Operating support for five Manitoba emergency shelters	302 spaces	\$2,029	\$2,106
Portable Housing Benefit	Rent supplement up to \$200 and housing supports for individuals with a mental health disability	600 benefits	1,423	1,240
Homeless Strategy	Eight programs delivered across Manitoba that provide housing support services and programming to individuals with a variety of complex health and social issues		1,018	1,018
Housing First Rent Supplement	Rent supplement up to \$250 and building services for previous At Home/Chez Soi participants	80 benefits	304	154
Total			\$4,774	\$4,518

One-Time Manitoba Housing Financial Support for Homeless-Serving Organizations				
Organization	Description	Capacity	2020/21 Funding	2020/21 Actual
Siloam Mission	Expanded shelter for COVID-19 distancing	50 beds	\$ 225	\$ 225
Main Street Project	Isolation site for COVID-19	39 units	2,078	2,078
Main Street Project	Expanded shelter for COVID-19 distancing	115 beds	270	270
Samaritan House	Expanded shelter hours for COVID-19 distancing	24 beds	140.5	140.5
Resource Assistance for Youth	Additional supportive housing during COVID-19	20 units	115.5	115.5
Manitoba Non-Profit Housing Association	Manitoba Rent Relief Fund		5,600	5,600
Manitoba Non-Profit Housing Association	Manitoba Rent Relief Fund Wrap-Around Supports		2,560	2,560
Various Municipalities	Municipal Grant Funding		12,000	12,000
Total			\$22,989	\$22,989

Security, Integrated Pest Management Group and Information Technology Services

Manitoba Housing Security is responsible for the safety of staff, tenants, contractors and visitors to Manitoba Housing's direct-managed properties and the protection of Manitoba Housing-owned assets. The branch operates the Housing Communications Centre (HCC), which serves as the primary contact for maintenance and security issues. The branch also operates the Integrated Pest Management Group, responsible for pesticide treatments, quality control and developing new treatment methods to address bed bugs and other pests within the housing portfolio.

Information Technology Services support Manitoba Housing with Information and Communication Technology and business case development, analysis and assessment, and provides technical expertise related to the design, development and maintenance of computer systems that support the organization's programs and services.

Key Results Achieved

- The HCC handled 122,228 calls from tenants, staff, contractors and Employment and Income Assistance after-hours clients.
- Mobile Security attended 15,067 dispatches for maintenance and security issues.
- Completed \$4.0 million in security upgrades at 12 Manitoba Housing-owned apartment buildings.
- Bed bug infestations within Manitoba Housing units were held near 11 year lows.
- Updates made to the Housing Operations Management System (HOMS) improved efficiency in Manitoba Housing program delivery.
- Implemented Microsoft Power Business Intelligence dashboards to improve the presentation and quality of data available to Executive Management.
- Expanded the capacity of the Manitoba Housing Property Network resulting in improved bandwidth for video and security systems on Manitoba Housing owned properties.

Housing Delivery and Land Development

Housing Delivery

The Housing Delivery Branch delivers projects, programs and initiatives related to increasing the supply of affordable and social housing and sustaining Manitoba's existing housing stock. The branch delivers and administers programs that enable the creation of additional rental and cooperative housing and homeownership opportunities. Since 2018, Housing Delivery has collaborated with the Department of Families' Early Learning and Child Care Program (ELCC) to assist in the delivery of community-based child care spaces. Housing Delivery is also assisting the Department of Health and Seniors Care – Shared Health to develop new Supportive Recovery Housing units.

Key Results Achieved

- Continued the delivery of 137 affordable housing units in Winnipeg and Brandon through a \$5.0 million investment.
- Continued the construction of 82 Supportive Recovery Housing beds and units on behalf of the Department of Health and Seniors Care.
- In coordination with ELCC, continued to coordinate the delivery of 631 new child care spaces in Manitoba.
- Committed \$2.0 million to develop 15 new homes and provide financial assistance for up to 77 families to enter into homeownership.
- Continued the delivery of the Non-profit Community Bedbug Grant Program.

Land Development

The Land Development Branch is responsible for the acquisition, use and disposition of land for housing development and ensuring that all land development projects are consistent with the housing development priorities of government. The branch is responsible for a portfolio encompassing Manitoba Housing's existing land holdings and all major land development projects, including the development of the Bridgwater Neighbourhood, a 1,200 acre land parcel in southwest Winnipeg. The branch also promotes homeownership through delivery of the Rural Homeownership Program.

Key Results Achieved

- Continued development of the Bridgwater Neighbourhood in Winnipeg as follows:
 - Bridgwater Centre (a commercial area serving the community): continued development of new commercial spaces for lease
 - Sold all remaining Commercial Multi-Use parcels in Bridgwater Centre.
 - Worked collaboratively with the City of Winnipeg to transfer numerous Public Reserve areas, parks and sports fields within the development from Manitoba Housing to the City of Winnipeg.
- Sold seven properties under the Rural Homeownership Program, assisting low- to moderate-income households with the purchase of single- and semi-detached homes in select rural communities at fair market value.

Strategic Initiatives

The Strategic Initiatives Branch coordinates Manitoba Housing's strategic planning activities and supports the development, monitoring and evaluation of policies and programs. The branch develops knowledge and awareness of housing trends, policies and practices, and collaborates with internal and external stakeholders to inform the strategic and operational decisions of Manitoba Housing. The branch coordinates the preparation of statistical data to meet federal reporting requirements and participates in Federal/Provincial/Territorial housing working groups to address housing issues in Manitoba.

Key Results Achieved

- Facilitated work that culminated in the May 2020 signing of an addendum to the Canada Mortgage and Housing Corporation - Manitoba Bilateral Agreement under the 2017 National Housing Strategy (NHS), representing \$77.3 million in federal

funding for the Canada-Manitoba Housing Benefit (CMHB) between 2020/21 and 2027/28. The funding will be cost-matched by Manitoba. An addendum to Manitoba Housing's first Three-Year Action Plan under the NHS describing targets, outcomes, and use of funds was posted to Manitoba Housing's website in December 2020.

- Developed the CMHB which will provide a portable rent subsidy to youth leaving the care of Child and Family Services, people experiencing homelessness or who are at risk of homelessness, and people with mental health and addiction issues.
- Continued to work in partnership with the Canada Mortgage and Housing Corporation to cost match and effectively deliver funding to Manitobans through the Canada Community Housing Initiative and Manitoba Priorities funding streams of the NHS.
- Represented Manitoba's strategic interests through participation in the Federal/Provincial/Territorial Housing Forum and associated working groups, including the Federal/Provincial/Territorial Open Forum on Homelessness.
- Led the alignment of priorities and funding to address homelessness in Manitoba as a member of the Community Advisory Board for Reaching Home, the federal homelessness strategy.
- Continued partnership with End Homelessness Winnipeg to increase service coordination, maximize the collective impact of all stakeholders and optimize provincial investments to address Winnipeg's homelessness challenges.
- Supported local and national housing and homelessness research forums with data provision and expertise.

Corporate Compliance and Risk Management

The Corporate Compliance and Risk Management Branch manages legal support services for Manitoba Housing and liaises with the Legal Services Branch, Department of Justice. The branch coordinates Manitoba Housing's responses to requests for access to information under The Freedom of Information and Protection of Privacy Act and The Personal Health Information Act and provides direction on policy to ensure the protection of privacy. The Corporate Secretary area of the branch provides guidance and facilitation for Manitoba Housing's governing board, and maintains board records. The branch's Risk Management Area promotes and incorporates an active enterprise risk management culture within Manitoba Housing and supports business continuity planning throughout the organization. The Standards area of the branch develops, trains and provides guidance on program procedures; monitors compliance with programs and funding agreements; and completes analysis with recommendations for improvement. The branch's Procurement area obtains goods and services for the organization, primarily for repair and maintenance, in co-ordination with the Department of Central Services.

Key Results Achieved

- Managed and coordinated legal support for the organization.
- Continued to provide guidance with respect to policies and procedures for the protection of privacy.

- Continued to audit user activity of new tenant information system to ensure safeguarding of privacy.
- Maintained business continuity plan for Manitoba Housing's critical functions.
- Continued to coordinate timely responses for access to information requests.
- Provided training and guidance of Federal/Provincial/Municipal regulations, bylaws, program policies, and funding agreements with internal staff and external partner groups/landlords.
- Completed detailed financial analysis and risk assessment audits to identify compliance and improvement opportunities.
- Provided procurement services and coordination to Manitoba Housing.

Financial Services

The Financial Services Branch ensures the corporate comptrollership function is appropriately maintained to meet the needs of Manitoba Housing for financial control, accountability, reporting, and to protect financial and physical assets. The branch provides comprehensive financial services management, analysis and reporting for Manitoba Housing branch areas, including direction and support in financial planning, financial evaluations, protection of corporate assets, and reporting control policies, processes and procedures. The Financial Services branch reports to the Assistant Deputy Minister of Administration and Finance.

Key Results Achieved

- Prepared the divisional Estimates of Expenditure request.
- Provided detailed budget and various monthly, quarterly and annual financial reports for Manitoba Housing leaders and Board members.
- Prepared financial statements for Manitoba Housing and received an unqualified audit opinion from the Office of the Auditor General.
- Provided analytical support for Manitoba Housing program areas with respect to budgeting, financial reporting and management.
- As part of ongoing comptrollership activities, continued to review, improve and streamline financial and administrative procedures to enable more effective program delivery, mitigate risks and guide stewardship and overall management of Manitoba Housing.
- Completed upgrades and enhancements to Manitoba Housing financial systems.
- Provided ongoing identification and monitoring of emerging financial issues and the associated impact on Manitoba Housing financial statements.
- Disbursed more than \$31.4 million in capital funding for the Modernization and Improvement Program (see table on the following page for expenditures by community).

09-5 Housing

Expenditures by Sub-Appropriation	Actual 2020/21 \$000s	FTE	Authority 2020/21 \$000s	Variance Over/(Under) \$000s	Expl. No.
The Manitoba Housing and Renewal Corporation	173,887		173,887*	0	
Total	173,887		173,887*	0	

* The 2020/21 Authority includes an allocation of \$11.1M from Enabling Appropriation, Internal Service Adjustments for the additional resources for repair and maintenance and a virement transfer of \$34M from the Community Service Delivery Division and Child and Youth Services Divisions in support of the homelessness response plan and other initiatives such as the Rent Relief Fund.

2020/2021 Modernization & Improvements (M&I)

Expenditures by Community

COMMUNITY	ACTUAL \$	COMMUNITY	ACTUAL \$
Altona	215,589.18	Niverville	85,564.10
Arborg	113,328.10	Norway House	81,527.63
Ashern	210,060.48	Notre Dame	42,721.84
Austin	132,003.77	Oak Point	18,776.92
Balmoral	41,883.52	Oxford House	162,650.99
Beausejour	68,026.72	Pikwitonei	31,756.60
Birtle	4,813.05	Plum Coulee	12,428.79
Boissevain	184,945.48	Plumas	8,229.74
Brandon	175,728.36	Poplarfield	32,413.50
Camperville	490,836.55	Portage	175,305.61
Carman	191,672.80	Powerview	81,893.80
Cayer	87,363.88	Rivers	25,849.74
Clearwater	46,206.15	Riverton	60,004.32
Cranberry Portage	265,828.89	Roblin	99,450.00
Cross Lake	52,329.92	Rock Ridge	276,757.12
Dauphin	69,199.69	Rosburn	73,714.21
Emerson	46,305.00	Russell	126,497.00
Erickson	49,189.00	Selkirk	599,920.60
Eriksdale	35,896.31	Seymourville	62,715.65
Fraserwood	63,060.00	South Indian Lake	131,319.01
Gillam	17,216.52	Sprague	11,128.00
Gimli	99,127.55	St. Ambroise	5,170.92
Gladstone	50,000.00	St. Laurent	77,046.07
Grandview	52,635.00	St. Malo	8,282.20
Great Falls	35,943.42	Ste. Anne	65,698.86
Grunthal	27,000.00	Ste. Rose du Lac	153,433.40
Iles des Chenes	22,000.00	Stonewall	86,352.03
Killarney	8,835.92	Swan River	25,187.94
Komarno	20,230.49	Teulon	54,130.00
La Broquerie	17,385.34	The Pas	583,635.87
Lac du Bonnet	158,826.77	Thicket Portage	54,882.25
Leaf Rapids	42,320.00	Thompson	328,604.22
Lorette	99,849.13	Treherne	38,678.06
MacGregor	17,764.87	Virден	24,326.92
Mallard	100,108.98	Vita	86,547.58
Manigotagan	21,956.20	Vogar	35,304.40
Minitonas	277,135.00	Waterhen	131,579.20
Moosehorn	15,593.60	Winkler	90,707.81
Morden	63,248.24	Winnipeg	23,317,287.08
Morris	5,167.37	Winnipeg Beach	28,652.22
Neepawa	78,170.28	Winnipegosis	55,723.00
Nelson House	66,544.10	Young's Point	121,750.89
TOTAL M&I			\$ 31,414,931.72

¹ The Modernization and Improvement Program includes site improvements; exterior retrofits such as roofs, windows, siding; crawlspace, basement and attic upgrades; refurbishment of interior units and common spaces; mechanical and electrical system upgrades; and fire and life safety equipment upgrades including elevator and fire protection systems.

Financial Information

REVENUE SUMMARY TABLE

Department of Families

Revenue Summary

For the fiscal year ended March 31, 2021, with comparative figures for the previous year - \$000s

Actual 2019/20	Actual 2020/21	Increase/ (Decrease)	Expl. No.	Revenue Source	Actual 2020/21	Authority 2020/21	Increase/ (Decrease)	Expl. No.
Other Revenue								
6,052	5,870	(182)		Children's Special Allowance Recoveries	5,870	6,216	(346)	
1,217	1,217	0		Cost Recovery from Municipalities	1,217	1,378	(161)	
8,709	13,857	5,148	1	Income Assistance Recoveries	13,857	7,745	6,112	1
210	210	0		Levy for Local Government Welfare Purposes in Unorganized Territory	210	210	0	
47	72	25	2	Translation Services Fees and Sundry	72	110	(38)	5
0	27,066	27,066	3	Manitoba Housing and Renewal Corporation	27,066	0	27,066	3
2,626	2,419	(207)		Sundry	2,419	2,306	113	
18,861	50,711	31,850		Sub-Total	50,711	17,965	32,746	
Government of Canada								
19,629	15,602	(4,027)	4	Canada-Manitoba Early Learning and Child Care Agreement	15,602	15,610	(8)	
0	0	0		Canadian Family Justice Fund	0	115	(115)	6
19,629	15,602	(4,027)		Sub-Total	15,602	15,725	(123)	
Other Sources								
197	238	41		French Language Services	238	0	238	7
38,687	66,551	27,864		Total Revenue	66,551	33,690	32,861	

1. The variance is primarily due to an adjustment in 2020/21 for estimated overpayment receivables.

2. The variance is primarily due increased translation services.

3. The variance is primarily due to revenue provided by MHRC respecting the Housing Development and Rehabilitation Fund and for Waverly West profit sales.

4. The variance is primarily due to a reduction in funding as part of the bilateral agreement.

5. The variance is primarily due to less than budgeted translation services.

6. The variance is primarily due to a transfer of the revenue to the department of Justice that should have occurred for 2020/21.

7. The variance is primarily due to the Canada-Manitoba Agreement on French-Language Services (FLS). Actual revenue is based on eligible expenses for promoting and supporting FLS.

FIVE-YEAR EXPENDITURE AND STAFFING SUMMARY TABLE

Department of Families

Five-Year Expenditure and Staffing Summary by Main Appropriation

For the fiscal years ended March 31, 2017 - March 31, 2021

Main Appropriation	2016/17*		2017/18*		2018/19*		2019/20*		2020/21	
	FTE	\$000s								
09-1 Administration and Finance	82.00	7,588	75.00	7,071	73.00	6,384	72.00	7,003	71.00	6,490
09-2 Community Service Delivery	1,753.45	1,116,644	1,711.15	1,192,998	1,695.15	1,220,619	1,676.45	1,240,454	1,585.40	1,252,889
09-3 Corporate Services	129.50	16,252	127.50	16,511	127.50	15,967	114.50	15,361	103.50	34,270
09-4 Child and Youth Services	212.00	688,455	210.00	743,054	210.00	716,151	205.00	709,709	198.00	677,055
09-5 Housing		127,165		103,414		109,102		123,604		173,887
09-6 Costs Related to Capital Assets		1,882		1,520		2,471		685		555
Total Families	2,176.95	1,957,986	2,123.65	2,064,568	2,105.65	2,070,694	2,067.95	2,096,816	1,957.90	2,145,146

* Expenditures have been adjusted for comparative purposes in those appropriations affected by a reorganization.

Families

Reconciliation Statement

Details	2020/21 Estimates \$000s
2020/21 Main Estimates Main Estimates Authority transferred from: <ul style="list-style-type: none"> • Enabling Appropriation <ul style="list-style-type: none"> - Enabling Vote - Internal Service Adjustments 	2,110,426 850 33,898
2020/21 Authority	2,145,174

EXPENDITURE SUMMARY TABLE

Department of Families

Expenditure Summary

For the fiscal year ended March 31, 2021, with comparative figures for the previous year - \$000s

Authority 2020/21	Appropriation	Actual 2020/21	Actual 2019/20 ^a	Increase/ (Decrease)	Expl. No.
09-1 Administration and Finance					
42	(a) Minister's Salary	42	41	1	-
750	(b) Executive Support				
67	Salaries and Employee Benefits	750	793	(43)	-
	Other Expenditures	67	64	3	-
996	(c) Agency Accountability and Support Unit				
45	Salaries and Employee Benefits	996	1,062	(66)	-
	Other Expenditures	45	16	29	-
1,613	(d) Financial and Administrative Services				
130	Salaries and Employee Benefits	1,613	1,736	(123)	-
	Other Expenditures	130	120	10	-
1,246	(e) Business Technology Support Services				
1,601	Salaries and Employee Benefits	1,246	1,242	4	-
	Other Expenditures	1,601	1,929	(328)	1
6,490	Total 09-1	6,490	7,003	(513)	

All Expenditure Summary explanatory notes for significant year-over-year variances appear on page 114 of this report.

EXPENDITURE SUMMARY TABLE

Department of Families

Expenditure Summary

For the fiscal year ended March 31, 2021, with comparative figures for the previous year - \$000s

Authority 2020/21	Appropriation	Actual 2020/21	Actual 2019/20 ^a	Increase/ (Decrease)	Expl. No.
09-2 Community Service Delivery					
1,461	(a) Strategic Planning and Program Support				
	Salaries and Employee Benefits	1,389	1,305	84	-
4,221	Other Expenditures	5,346	4,563	783	2
45,822	(b) Regional Social Services				
	Salaries and Employee Benefits	44,842	45,729	(887)	-
4,427	Other Expenditures	2,751	3,343	(592)	3
9,618	(c) Employment, Income and Health Supports				
	Salaries and Employee Benefits	9,084	9,854	(770)	-
554	Other Expenditures	422	442	(20)	-
24,707	(d) Manitoba Developmental Centre				
	Salaries and Employee Benefits	20,942	22,523	(1,581)	-
2,102	Other Expenditures	1,729	2,019	(290)	-
8,680	(e) Disability Specialized Services				
	Salaries and Employee Benefits	8,719	8,453	266	-
368	Other Expenditures	316	437	(121)	-
1,290	(f) Community Living Disability Services				
	Other Expenditures	30,859	1,290	29,569	4
1,785	Grant Assistance	3,026	1,756	1,270	5
458,341	Financial Assistance	434,845	443,708	(8,863)	6
9,011	(g) Children's Disability Services				
	Other Expenditures	9,338	9,011	327	-
9,150	Grant Assistance	9,325	9,337	(12)	-
13,331	Financial Assistance	9,821	12,595	(2,774)	7
19,004	(h) Winnipeg Child and Family Services				
	Salaries and Employee Benefits	18,532	19,040	(508)	-
1,766	Other Expenditures	943	1,007	(64)	-
2,729	(i) Employment, Income and Rental Assistance				
	Salaries and Employee Benefits	2,647	2,886	(239)	-
7,639	Other Expenditures	12,454	7,431	5,023	8
20,822	Grant Assistance	28,400	4,125	24,275	9
604,061	Financial Assistance	595,218	629,600	(34,382)	10
2,000	(j) Employment and Income Assistance Transformation				
	Other Expenditures	1,941	0	1,941	11
1,252,889	Total 09-2	1,252,889	1,240,454	12,435	

EXPENDITURE SUMMARY TABLE

Department of Families

Expenditure Summary

For the fiscal year ended March 31, 2021, with comparative figures for the previous year - \$000s

Authority 2020/21	Appropriation	Actual 2020/21	Actual 2019/20 ^{a)}	Increase/ (Decrease)	Expl. No.
09-3 Corporate Services					
1,644	(a) Corporate Support				
	Salaries and Employee Benefits	1,427	1,590	(163)	-
507	Other Expenditures	455	542	(87)	-
22,273	Grant Assistance	23,676	4,660	19,016	12
1,485	(b) Legislation and Strategic Policy				
	Salaries and Employee Benefits	1,248	1,383	(135)	-
58	Other Expenditures	51	44	7	-
513	(c) Office of the Vulnerable Persons' Commissioner				
	Salaries and Employee Benefits	524	677	(153)	-
82	Other Expenditures	26	72	(46)	-
391	(d) Social Services Appeal Board				
	Salaries and Employee Benefits	334	272	62	-
58	Other Expenditures	56	59	(3)	-
640	(e) Disabilities Issues Office				
	Salaries and Employee Benefits	534	611	(77)	-
193	Other Expenditures	134	175	(41)	-
1,175	(f) Social Innovation Office				
	Salaries and Employee Benefits	1,180	1,194	(14)	-
1,255	Other Expenditures	742	337	405	-
391	(g) Transformation Office				
	Salaries and Employee Benefits	181	262	(81)	-
20	Other Expenditures	12	20	(8)	-
2,042	(h) Francophone Affairs Secretariat				
	Salaries and Employee Benefits	2,004	2,051	(47)	-
1,376	Other Expenditures	1,573	1,225	348	13
197	Grant Assistance	140	197	(57)	-
	Recoveries:				
(30)	Other Expenditures	(27)	(10)	(17)	-
34,270	Total 09-3	34,270	15,361	18,909	

EXPENDITURE SUMMARY TABLE

Department of Families

Expenditure Summary

For the fiscal year ended March 31, 2021 with comparative figures for the previous year - \$000s

Authority 2020/21	Appropriation	Actual 2020/21	Actual 2019/20 ^{a)}	Increase/ (Decrease)	Expl. No.
09-4 Child and Youth Services					
	(a) Strategic Initiatives and Program Support				
3,062	Salaries and Employee Benefits	2,313	2,490	(177)	-
156	Other Expenditures	129	164	(35)	-
484	Financial Assistance	423	536	(113)	-
	(b) Child Protection				
4,937	Salaries and Employee Benefits	4,451	4,636	(185)	-
767	Other Expenditures	817	768	49	-
9,272	Grant Assistance	9,272	11,007	(1,735)	14
112,741	Financial Assistance	113,796	114,424	(628)	-
	(c) Child and Family Services Authorities				
116,496	Grant Assistance	116,496	116,510	(14)	-
260,683	Financial Assistance	260,901	259,975	926	-
	(d) Early Learning and Child Care				
3,484	Salaries and Employee Benefits	3,484	3,432	52	-
949	Other Expenditures	949	906	43	-
146,951	Grant Assistance	146,951	170,308	(23,357)	15
17,073	Financial Assistance	17,073	24,553	(7,480)	16
677,055	Total 09-4	677,055	709,709	(32,654)	
09-5 Housing					
	(a) The Manitoba Housing and Renewal Corporation				
173,887	Grant Assistance	173,887	123,604	50,283	17
173,887	Total 09-5	173,887	123,604	50,283	
09-6 Costs Related to Capital Assets					
	(a) General Assets				
583	Amortization Expense	555	685	(130)	-
583	Total 09-6	555	685	(130)	
2,145,174	Total Families	2,145,146	2,096,816	48,330	

1. The variance is primarily due to expenditure management.
2. The variance is primarily due to COVID-19 related expenditures, including N95 fit testing for staff.
3. The variance is primarily due to lower overall operating expenditures such as travel due to COVID-19.
4. The variance is primarily due to a year-end adjustment in 2020/21.
5. The variance is primarily due to one-time grant funding approvals targeted to enable service innovation and improve service quality in the sector.
6. The variance is primarily due to lower overall requirements, including reduced day and transportation services due to restrictions during the COVID-19 pandemic.
7. The variance is primarily due to lower overall program requirements, including family supports, due to restrictions during the COVID-19 pandemic.
8. The variance is primarily due to a provision for allowance for doubtful accounts and operating costs for the Home Nutrition and Learning Program.
9. The variance is primarily due to the establishment of an endowment fund of \$20 million with The Winnipeg Foundation to support employment training and assistance for EIA clients and grant funding for the Home Nutrition and Learning Program.
10. The variance is primarily due to lower overall volume and cost per EIA case, partially offset by a one-time benefit payment of \$200.00 to persons with disabilities.
11. The variance is primarily due to the creation of a new sub-appropriation during the 2020/21 Estimates process.
12. The variance is primarily due to the establishment of an Accessibility Endowment Fund with The Winnipeg Foundation to support municipalities, businesses and organizations to help eliminate barriers to their services.
13. The variance is primarily due to the significant increase in the number of translation requests during 2020/21 caused by the pandemic.
14. The variance is primarily due to reduced program delivery as a result of COVID-19.
15. The variance is primarily due to one-time funding of \$20 million related to the Child Care Sustainability Trust and funding agreements with Manitoba Chamber of Commerce and Winnipeg Chamber of Commerce in 2019/20.
16. The variance is primarily due to a reduction in registrations for the parent fees subsidy program as a result of COVID-19.
17. The variance is primarily due to an increase in repairs and maintenance costs, increase in spending for the homelessness response plan due to COVID-19, various initiatives such as a grant funding of \$5.6 million for the Rent Relief Fund and \$12 million to municipalities for affordable housing initiatives.

NOTES:

- a) The 2019/20 data has been reorganized to reflect the 2020/21 appropriation structure.

Department of Families

Performance Reporting: Measures of Performance or Progress

The following section provides information on key performance measures for the department for the 2020/21 reporting year. All Government of Manitoba departments include performance measures in their Annual Reports that are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities, and their impact on the province and its citizens.

For more information on performance reporting and the Manitoba government, visit <http://www.gov.mb.ca/finance/publications/performance.html>. Your comments on performance measures are valuable to us. You can send comments or questions to mbperformance@gov.mb.ca.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2020/21 result (current year) or most recent available data?	What is the trend over time?
Active caseload of Community Living disABILITY Services (CLDS) program participants, which is the number of participants who were receiving funded services or case management services as at March 31 of a given fiscal year.	An increase to the active caseload demonstrates Manitoba’s continuing commitment to supporting adults with an intellectual disability to fully participate in the community.	Total 4,976 (2010/11) ¹	Total 7,299 (2020/21)	Since March 31, 2011, the active caseload has increased by 46.7 per cent, with an average annual increase of 3.9 per cent.
Comments/Recent Actions/Report Links				
<p>As at March 31, 2021, CLDS supported 7,299 adults with an intellectual disability to fully participate in the community.</p> <p>Since March 31, 2011, the number of CLDS participants receiving residential services has increased by 57.2 per cent (from 3,279 to 5,156). Over the last fiscal year, there was a 3.8 per cent increase (4,966 to 5,156) in the number of participants who received residential services.</p>				

¹ Based on a 10-year period.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2020/21 result or most recent available data?	What is the trend over time?
<p>Availability of child care – percentage of children age 12 and under for whom there is a regulated child care space.</p>	<p>The availability of regulated child care spaces is a key indicator of how Manitoba is progressing with respect to access to supports for children, families and communities.</p>	<p>Overall Ages 0-12: 12.4 per cent (2000/01)</p> <p>Preschool Ages 0-5: 21.0 per cent (2000/01)</p> <p>School-age Ages 6-12: 6.0 per cent (2000/01)</p>	<p>Overall Ages 0-12: 18.4 per cent (2020/21)</p> <p>Preschool Ages 0-5: 26.2 per cent (2020/21)</p> <p>School-age Ages 6-12: 11.6 per cent (2020/21)</p>	<p>There has been an increase in this indicator compared to the baseline at 2000/01.</p>
<p>Comments/Recent Actions/Report Links</p>				
<p>As at March 31, 2020, there were 38,465 licensed child care spaces in Manitoba. As at March 31, 2021, the number of licensed child care spaces had increased by 749 to 39,214.</p> <p>Under the Canada-Manitoba Early Learning and Child Care Agreement, the Manitoba government was able to increase the number of available child care spaces throughout the province; as well as a number of initiatives directed at building sector capacity and stability. Initiatives that address the unique needs of the rural and Northern regions include training programs to increase the qualifications of child care staff and reduce service gaps; and block funding for programming. Under the agreement, several initiatives were also implemented to enhance diversity and inclusion in child care, including funding and training to enhance the care of children with additional support needs, funding for Indigenous programming, and resources to enhance training for Francophone child care facilities.</p> <p>The Child Care Centre Development Tax Credit gives private corporations an incentive to develop new licensed child care spaces to support their employees and the general community. Eligible corporations receive \$10,000 per newly created infant or preschool space over five years. In 2020/21, four Letters of Eligibility were issued to initiate development of four new child care centres.</p>				

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2020/21 result or most recent available data?	What is the trend over time?
Percentage of Manitobans living in low income, as measured by Statistics Canada's Market Basket Measure (MBM).	A reduction in this measure means that more Manitobans have the resources they need to reach their full potential and participate more fully in society. Low income is a key measure of poverty and social exclusion.	14.0 per cent (2015)*	11.4 per cent (2019)	The low income rate decreased by 18.6 per cent between 2015 and 2019.
Comments/Recent Actions/Report Links				
<p>* On September 8, 2020, Statistics Canada released the "2018-base" MBM series that reflects an updated methodology, replacing the old "2008-base" series. This new series provides low income data for years starting in 2015 and onwards. With the release of the current Manitoba poverty reduction strategy (Pathways to a Better Future) on March 4, 2019, the baseline has changed to 2015. The baseline data shown is based on the new 2018-base MBM series and differs from the measurement of 12.0 per cent presented in the previous annual report. In addition, the baseline data for 2008 is no longer presented in the annual report as it is not comparable with recent data using the new series.</p>				

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2020/21 result or most recent available data?	What is the trend over time?
Dependency on income assistance – percentage of the population who is receiving income assistance (excludes First Nations people on reserve) ¹ .	A low percentage may show positive results for the provincial economy and government policies.	5.4 per cent (2001/02) ²	5.1 per cent (2020/21)	The indicator has remained largely unchanged since 2001/02.
Comments/Recent Actions/Report Links				

¹ Source: 2019/20 population data from the Manitoba Health, Seniors and Active Living Population Report; 2001/02 population data from the Manitoba Health Population Report and Employment and Income Assistance (EIA) caseload data.

² Includes Municipal Assistance recipients.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2020/21 result or most recent available data?	What is the trend over time?
The incidence of child welfare cases in which a Child and Family Services (CFS) agency deems it necessary to remove a child, by measuring the number of children in care as a percentage of children in Manitoba ages 17 and under.	The number of children in care, as a percentage of the total child population may indicate the extent to which families are struggling to care and provide safety for their children. It may also be seen as a broad measure of the well-being of children in a community.	1.9 per cent (2000/01) 3.5 per cent (2016/17) ¹	3.2 per cent (2020/21) ²	The percentage of Manitoba children in care as a proportion of the provincial child population has improved from 3.5 per cent in 2016/17 to 3.2 per cent in 2020/21.
Comments/Recent Actions/Report Links				
<p>As the number of children in care (9,850) has remained unchanged, the percentage of Manitoba children in care, as a proportion of the child population of Manitoba, continues to decrease.</p> <p>The percentage of Indigenous children in care in 2020/21 changed from 90 per cent of children in care being Indigenous on March 31, 2020 to 91 per cent Indigenous on March 31, 2021, and 10 per cent non-Indigenous on March 31, 2020 to 9 per cent non-Indigenous on March 31, 2021.</p> <p>Announced in October 2017, Manitoba's Child Welfare Transformation focuses on fewer children in care, fewer days in care, community driven prevention services and supporting lifelong connections, to provide better outcomes for children and families in Manitoba.</p>				

¹ Child population data comes from Manitoba Health Population Reports from 2016/17 to 2019/20.

² Calculated using the June 1, 2020, child population data in the Manitoba Population Report, provided by Manitoba Health, Seniors and Active Living.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2020/21 result or most recent available data?	What is the trend over time?
<p>Manitoba Households in Housing Need¹.</p> <p>Percentage of Manitoba households in Housing Need².</p>	<p>The percentage of Manitoba households in Housing Need provides an estimate of the number of Manitoba households not living in, or able to access, adequate, suitable or affordable housing.</p>	<p>All households 14.7 per cent (1996)</p> <p>Lone Parents 36.2 per cent (1996)</p> <p>Aboriginal 34.0 per cent (1996)</p> <p>Seniors 16.3 per cent (1996)</p>	<p>All households 11.4 per cent (2016)³</p> <p>Lone Parents 25.5 per cent (2016)</p> <p>Aboriginal 19.2 per cent (2016)</p> <p>Seniors 11.4 per cent (2016)</p>	<p>The percentage of Manitoba households in Housing Need has declined since the baseline year:</p> <p>1996: 14.7 per cent 2001: 11.6 per cent 2006: 11.3 per cent 2011: 10.3 per cent 2016: 11.4 per cent</p> <p>In 2016, Manitoba's rate of Housing Need was 11.4 per cent, below the national average of 12.7 per cent.</p>
<p>Comments/Recent Actions/Report Links</p>				
<p>In 2020/21, Manitoba Housing owned and operated 11,800 housing units, owned and had sponsors manage 4,700 units and provided subsidy and support to a further 17,700 units across the province. Manitoba Housing is no longer reporting PCH (Personal Care Home) units operated by Manitoba Health and Seniors Care.</p> <p>In 2020/21, Manitoba Housing continued the development of 137 affordable housing units and the construction of 82 supportive housing recovery beds.</p> <p>In 2020/21, there were 1,800 units subsidized under Manitoba Housing's Social and Affordable Rent Supplement Programs, to assist low- to moderate-income households to access affordable rental housing in the private market.</p>				

¹ A household is said to be in Core Housing Need if its home is in need of major repair (adequacy standard), does not have enough bedrooms for the size and makeup of the household (suitability standard), or costs 30 per cent or more of household income (affordability standard), and an alternate, local housing unit that meets the adequacy and suitability standards costs 30 per cent or more of household income.

² Source: Canada Mortgage and Housing Corporation.

³ Statistics Canada 2016 Core Housing Need data. Note: The 2011 and 2016 data may not be comparable. The 2011 data was based on National Household Survey and 2016 was based on the long-form census.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2020/21 result or most recent available data?	What is the trend over time?
<p>Sustaining and improving existing social and affordable housing stock.</p> <p>Number of social housing units renovated and benefiting from improvements within Manitoba Housing’s owned portfolio.</p>	<p>Improves quality of units and condition of properties, and supports a more efficient use of the housing portfolio.</p>	<p><u>2014/15</u></p> <p>Number of individual units renovated: 1,589.</p> <p>Number of units benefitting from major renovations to properties: 3,555.</p>	<p><u>2020/21</u></p> <p>Number of units completed and renovated: 3,716</p> <p>Number of units impacted by new capital work initiated in current Fiscal Year: 4,541</p>	<p>Due to a methodology change, the 2020/21 data cannot be compared with previous data and baseline.</p>
<p>Comments/Recent Actions/Report Links</p>				
<p>Manitoba Housing’s capital improvement program improves the quality of life for tenants, sustains delivery of rental programs, demonstrates a commitment to being a good neighbour, and provides employment opportunities and economic spinoffs within the construction industry.</p> <p>Due to a methodology change, there will be no reported trend in units benefitting from modernization and improvement work compared to 2019/20. The data for 2020/21 will now be the baseline for future years.</p>				

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2020/21 result or most recent available data?	What is the trend over time?
<p>Improving opportunities for affordable homeownership.</p> <p>Number of households attaining homeownership through Manitoba Housing's Rural Homeownership program.</p>	<p>Homeownership provides individuals and families stability and the opportunity to build equity.</p>	<p><u>2012/13</u></p> <p>Number of new homeownership opportunities created through the Rural Homeownership Program: 19</p>	<p><u>2020/21</u></p> <p>Number of new homeownership opportunities created through the Rural Homeownership Program: 7</p>	<p>Each year, affordable housing units are made available for purchase by low to moderate income individuals and families. The number of properties available for sale may fluctuate depending on chronic vacancies and demand in various regions of Manitoba.</p>
<p>Comments/Recent Actions/Report Links</p>				
<p>Manitoba Housing's Rural Homeownership Program provides financial assistance for low to moderate income families to purchase single and semi-detached homes in select rural communities at a fair market value. As at March 31, 2021, a cumulative total of 129 properties had been sold under this program (24 of these to Manitoba Housing tenants).</p> <p>Manitoba Housing has allocated \$4.22M of Federal National Housing Strategy (NHS) funding in 2020/21 to support new rental supply opportunities. In addition, \$2.0 million was allocated to provide capital funding and homebuyer assistance to support the acquisition of homes by eligible low-to moderate-income households to be delivered by community partners.</p>				

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2020/21 result or most recent available data?	What is the trend over time?
<p>The percentage of agencies funded by the department that submitted annual budgets as per financial reporting requirements.</p> <p>The percentage of agencies funded by the department that submitted prior year audited financial statements as per financial reporting requirements.</p> <p>The percentage of agencies funded by the department that submitted all prior year fiscal reports of the financial reporting requirements.</p>	<p>Complete, accurate and current financial data is critical to ensure that provincial funds are being spent for the purposes granted.</p> <p>Financial data is also critical to identify funding issues, mitigate potential financial risks with publicly funded agencies in a timely manner, and work towards financial sustainability.</p>	<p><u>2013/14</u> Percentage of agencies submitting annual budgets: 67.2 per cent.</p> <p><u>2013/14:</u> Percentage of agencies submitting prior year audited financial statements: 46.0 per cent.</p> <p><u>2016/17:</u> Percentage of agencies submitting all prior year fiscal reports of the financial reporting requirements: 86.0 per cent.</p>	<p><u>2020/21</u> Percentage of agencies submitting annual budgets: 90.0 per cent.</p> <p><u>2019/20</u> Percentage of agencies submitting prior year audited financial statements: 88.2 per cent.</p> <p><u>2019/20</u> Percentage of agencies submitting all prior year fiscal reports of the financial reporting requirements: 84 per cent.</p>	<p>The percentage of agencies submitting annual budgets increased by 22.8 percentage points from 2013/14 to 2020/21.</p> <p>The percentage of agencies submitting prior year audited financial statements increased by 42.2 percentage points from 2013/14 to 2019/20</p> <p>The percentage of agencies submitting all prior year fiscal reports of the financial reporting requirements decreased by 2 percentage points from 2016/17 to 2019/20.</p>
Comments/Recent Actions/Report Links				
<p>The department's Agency Accountability and Support Unit monitors the financial performance of departmental-funded agencies and ensures that agencies are operating under a clear and effective accountability framework. The COVID-19 pandemic has had a negative effect on the agency's ability to provide financial reports in a timely manner.</p>				

Regulatory Accountability and Red Tape Reduction

The Department of Families is committed to implementing the principles of regulatory accountability as set out in [The Regulatory Accountability Act](#). The department works to achieve balance with regulatory requirements, identify the best options for them, assess their impact and incorporate them in department activities, programs and in the development of all regulatory instruments.

A regulatory requirement is a requirement in a regulatory instrument for a person to take an action in order to

- access a program or service offered by the government or a government agency
- carry on business
- participate in a regulated activity.

Regulatory accountability provides a framework to create a transparent, efficient and effective regulatory system. Red tape reduction aims to remove the regulatory requirements that are unclear, overly prescriptive, poorly designed, redundant, contradictory or antiquated. Not all regulatory requirements create red tape.

Regulatory requirements

	April 1, 2020	March 31, 2021
Total number of regulatory requirements	99,451	94,597
Net change	-	-758
Percentage change	-	-0.76%

- 'Total number of regulatory requirements' includes transfers of regulatory requirements in and out of the department in 2020/21.
- 'Net change' includes the changes (sum of decreases and increases) in regulatory requirements undertaken by the department in 2020/21 and is net of transfers of regulatory requirements in and out of the department.
- 'Percentage change' includes percentage changes in regulatory requirements undertaken by the department in 2020/21 and is net of transfers of regulatory requirements in and out of the department.

Achievements

In the 2020/21 fiscal year, the department's achievements in promoting regulatory accountability, reducing regulatory requirements and eliminating red tape included:

- Amendments to the Child Care Regulation simplified regulatory requirements and eliminated unnecessary duplication, reduced red tape and significantly reduced administrative burden for licensed child care providers related to licensing requirements.
- Regulatory requirements were eliminated with the repeal of a policy and forms that were discontinued by the department. As a result, a policy and application form with administrative burden were eliminated for stakeholders. Corporate Services led a regulatory project that repealed 11 program forms with more than 390 regulatory requirements eliminated.

- Regulatory requirements in various departmental policies and forms were reviewed to assess their impact on the public and stakeholders, and costs and burdens measured.
- Community service delivery program modified and implemented a single, province-wide invoice and service log form. The form was streamlined for use by families and stakeholders to access self-administered Children's disABILITY Services, and was designed following a human-centred design philosophy that resulted in a process improvement for stakeholders.
- Manitoba Post-Adoption Services application forms were streamlined and designed to improve the user experience.
- In March 2021, the Early Learning and Child Care program supported access to quality child care for families as part of the pandemic response, with a simplified application form developed with minimal requirements that enabled eligible licensed child-care facilities to access grant funding. The new Child Care Sustainability Trust helped ensure flexible and quality child-care services are available to Manitoba families as part of recovery efforts from the economic impacts of the COVID-19 pandemic.
- Areas such as Manitoba Housing and Manitoba Developmental Centre collectively reduced the department's regulatory requirement count by 220 through a review of policies and forms.

The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007 and amended in 2018. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or, knowingly directing or counselling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been or is about to be committed, is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department's annual report in accordance with Section 29.1 of the Act.

The following is a summary of disclosures received by Manitoba Families for fiscal year 2020/21:

Information Required Annually (per Section 29 of The Act)	Fiscal Year 2020/21
The number of disclosures received, and the number acted on and not acted on. <i>Subsection 29.1 (2)(a)</i>	NIL
The number of investigations commenced as a result of a disclosure. <i>Subsection 29.1 (2)(b)</i>	NIL
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. <i>Subsection 29.1 (2)(c)</i>	NIL

THE ADULT ABUSE REGISTRY COMMITTEE – ANNUAL REPORT

JURISDICTION OF THE ADULT ABUSE REGISTRY COMMITTEE

The Adult Abuse Registry Committee (the Committee) was established by The Adult Abuse Registry Act (AARA) on January 15, 2013, with the purpose of reviewing reports of abuse or neglect of specified adults for potential referral to the Adult Abuse Registry. For the purposes of the AARA, a “specified adult” means a vulnerable person as defined under The Vulnerable Person Living with a Mental Disability Act (VPA) or a patient as defined under The Protection for Persons in Care Act (PPCA). The Committee receives reports from designated officers under either the VPA or the PPCA.

The Committee reports directly to the Minister of Families.

BOARD MEMBERSHIP

As of March 31, 2021, the Committee consisted of 12 members who were appointed by the Lieutenant Governor in Council for a term of up to three years, which may be renewed.

The AARA provides that “to be eligible to be appointed as a member of the committee, a person must

- (a) in the opinion of the Lieutenant Governor in Council, be knowledgeable about abuse and neglect and the need to protect persons from abuse and neglect;
- (b) not be an employee under the control of the responsible minister or a minister responsible for a designated Act; and
- (c) meet any other criteria specified in the regulations.”

The AAR Regulation stipulates that Committee membership is to be made up of:

- (a) law enforcement officers;
- (b) lawyers;
- (c) health professionals;
- (d) persons with experience in providing care or services to specified adults; and
- (e) other persons who the Lieutenant Governor in Council considers appropriate.

Staff that support the activities of the Committee are employed by the Department of Families.

Committee Appointees as of March 31, 2021:

Chair: Janet Forbes

Vice-Chair: Greg Graceffo

Members: Jacob Hiebert
 Kristen LeGrange
 Lindsay Mulholland
 Craig Murray
 Maryana Thorsteinson
 Elaine McPherson
 Denis St. Hilaire
 Karen Velthuys
 Heather Goulden Duncan
 Karen Poulson

SUMMARY OF REPORTS SUBMITTED BY DESIGNATED OFFICERS

SUMMARY OF COMMITTEE ACTIVITY		
FISCAL YEAR	REFERRALS MADE TO THE COMMITTEE FOR REVIEW¹	REPORTS FORWARDED BY THE COMMITTEE FOR ENTRY ONTO THE REGISTRY²
2018/19	10	2
2019/20	23	0
2020/21	25	4

¹ Some referrals have multiple offenders.

² There are two ways in which a name may be entered on to the Registry: if the Committee forms an opinion that a person has abused or neglected a specified adult as per the definition under the VPA or PPCA, or if a person has been found, or plead guilty, to a criminal offence involving the abuse or neglect of a specified adult as a result of a court hearing. The following chart provides a detailed breakdown.

THE ADULT ABUSE REGISTRY REGISTRAR – ANNUAL REPORT

The Adult Abuse Registry (AAR) is a database that records the identity of individuals who have been found to have abused or neglected a vulnerable adult defined under The Vulnerable Person Living with a Mental Disability Act (VPA) or a patient defined under The Protection for Persons in Care Act (PPCA). The purpose of the AAR is to allow employers to screen potential employees and volunteers who want to work directly with either of these populations.

ADULT ABUSE REGISTRY – STATISTICAL REPORT				
		2018/19	2019/20	2020/21
Number of Checks		30,779	33,889	30,636
Number of Registrations ¹	Forwarded by the Committee	2	0	1
	Forwarded from the courts	3	0	3

¹ There are two ways in which a name may be entered on to the Registry: if the Committee forms an opinion that a person has abused or neglected a specified adult as per the definition under the VPA or PPCA, or if a person has been found, or plead guilty, to a criminal offence involving the abuse or neglect of a specified adult as a result of a court hearing.

COOPERATIVE HOUSING STRATEGY ACTIVITY REPORTING

The Cooperative Housing Strategy Act was enacted in June 2014 and commits the Manitoba Government to having a cooperative housing strategy that promotes, stimulates and sustains cooperative housing in Manitoba.

Manitoba's Strategy sets forth a vision that more individuals and families will choose to live cooperatively in Manitoba as cooperative housing becomes a more widely known housing option and a greater variety of cooperative housing financial models are established. This vision is broadly supported by three strategic goals:

1. Foster a supportive policy, legislative, program, funding and financing environment for housing cooperatives.
2. Develop greater awareness and understanding of cooperative housing models.
3. Improve infrastructure, services and capacity building opportunities for housing cooperatives.

Manitoba Housing's activities undertaken in 2020/21 under the Cooperative Housing Strategy:

- The bilateral agreement under the National Housing Strategy between the Canada Mortgage and Housing Corporation and Manitoba Housing was signed on June 11, 2019. Under the bilateral agreement, Manitoba will receive \$225.4 million in federal funding to help address the housing needs of Manitobans between 2019/20 and 2027/28 that will be cost matched by the Manitoba government. Under this agreement, particularly the Canada Community Housing Initiative (CCHI) stream, funding will be directed to strengthen the community housing sector, which includes support for cooperative housing in Manitoba.
- Continued active engagement with cooperative housing providers to plan for the end of operating agreements. This support includes business continuity and capital planning, as well as assistance to identify cost reduction opportunities or initiatives that would diversify organizations' revenue base. The Manitoba Non-Profit Housing Association has been an important partner in these activities.

**The Manitoba Housing and Renewal Corporation
FINANCIAL STATEMENTS
FOR THE YEAR ENDING
MARCH 31, 2021**



INDEPENDENT AUDITOR'S REPORT

To the Legislative Assembly of Manitoba

To the Board of Directors of The Manitoba Housing and Renewal Corporation

Opinion

We have audited the financial statements of The Manitoba Housing and Renewal Corporation (the Corporation), which comprise the statement of financial position as at March 31, 2021, and the statement of operations and accumulated deficit, the statement of changes in net debt and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Corporation as at March 31, 2021, and the results of its operations, changes in its net debt and its cash flows for the year then ended in accordance with Canadian public sector accounting standards (PSAS).

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Corporation in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with PSAS, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless an intention exists to liquidate the Corporation or to cease operations, or there is no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Corporation's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Corporation's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Corporation's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Corporation to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Statement of Financial Position

As at March 31, 2021, with comparative information for 2020

	2021	2020
Financial assets:		
Cash	\$ 94,284,507	\$ 89,665,753
Accounts receivable (note 3)	80,066,764	43,126,011
Loans and mortgages receivable (note 4)	71,438,011	78,659,823
Land inventory (note 5)	17,235,497	20,527,836
Other receivables (note 3)	19,510,580	20,757,566
	<u>282,535,359</u>	<u>252,736,989</u>
Financial liabilities:		
Accounts payable and accrued liabilities	103,157,524	56,554,676
Borrowings (note 7)	963,987,811	991,150,829
Other liabilities (note 8)	13,110,872	14,260,985
Unearned revenue (note 9):		
Rental and lot sales deposits	7,040,679	12,436,181
Funds held for third party expenses	23,438,665	17,450,596
Housing Development and Rehabilitation Fund	–	16,167,401
	<u>1,110,735,551</u>	<u>1,108,020,668</u>
Net debt	(828,200,192)	(855,283,679)
Non-financial assets:		
Prepaid expenses	1,526,850	1,445,584
Tangible capital assets (note 6)	773,447,245	793,291,331
	<u>774,974,095</u>	<u>794,736,915</u>
Accumulated deficit	\$ (53,226,097)	\$ (60,546,764)
Contractual rights (note 14)		
Contingencies (note 21)		
Commitments (note 22)		
Guarantees (note 23)		

See accompanying notes to financial statements.

On behalf of the Board:

_____ Director

_____ Director

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Statement of Operations and Accumulated Deficit

Year ended March 31, 2021, with comparative information for 2020

	2021 Budget	2021	2020
Revenue:			
Grants from the Province of Manitoba (note 10)	\$ 128,798,000	\$ 172,870,112	\$ 122,021,637
Contributed services (note 11)	–	434,700	375,400
Rental revenue (note 13)	81,106,000	80,129,053	79,592,289
Other government contributions (note 14)	55,581,000	48,769,660	53,511,734
Housing Development and Rehabilitation Fund (note 9[c])	8,057,000	27,065,980	17,330,000
Contributions related to capital	–	–	15,682,450
	273,542,000	329,269,505	288,513,510
Interest:			
Loans and mortgages	6,354,000	6,119,508	6,503,321
Bank and other	600,000	317,035	1,033,549
	6,954,000	6,436,543	7,536,870
Sales of land:			
Waverley West (note 9[c])	11,364,493	15,455,891	18,823,617
Gain on disposal of tangible capital assets	2,538,000	520,549	6,204,342
Other	–	1,628,372	1,272,991
Total revenue	294,398,493	353,310,860	322,351,330
Expenses (note 12):			
Housing operations (note 13)	206,849,000	219,045,643	209,764,391
Rental subsidies (note 15)	36,037,000	39,655,157	39,540,674
Grants and subsidies (note 16)	4,892,000	55,014,938	4,910,172
Administrative services	12,114,500	6,689,007	8,981,538
Land development (note 9[c])	11,364,493	15,455,891	18,823,617
Housing program supports (note 17)	4,341,000	6,275,994	11,648,207
Other	3,790,000	3,853,563	2,398,722
Total expenses	279,387,993	345,990,193	296,067,321
Surplus for the year	\$ 15,010,500	\$ 7,320,667	\$ 26,284,009
Accumulated deficit, beginning of year		(60,546,764)	(86,830,773)
Accumulated deficit, end of year		\$ (53,226,097)	\$ (60,546,764)

See accompanying notes to financial statements.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Statement of Changes in Net Debt

Year ended March 31, 2021, with comparative information for 2020

	Budget	2021	2020
Annual surplus	\$ 15,010,500	\$ 7,320,667	\$ 26,284,009
Tangible capital assets:			
Acquisition of tangible capital assets	(62,212,000)	(38,818,773)	(46,151,975)
Amortization of tangible capital assets	63,348,493	58,556,854	52,975,762
Disposal of tangible capital assets	–	106,005	3,213,189
Net acquisition of tangible capital assets	1,136,493	19,844,086	10,036,976
Other non-financial assets:			
Increase in prepaid expenses	–	(81,266)	(81,016)
Decrease in net debt	\$ 16,146,993	\$ 27,083,487	\$ 36,239,969
Net debt, beginning of year		(855,283,679)	(891,523,648)
Net debt, end of year		\$ (828,200,192)	\$ (855,283,679)

See accompanying notes to financial statements.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Statement of Cash Flows

Year ended March 31, 2021, with comparative information for 2020

	2021	2020
Cash provided by (used in):		
Operating activities:		
Annual surplus	\$ 7,320,667	\$ 26,284,009
Non-cash changes in operations:		
Amortization of tangible capital assets	58,556,854	52,975,762
Provision for loss and write downs	19,411	45,423
Gain on disposal of tangible capital assets	(520,549)	(6,204,342)
Change in non-cash operating working capital:		
Accounts receivable	(36,940,753)	(6,814,462)
Prepaid expenses	(81,266)	(81,016)
Other receivables	1,246,986	827,362
Land inventory	3,292,339	12,693,199
Accounts payable and accrued liabilities	46,602,848	1,794,526
Other liabilities	(1,150,113)	(856,048)
Net decrease in unearned revenue	(15,574,834)	(22,470,874)
	62,771,590	58,193,539
Capital activities:		
Proceeds from disposal of tangible capital assets	626,554	9,417,531
Purchase of tangible capital assets	(38,818,773)	(46,151,975)
	(38,192,219)	(36,734,444)
Investing activities:		
Additions to loans and mortgages receivable	(2,255,448)	(2,553,083)
Proceeds from repayment of loans and mortgages receivable	9,457,849	8,757,031
	7,202,401	6,203,948
Financing activities:		
Repayment of borrowings	(140,666,786)	(117,995,793)
Proceeds from borrowings	113,503,768	97,694,227
	(27,163,018)	(20,301,566)
Net increase in cash	4,618,754	7,361,477
Cash, beginning of year	89,665,753	82,304,276
Cash, end of year	\$ 94,284,507	\$ 89,665,753

See accompanying notes to financial statements.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements

Year ended March 31, 2021

1. General:

The Manitoba Housing and Renewal Corporation (MHRC) operates under the authority of The Housing and Renewal Corporation Act, being Chapter H 160 Revised Statutes of Manitoba 1987. The purposes and objectives of the Act are:

- (a) to ensure that there is an adequate supply of housing stock in Manitoba;
- (b) to enhance the affordability of, and accessibility to, adequate housing for Manitobans, particularly those of low and moderate income and those with specialized needs;
- (c) to maintain and improve the condition of existing housing stock; and
- (d) to stimulate and influence the activities of the housing market to the benefit of Manitobans as a whole.

MHRC is under the management and control of a Board of Directors appointed by the Lieutenant Governor in Council. The board shall consist of not fewer than five members and not more than 13 members and the Lieutenant Governor in Council may designate one of the members of the board as chairperson and one member as vice-chairperson.

MHRC is economically dependent on the Government of the Province of Manitoba.

2. Significant accounting policies:

- (a) Revenue recognition:

Any unrestricted non-government contributions or grants are recorded as revenue in the year received. All non-government contributions or grants that are externally restricted such that they must be used for a specified purpose are recognized as revenue in the period in which the resources are used for the purpose specified. Any externally restricted inflow received before the criterion has been met is reported as unearned revenue until the resources are used for the purpose or purposes specified. Funding received for the acquisition or development of tangible capital assets is recognized as revenue when the funded asset is purchased or developed.

Government transfers received are recognized in the financial statements as revenue in the fiscal year they are authorized, any eligibility criteria have been met, stipulations, if any, have been met and reasonable estimate of the amounts can be determined.

Rental revenue is recognized in the fiscal period during which the service is provided.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

2. Significant accounting policies (continued):

Land sales are recognized in the period in which the ownership is transferred, except for the profit component associated with land development revenue. Land development profits were restricted as to their use by Legislation approved by the Province of Manitoba and therefore revenue was included in unearned revenue until the profits were used to support eligible expenditures (note 9[c]).

Interest is recognized on an accrual basis in the fiscal period in which it is earned.

(b) Financial instruments:

Financial instruments are recorded at fair value or exchange amount on initial recognition. Derivative instruments and equity instruments that are quoted in an active market are subsequently measured at fair value. All other financial instruments are subsequently measured at cost or amortized cost using the effective interest method, unless management has elected to carry a group of financial instruments at fair value in accordance with its risk management or investment strategy. MHRC has not elected to carry any such group of financial instruments at fair value.

All financial assets are assessed for impairment on an annual basis. When a decline is determined to be other than temporary, the amount of the loss is reported in the statement of operations.

Transaction costs incurred on the acquisition of financial instruments measured subsequently at fair value are expensed as incurred. All other financial instruments are adjusted by transaction costs incurred on acquisition and financing costs. These costs are amortized using the effective interest method.

(c) Loans and mortgages receivable:

MHRC maintains an allowance for loan impairment, which reduces the carrying value of loans and mortgages receivable to their estimated realizable amounts. Depending on the program under which the loan or mortgage is made, estimated realizable amounts are determined with reference to MHRC's historical loss experience on similar loans or the appraised value of the project financed by the loan or mortgage.

Specific allowances are established for individual loans and mortgages for which the estimated realizable amount is less than the carrying value. MHRC does not provide an additional non-specific, general provision for loan impairment. MHRC's Board of Directors has approved a policy which defines whether an individual mortgage or loan balance is to be considered impaired based on the time period that it has been in arrears.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

2. Significant accounting policies (continued):

Loan forgiveness for forgivable loans is approved in accordance with the terms of the loan agreements. MHRC records an asset valuation allowance equal to the amount of the loan at the time the loan is granted. As forgiveness conditions are met by the borrower, MHRC records the annual forgiveness by reducing both the forgivable loan and the accompanying valuation allowance. Any Federal Government contributions towards forgivable loans are recorded as revenue as loans are disbursed.

(d) Tangible capital assets:

Purchased tangible capital assets are recorded at cost. Contributed tangible capital assets are recorded at fair value at the date of contribution. Construction in progress is transferred to the appropriate capital asset category when the project is completed and the asset is placed in service at which time, amortization commences. Cost includes direct construction costs, land acquisition costs and interest and other related carrying charges incurred during the period of construction. Repairs and maintenance costs are charged to expense. Betterments which extend or improve the life of an asset are capitalized. When a tangible capital asset no longer contributes to MHRC's ability to provide services, its carrying amount is written down to its residual value. Amortization is provided on a straight-line basis at the following rates:

Asset	Rate
Buildings	25 and 40 years
Building improvements	15 years
Leasehold improvements	Over the lease term
Computer - major application	15 years
Computer software - other	4 years
Computer system - hardware	4 years
Furniture and equipment	8 years

(e) Land inventory:

Land under development includes the value of land and all costs directly related to the land improvement. Development costs include, but are not limited to, site preparation, architectural, engineering, surveying, fencing, landscaping and infrastructure for electrical, roads and underground works.

All costs allocated to the portions of land sold in a land development project are deducted from the gross proceeds realized from sale of those portions of land in order to determine land development profits. MHRC uses the net yield method to allocate costs to the individual portions which are sold as part of a land development project.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

2. Significant accounting policies (continued):

Common costs for the development project are allocated to portions which are sold based on acreage, and the cost allocation includes both an allocation of actual land development costs incurred as well as an allocation of costs which are required to complete those portions of the land which are reported as sold.

Land held for future development or sale is valued at the lower of cost or appraised value adjusted for estimated disposition costs. Cost includes the original purchase price and related acquisition costs.

(f) Employee future benefits:

MHRC accrues its obligations under the defined benefit plans as the employees render the services necessary to earn the pension, severance, compensated absences and other retirement benefits.

The actuarial determination of the accrued benefit obligations for pensions and other retirement benefits uses the projected benefit method prorated on service (which incorporates management's best estimate of future salary levels, other cost escalation, retirement ages of employees and other actuarial factors).

Actuarial gains/(losses) on plan assets arise from the difference between the actual return on plan assets for a period and the expected return on plan assets, if applicable, for that period. Actuarial gains/(losses) on the accrued benefit obligation arise from differences between actual and expected experience and from changes in the actuarial assumptions used to determine the accrued benefit obligation. The net accumulated actuarial gains/(losses) are amortized over the expected average remaining service life (EARSLS) of active employees. The average remaining service period of the active employees covered by the pension plan is 8 years (2020 - 10 years).

Past service costs arising from plan amendments are recognized immediately in the period the plan amendments occur.

Current service contributions for Direct Managed employees are recognized as operating expenses.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

2. Significant accounting policies (continued):

(g) Contributed services:

Under an agreement entered into between MHRC and the Province of Manitoba in 1984, the Departments of the Province of Manitoba provide administrative services to MHRC at no cost. The value of these contributed and administrative services is recorded as revenue and expenses.

(h) Use of estimates:

The preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the year. Significant items subject to such estimates and assumptions include the carrying amount of tangible capital assets, accounts receivable, loans and mortgages receivable, accrued liabilities, and other long-term liabilities. Actual results could differ from those estimates.

3. Accounts receivable:

	2021	2020
Accounts receivable:		
Canada Mortgage and Housing Corporation	\$ 16,897,167	\$ 14,691,708
Government of the Province of Manitoba and its agencies	47,075,089	11,887,228
Rent receivables - net of allowance of \$11,292,974 (2020 - \$10,283,653)	4,010,298	3,160,803
Accrued interest on loans and mortgages receivable	337,159	281,474
City of Winnipeg	926,862	866,550
Other - net of allowance of \$53,609 (2020 - \$44,851)	10,820,189	12,238,248
	\$ 80,066,764	\$ 43,126,011

	2021	2020
Other receivables:		
Government of the Province of Manitoba:		
Pension recoverable (note 18)	\$ 6,540,767	\$ 7,787,753
Severance benefits (note 19)	1,446,105	1,446,105
	7,986,872	9,233,858
Securities for Waverley West installation of services - City of Winnipeg	11,523,708	11,523,708
	\$ 19,510,580	\$ 20,757,566

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

4. Loans and mortgages receivable:

(a) Composition of loans and mortgages receivable:

	2021	2020
Federal/Provincial Housing Programs:		
Private Non-Profit Housing	\$ 37,750,937	\$ 44,439,566
Rural and Native Housing	6,854	6,854
Urban Native Housing	4,736,991	6,042,219
	<u>42,494,782</u>	<u>50,488,639</u>
Market Rental Programs:		
Co-operative HomeStart	3,123,064	3,534,549
Other Programs:		
Community Residences	179,049	340,248
Homeowner Rehabilitation	7,974	9,243
Affordable Rental Housing	17,480,093	17,536,771
Other	10,767,241	10,244,237
	<u>28,434,357</u>	<u>28,130,499</u>
	74,052,203	82,153,687
Less - allowance for loan impairment	(2,614,192)	(3,493,864)
Subtotal repayable loans and mortgages receivable	<u>71,438,011</u>	<u>78,659,823</u>
Forgivable loans	349,373,012	345,721,287
	420,811,023	424,381,110
Less - forgivable loans asset valuation allowance	(349,373,012)	(345,721,287)
Loans and mortgages receivable	<u>\$ 71,438,011</u>	<u>\$ 78,659,823</u>

Loans and mortgages receivable bear interest at various rates between 0% and 13.50% (2020 - 0% and 13.50%) with maturities at various dates to 2053.

The loans and mortgages receivable for Federal/Provincial Housing Programs, Market Rental Programs, Community Residences and Affordable Rental Housing are secured by a mortgage on the underlying property.

Principal repayments on the loans and mortgages maturing in the next five years are estimated as follows:

2022	\$ 11,036,374
2023	9,506,324
2024	8,034,190
2025	5,800,622
2026	4,238,821
Thereafter	35,435,872
	<u>\$ 74,052,203</u>

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

4. Loans and mortgages receivable (continued):

(b) Allowance for loan impairment:

The allowance for loan impairment is comprised of the following specific provisions:

	2021	2020
Other programs	\$ 2,614,192	\$ 3,493,864

5. Land inventory:

	2021	2020
Land under development	\$ 16,658,726	\$ 19,952,058
Future development or sale	576,771	575,778
	\$ 17,235,497	\$ 20,527,836

6. Tangible capital assets:

Cost	Balance at April 1, 2020	Additions	Disposals	Transfer to complete	2021 Total	2020 Total
Land	\$ 29,516,063	\$ 1,801	\$ 21,964	\$ –	\$ 29,495,900	\$ 29,516,063
Buildings and improvements	1,283,185,338	69,789,194	171,010	–	1,352,803,522	1,283,185,338
Under construction	104,959,327	38,816,973	–	69,789,194	73,987,106	104,959,327
Other	14,553,205	–	–	–	14,553,205	14,553,205
	\$1,432,213,933	\$ 108,607,968	\$ 192,974	\$ 69,789,194	\$ 1,470,839,733	\$ 1,432,213,933

Accumulated amortization	Balance at April 1, 2020	Additions	Disposals	Transfer to complete	2021 Total	2020 Total
Land	\$ –	\$ –	\$ –	\$ –	\$ –	\$ –
Buildings and improvements	634,609,635	57,630,251	86,968	–	692,152,918	634,609,635
Under construction	–	–	–	–	–	–
Other	4,312,967	926,603	–	–	5,239,570	4,312,967
	\$ 638,922,602	\$ 58,556,854	\$ 86,968	\$ –	\$ 697,392,488	\$ 638,922,602

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

6. Tangible capital assets (continued):

Net book value	2021 Total	2020 Total
Land	\$ 29,495,900	\$ 29,516,063
Buildings and improvements	660,650,604	648,575,703
Under construction	73,987,106	104,959,327
Other	9,313,635	10,240,238
	\$ 773,447,245	\$ 793,291,331

MHRC has capitalized \$309,295 (2020 - \$1,186,439) of interest during fiscal 2021 to construction in progress.

7. Borrowings:

	2021	2020
Government of the Province of Manitoba:		
Advances, interest only payments until construction is complete, at which point it is converted into long-term advances. The interest rate as at March 31, 2021 was 1.70% (2020 - 1.70%)	\$ 95,931,921	\$ 115,829,603
Long-term advances, at interest rates from 1.75% to 11.32% (2020 - 2.00% to 11.32%) maturing at various dates to 2059 and requiring annual principal and interest payments of \$98,281,553 (2020 - \$93,031,635)	809,712,707	806,575,905
Canada Mortgage and Housing Corporation:		
Long-term advances, at interest rates from 5.67% to 5.93% (2020 - 5.67% to 5.93%) maturing at various dates to 2030 and requiring annual principal and interest payments of \$14,449,688 (2020 - \$14,449,688)	58,085,200	68,458,545
Mortgages payable (assumed on property acquisitions), at an interest rate of 10.50% (2020 - 10.50%) maturing at various dates to 2027 and requiring annual principal and interest payments of \$50,337 (2020 - \$50,337)	257,983	286,776
	\$ 963,987,811	\$ 991,150,829

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

7. Borrowings (continued):

Principal repayments on the borrowings, excluding unfixed term advances of \$95,931,921 are estimated as follows:

2022	\$ 79,194,858
2023	78,458,464
2024	76,166,274
2025	72,489,441
2026	70,837,863
Thereafter	490,908,990
	<hr/>
	\$ 868,055,890

8. Other liabilities:

	2021	2020
Pension liability (note 18)	\$ 6,540,767	\$ 7,787,753
Severance liability (note 19)	6,098,577	5,876,505
Sick leave liability	471,528	596,727
	<hr/>	<hr/>
	\$ 13,110,872	\$ 14,260,985

9. Unearned revenue:

(a) Rent and lot sales deposits:

	2021	2020
Tenant prepaid rent	\$ 2,870,570	\$ 2,824,138
Prepaid land lease	28,590	30,128
Lot options - land under development	4,136,374	9,580,415
Deposit for future sales	5,145	1,500
	<hr/>	<hr/>
	\$ 7,040,679	\$ 12,436,181

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

9. Unearned revenue (continued):

(b) Funds held for third party expenses:

Unearned revenue related to funds held for third party expenses represents restricted unspent funding received from the Federal Government related to Investment in Affordable Housing, Social Infrastructure Fund and National Housing Strategy agreements.

	2021	2020
Balance, beginning of year	\$ 17,450,596	\$ 34,016,190
Contributions received	15,154,560	11,771,611
Amounts recognized as other government contributions	(9,166,491)	(28,337,205)
Balance, end of year	\$ 23,438,665	\$ 17,450,596

(c) Housing Development and Rehabilitation Fund:

On November 8, 2007, The Housing and Renewal Corporation Amendment Act provided for the establishment of a fund known as the Housing Development and Rehabilitation Fund (HDRF).

HDRF was to be credited with suburban land development profits realized by MHRC in respect of land owned and developed by it or by a partnership or joint venture in which MHRC is or was a participant. The gross proceeds from land development was \$26,354,470 (2020 - \$35,725,884) and the cost of land sales was \$15,455,891 (2020 - \$18,823,617) during the year ended March 31, 2021. Interest earned on the amount was to be credited to HDRF.

On November 6, 2020, the Budget Implementation and Tax Statutes Amendment Act, 2020 (BITSA) was given royal assent by the Province of Manitoba. BITSA included a section where any money in HDRF on the day before this section comes into force is transferred to the Province of Manitoba on the day this section comes into force. The section came into force on March 31, 2021 and the balance of HDRF as of March 31, 2021 was \$27,065,980. A grant to the Province of Manitoba is recognized equivalent to this amount during the year ended March 31, 2021 (note 16) and will be paid to the Province of Manitoba during fiscal 2022. Commencing in fiscal 2022, any suburban land development profits earned by MHRC will be paid to the Province of Manitoba as a grant.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

9. Unearned revenue (continued):

	2021	2020
Balance, beginning of year	\$ 16,167,401	\$ 16,241,722
Land development profits	10,898,579	16,902,267
Interest earned	–	353,412
Amounts recognized as Housing Development and Rehabilitation Fund revenue	(27,065,980)	(17,330,000)
Balance, end of year	\$ –	\$ 16,167,401

10. Grants from the Province of Manitoba:

	2021	2020
Department of Families		
MHRC operating programs	\$ 158,554,139	\$ 104,932,966
MHRC administration	12,625,597	14,514,520
Grants and subsidies	2,897,378	3,339,514
	174,077,114	122,787,000
Grants recovered from the Department of Finance:		
School Tax Assistance for Tenants 55 Plus Program	39,984	61,999
Change to pension obligation (note 18)	(1,246,986)	(827,362)
	(1,207,002)	(765,363)
	\$ 172,870,112	\$ 122,021,637

11. Contributed services:

	2021	2020
Administrative services provided by Departments of the Province of Manitoba were allocated as follows:		
Included in Statement of Operations, administrative services	\$ 50,700	\$ 41,500
Included in administrative expenses in note 13, direct managed housing operations	384,000	332,200
Included in housing program supports, note 17	–	1,700
	\$ 434,700	\$ 375,400

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

12. Expenses by object:

The Statement of Operations reports the expenditures by function; the following classifies those same expenditures by object:

	Budget	2021	2020
Amortization of tangible capital assets	\$ 63,348,493	\$ 58,556,854	\$ 52,975,762
Communications	1,015,000	918,173	1,041,578
Debt servicing	38,540,000	38,500,819	41,307,586
Grants and transfer payments	17,317,000	72,044,185	22,295,364
Other operating	13,613,500	12,737,676	10,902,144
Personnel services	33,250,000	24,984,266	31,917,884
Supplies and services	111,704,000	137,983,613	135,220,922
Transportation	600,000	264,607	406,081
	\$ 279,387,993	\$ 345,990,193	\$ 296,067,321

13. Housing operations:

The management and operation of all MHRC owned social housing projects are direct managed and sponsor managed. The operating results are as follows:

	Direct managed	2021 Sponsor managed	Total	Direct managed	2020 Sponsor managed	Total
Revenue:						
Rental revenue \$	56,122,139	\$ 24,006,914	\$ 80,129,053	\$ 55,890,341	\$ 23,701,948	\$ 79,592,289
Expenses:						
Administrative	29,629,512	5,038,545	34,668,057	30,088,833	9,886,460	39,975,293
Property operating	56,888,535	20,534,559	77,423,094	48,603,535	17,940,021	66,543,556
Grants in lieu of taxes	13,146,990	3,842,967	16,989,957	13,150,792	4,165,538	17,316,330
Amortization	41,280,170	16,502,724	57,782,894	36,685,531	15,342,958	52,028,489
Interest	19,138,535	13,043,106	32,181,641	21,283,290	12,617,433	33,900,723
	160,083,742	58,961,901	219,045,643	149,811,981	59,952,410	209,764,391
Annual deficit	\$ (103,961,603)	\$ (34,954,987)	\$ (138,916,590)	\$ (93,921,640)	\$ (36,250,462)	\$ (130,172,102)

14. Other government contributions:

	2021	2020
Federal contributions (a-d)	\$ 47,208,998	\$ 52,863,088
Municipal contributions (e)	760,662	648,646
Other provincial contributions (f)	800,000	–
	\$ 48,769,660	\$ 53,511,734

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

14. Other government contributions (continued):

(a) Federal Contributions - Social Housing Agreement (SHA Agreement):

The Social Housing Agreement took effect on October 1, 1998 and expires August 31, 2031. Pursuant to the agreement, CMHC will pay pre-established annual contributions to MHRC for individual housing projects over the term of the SHA Agreement. MHRC recognized revenue in accordance with the SHA Agreement of \$37,456,359 (2020 - \$39,632,151) during the year ended March 31, 2021. Contributions due over the remaining term of the agreement are as follows:

2022	\$ 34,731,527
2023	31,099,958
2024	25,554,199
2025	21,287,945
2026	16,749,455
2027 to 2032	27,218,730
	<hr/>
	\$ 156,641,814

(b) Federal Contributions - Investment in Affordable Housing (IAH) Agreement:

The Supplementary Agreement to the IAH Agreement (the "2014-2019 Extension") provides for CMHC to make contributions to MHRC of up to \$51.8 million or \$10.4 million annually for five years. All contributions were claimed under the SIF Agreement by March 31, 2019 from CMHC based on approved commitments. MHRC recognized revenue in accordance with the 2014-2019 Extension of \$2,463,126 (2020 - \$7,735,743) during the year ended March 31, 2021.

(c) Federal Contributions - Social Infrastructure Fund Agreement (SIF) Agreement:

The SIF Agreement provides for CMHC to make contributions to MHRC of up to \$51.4 million in 2017 and \$16.3 in 2018, for a total funding of \$67.7 million. All contributions under the SIF Agreements were claimed by March 31, 2018 from CMHC based on approved commitments. MHRC recognized revenue in accordance with the SIF Agreement of \$586,148 (2020 - \$586,148) during the year ended March 31, 2021.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

14. Other government contributions (continued):

(d) National Housing Strategy (NHS):

The NHS Agreement provides for CMHC to make contributions to MHRC of up to \$302.7 million from fiscal 2020 until fiscal 2028. The contributions claimed under the NHS Agreement as of March 31, 2021 is \$29.90 million (2020 - \$10.1 million) from CMHC on approved commitments. MHRC recognized revenue in accordance with the NHS Agreement of \$6,703,365 (2020 - \$4,909,046) during the year ended March 31, 2021.

(e) Municipal Contributions:

The City of Winnipeg signed an agreement in October 18, 1962 to provide funding of up to 12.5% of operating losses of three specific projects located in Winnipeg to help alleviate shortage of affordable housing. The City is billed based on actual operating results of these projects on an annual basis.

(f) Shared Health:

Manitoba Health and Active Living authorized Shared Health to contribute up to \$800,000 in funding to MHRC to provide one-time capital funding for the construction of a housing facility.

15. Rental subsidies:

Rental subsidies are provided in accordance with project operating agreements with third parties which establish the basis of eligibility for subsidy assistance. The net rental subsidies required by these organizations are as follows:

	2021	2020
Not-for-profit housing	\$ 27,607,842	\$ 27,559,141
Co-operative housing	2,039,956	1,625,782
Private landlords	10,007,359	10,355,751
	<u>\$ 39,655,157</u>	<u>\$ 39,540,674</u>

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

16. Grants and subsidies:

	2021	2020
Portable Housing Benefit	\$ 1,240,308	\$ 1,682,562
Emergency Shelter Assistance	4,819,713	1,656,952
School Tax Assistance for Tenants 55 Plus	39,984	61,999
Elderly and Infirm Persons Housing	62,233	88,555
Co-op HomeStart	32,385	46,894
Homeless Strategy	3,693,500	1,194,000
Bed Bug Program	230,835	179,210
Gilbert Park Going Places Grant	230,000	-
Grant to Province of Manitoba - HDRF (note 9[c])	27,065,980	-
Municipal Grant Funding for Affordable Housing	12,000,000	-
Rent Bank	5,600,000	-
	\$ 55,014,938	\$ 4,910,172

17. Housing program supports:

	2021	2020
Forgivable loans	\$ 4,491,035	\$ 10,129,207
Administration and delivery agent fees	1,784,959	1,519,000
	\$ 6,275,994	\$ 11,648,207

18. Pension obligations:

Employees of MHRC and Direct Managed employees are eligible for pensions under the Manitoba Civil Service Superannuation Fund (Superannuation Fund). This pension plan is a defined benefit plan. The most recent actuarial valuation of the Superannuation Fund at December 31, 2019 reported the Superannuation Fund had a deficiency of net assets over actuarial value of pension obligations of \$856.7 million on a going concern basis. For Direct Managed employees, MHRC is required to contribute an amount approximately equal to the employees' contribution to the Superannuation Fund for current services. Such payments are charged to housing operations as incurred and MHRC has no further liability associated with the annual cost of pension benefits earned by Direct Managed employees. Pension expense recorded for Direct Managed employees for the year ended March 31, 2021 was \$1,442,324 (2020 - \$1,669,965).

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

18. Pension obligations (continued):

MHRC has a liability associated with the annual cost of pension benefits earned by employees of MHRC. This liability is determined by an actuarial valuation each year based on data provided by MHRC with the balance for the intervening year being estimated by a formula provided by the actuary. The most recent valuation was completed at March 31, 2021.

	2021	2020
Pension liability per actuarial valuation:		
Balance at beginning of year	\$ 8,906,343	\$ 9,535,355
Interest cost on benefit obligations	512,115	572,121
Current service costs	660,185	631,489
Benefits paid	(2,562,840)	(2,143,444)
Experience loss (amortized over EARSL)	(42,180)	310,822
Balance at end of year	7,473,623	8,906,343
Unamortized actuarial loss	(932,856)	(1,118,590)
Pension liability balance at end of year	\$ 6,540,767	\$ 7,787,753

At March 31, the unamortized actuarial loss to be recognized in future periods is as follows:

	2021	2020
Unamortized actuarial loss:		
Balance at beginning of year	\$ (1,118,590)	\$ (920,240)
In year loss amortized over EARSL - 2021 - 10 years (2020 - 10 years)	42,180	(310,822)
Amortization of actuarial loss	143,554	112,472
Balance at end of year	\$ (932,856)	\$ (1,118,590)

	2021	2020
Change to pension obligation:		
Interest cost on benefit obligations	\$ 512,115	\$ 572,121
Current service costs	660,185	631,489
Benefits paid	(2,562,840)	(2,143,444)
Amortization of actuarial loss	143,554	112,472
Change to pension obligation	\$ (1,246,986)	\$ (827,362)

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

18. Pension obligations (continued):

The above liability is in respect of active employees only and does not reflect any liability with respect to retired or former employees. The key actuarial assumptions were a rate of return of 5.75% (2020 - 5.75%), 2.00% inflation (2020 - 2.00%), general salary rate increases of 2.50% (2020 - 2.50%), excluding the 1.00% service and merit increases and post retirement indexing at 2/3 of the inflation rate. The projected benefit method was used, and the liability has been calculated as at March 31, 2021 by the actuary.

The Province of Manitoba has accepted responsibility for funding MHRC's liability and related expense which includes an interest component. Therefore, MHRC has recorded a receivable from the Province of Manitoba equal to the estimated value of its actuarially determined pension liability of \$6,540,767 (2020 - \$7,787,753) as of March 31, 2021 and has recorded a decrease in revenue for fiscal 2021 equal to the related pension liability decrease of \$1,246,986 (2020 - decrease of \$827,362). The Province of Manitoba makes payments on the receivable when it is determined that the cash is required to discharge the related pension obligation.

19. Severance:

(a) Severance pay liability:

Effective April 1, 1998, MHRC commenced recording the estimated liability for accumulated severance pay benefits for its Direct Managed employees. The amount of this estimated liability is determined and recorded annually using the method of calculation set by the Province of Manitoba.

Severance pay, at the Direct Managed employee's date of retirement, will be determined by multiplying the eligible employee's years of service by the employee's weekly salary (to a maximum compensation of 22 weeks). Eligibility will require that the employee has achieved a minimum of ten years of service and that the employee is retiring from MHRC.

Severance pay, at the MHRC employee's date of retirement, will be determined by multiplying the eligible employee's years of service by the employee's weekly salary (to a maximum compensation of 23 weeks). Eligibility will require that the employee has achieved a minimum of nine years of service and that the employee is retiring from MHRC.

An actuarial report was completed for the severance pay liability as at March 31, 2021, MHRC's actuarially determined liability relating to the Direct Managed employees as at March 31, 2021 was \$2,868,756 (2020 - \$3,704,079). The report provides a formula to update the liability on an annual basis.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

19. Severance (continued):

MHRC recorded a severance liability as at April 1, 2003 in the amount of \$569,000 associated with the severance benefits earned by the former Department of Family Services and Housing employees who were transferred to MHRC on February 8, 2003. The amount of this estimated liability is determined and recorded annually using a method of calculation set by the Province of Manitoba.

An actuarial report was completed for the severance pay liability as at March 31, 2021. MHRC's actuarially determined liability relating to the MHRC employees as at March 31, 2021 was \$985,028 (2020 - \$1,129,881). The report provides a formula to update the liability on an annual basis.

	2021	2020
Severance liability per actuarial valuation:		
Direct Managed employees:		
Balance at beginning of year	\$ 3,704,079	\$ 3,905,145
Interest cost on benefit obligations	212,985	234,309
Current service costs	244,370	303,872
Benefits paid	(149,565)	(395,792)
Experience gain (amortized over EARSL)	(1,143,113)	(343,455)
Balance at end of year	2,868,756	3,704,079
MHRC employees (including former Department of Family Services and Housing employees):		
Balance at beginning of year	1,129,881	1,256,231
Interest cost on benefit obligations	64,967	75,374
Current service costs	57,696	70,984
Benefits paid	(79,338)	(123,968)
Experience gain (amortized over EARSL)	(188,178)	(148,740)
Balance at end of year	985,028	1,129,881
Unamortized actuarial gain	2,244,793	1,042,545
Severance liability balance at end of year	\$ 6,098,577	\$ 5,876,505

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

19. Severance (continued):

At March 31, the unamortized actuarial gain to be recognized in future periods is as follows:

	2021	2020
Unamortized actuarial gain:		
Direct Managed employees:		
Balance at beginning of year	\$ 711,846	\$ 420,103
In year gain amortized over EARSL - 2021 - 10 years (2020 - 10 years)	1,143,113	343,455
Amortization of actuarial gain	(86,058)	(51,712)
Balance at end of year	1,768,901	711,846
MHRC employees (including former Department of Family Services and Housing employees):		
Balance at beginning of year	330,699	210,071
In year gain amortized over EARSL - 2021 - 10 years (2020 - 10 years)	188,179	148,740
Amortization of actuarial gain	(42,986)	(28,112)
Balance at end of year	475,892	330,699
Balance at end of year	\$ 2,244,793	\$ 1,042,545

	2021	2020
Change to severance obligation:		
Direct Managed employees:		
Interest cost on benefit obligations	\$ 212,985	\$ 234,309
Current service costs	244,370	303,872
Benefits paid	(149,565)	(395,792)
Amortization of actuarial gain	(86,057)	(51,712)
	221,733	90,677
MHRC employees (including former Department of Family Services and Housing employees):		
Interest cost on benefit obligations	64,967	75,374
Current service costs	57,696	70,984
Benefits paid	(79,338)	(123,968)
Amortization of actuarial gain	(42,986)	(28,112)
	339	(5,722)
Change to severance obligation	\$ 222,072	\$ 84,955

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

19. Severance (continued):

The key actuarial assumptions were a rate of return of 5.75% (2020 - 5.75%), 2.00% inflation (2020 - 2.00%), and general salary rate increases of 2.50% (2020 - 2.75%), excluding the 1.00% service and merit increases. The projected benefit method was used, and the liability has been calculated as at March 31, 2021 by the actuary.

(b) Severance pay receivable:

The Province of Manitoba has accepted responsibility for the severance pay benefits accumulated to March 31, 1998 by MHRC's employees. Accordingly, MHRC recorded effective April 1, 1998, a receivable of \$877,105 from the Province of Manitoba, which was initially based on the estimated value of the corresponding actuarially determined liability for severance pay as at March 31, 1998. Subsequent to March 31, 1998, the Province of Manitoba provides annual grant funding for severance expense. As a result, the change in the severance liability each year is fully funded. The interest component related to the receivable is reflected in the funding for severance expense. The receivable for severance pay will be paid by the Province of Manitoba when it is determined that the cash is required to discharge the related severance pay liabilities.

The amount recorded as a receivable from the Province of Manitoba for severance pay of \$569,000 for former Department of Family Services and Housing employees was initially based on the estimated value of the corresponding actuarially determined liability for severance pay as at April 1, 2003. Subsequent to April 1, 2003, the Province of Manitoba provides annual grant funding for severance expense.

As a result, the change in the severance liability each year is fully funded. The interest component related to the receivable is reflected in the funding for severance expense. The receivable for severance pay will be paid by the Province of Manitoba when it is determined that the cash is required to discharge the related severance pay liabilities.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

20. Financial instruments and financial risk management:

Financial instruments comprise the majority of MHRC assets and liabilities. MHRC risk management policies are designed to: identify and analyze risk, set appropriate risk limits and controls, and monitor the risks and adherence to limits by means of reliable and up-to-date information systems. The Board of Directors approves these policies and management is responsible for ensuring that the policies are properly carried out. The Board of Directors receives confirmation that the risks are being appropriately managed through regular reporting, third party compliance reporting and by reviews conducted by MHRC.

MHRC is exposed to credit, interest rate, and liquidity risks in respect of its use of financial instruments.

(a) Credit risk:

Credit risk is the risk that one party to a financial instrument fails to discharge an obligation and causes financial loss to another party. The financial instruments that potentially subject MHRC to credit risk consist principally of accounts receivable, loans and mortgages receivable and guarantees on loans.

MHRC's maximum possible exposure to credit risk is as follows:

	2021	2020
Accounts receivable (note 3)	\$ 99,577,344	\$ 63,883,577
Loans and mortgages receivable (note 4)	71,438,011	78,659,823
Loan guarantees (note 23)	8,774,596	10,834,596
	<u>\$ 179,789,951</u>	<u>\$ 153,377,996</u>

MHRC establishes an allowance for doubtful accounts that represents its estimate of potential credit losses. The allowance for doubtful accounts is based on MHRC's estimates and assumptions regarding customer analysis, historical payment trends and statutes of limitations. These factors are considered when determining whether past due accounts are allowed for or written off.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

20. Financial instruments and financial risk management (continued):

The change in the allowance for doubtful accounts during the year was as follows:

	2021	2020
Balance, beginning of the year	\$ 10,328,504	\$ 8,885,252
Provision for receivable impairment	1,219,454	2,452,143
Amounts written off	(201,375)	(1,008,891)
Balance at end of year	\$ 11,346,583	\$ 10,328,504

As at March 31, 2021, \$3,532,263 (2020 - \$3,454,647) of accounts receivable and \$611,413 (2020 - \$583,493) of loans and mortgages receivable were past due, but not impaired.

Accounts receivable

The accounts receivable partially consists of \$16,897,167 (2020 - \$14,691,708) due from Canada Mortgage and Housing Corporation, \$55,061,961 (2020 - \$21,121,086) from the Province of Manitoba and \$12,450,570 (2020 - \$12,390,258) from the City of Winnipeg.

Loans and mortgage receivable

Impairment provisions are provided for losses that have been estimated as of the Statement of Financial Position date. Management of credit risk is an integral part of MHRC's activities with careful monitoring and appropriate remedial actions being taken. To mitigate credit risk, loans and mortgage receivable are mostly secured by registering a mortgage on title of the applicable property.

(b) Interest rate risk:

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate due to changes in market interest rates. The interest rate exposure relates to deposit with the banks, loans and mortgages receivable, and long-term debt.

Loans and mortgage receivable/loans from the Province of Manitoba

MHRC borrows funds for lending operations from the Province of Manitoba at fixed rates and normally lends those funds to clients at a reasonable percentage above the associated borrowing rate. For long-term advances that have fixed interest rates for the full term of the advance, MHRC only offers fixed interest rate loans to its clients. Due to this corresponding arrangement, MHRC does not incur significant interest rate risk.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

20. Financial instruments and financial risk management (continued):

However, some interest rate risk may result due to MHRC's lending policy of allowing prepayment of loans without penalty, given that MHRC does not have the offsetting ability to prepay the associated advances from the Province of Manitoba without penalty. MHRC mitigates this risk by closely matching the cash flow from client loan payments, including estimated annual prepayments, to the cash flow required to repay advances from the Province of Manitoba.

In addition, MHRC's advances from the Province of Manitoba have variable interest rates which expose MHRC to cash flow interest rate risk. At March 31, 2021, had prevailing interest rates increased or decreased by 1.00%, the estimated impact on interest expense would be approximately \$959,000 (2020 - \$1,158,000).

(c) Liquidity risk:

Liquidity risk relates to MHRC's ability to access sufficient funds to meet its financial commitments.

Advances from the Province of Manitoba have a direct correlation to the loans receivable as the funds borrowed are directly lent to MHRC clients. Funding is provided by the Province of Manitoba for the full amount of loans that are written off. As a result, MHRC has minimal liquidity risk on its lending portfolio in respect of advances from the Province of Manitoba.

21. Contingencies:

MHRC is involved in legal proceedings arising in the normal course of business, the outcome of which cannot be predicted at this time. In the opinion of management, the disposition of these cases will not materially affect the financial position of MHRC. Any settlement will be recognized in the year the settlement occurs.

22. Commitments:

MHRC has the following commitments as at March 31, 2021:

Tangible capital assets:

(a) Housing project enhancements and new construction	\$66,715,719
(b) Third party repair, renovation and new construction	\$ 8,965,899

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

22. Commitments (continued):

Public housing operations:

As a result of the Social Housing Agreement dated September 3, 1998, MHRC is fully responsible for the funding commitments of all social housing projects in Manitoba. These commitments will expire on a staggered basis over the period ending 2031, concurrent with the Social Housing Agreement funding expiration date of August 31, 2031. An estimate of these commitments for each of the next five years is as follows:

2022	\$ 128,937,000
2023	135,838,700
2024	141,026,500
2025	143,273,900
2026	148,165,700

23. Guarantees:

MHRC has guaranteed the repayment of mortgages and has issued letters of credit which guarantee the terms and conditions of land development agreements and construction contracts. MHRC is authorized to issue loan guarantees up to \$20,000,000. The outstanding guarantees are as follows:

	2021	2020
Waverley West Letters of Credit	\$ 8,774,596	\$ 8,774,596
Thompson Lions Seniors Manor Non-Profit Housing Coop Inc.	–	2,060,000
	<hr/>	<hr/>
	\$ 8,774,596	\$ 10,834,596

The Loan guarantee issued in favour of Thompson Lions Seniors Manor Non-Profit Housing Coop Inc. was called by the Assiniboine Credit Union (ACU) on April 6, 2020 due to payment default. MHRC has paid off the debt and has now taken the position of ACU as first mortgage.

24. Related party transactions:

MHRC is related in terms of common ownership to all Province of Manitoba created departments, agencies and Crown corporations. MHRC enters into transactions with these entities in the normal course of business. These transactions are recorded at the exchange amount.

THE MANITOBA HOUSING AND RENEWAL CORPORATION

Notes to Financial Statements (continued)

Year ended March 31, 2021

25. Budget:

On November 5, 2020, the Appropriation Act 2020 and the Loan Act 2020 were given Royal Assent which includes the fiscal 2020-21 budget for MHRC. Budget 2020-21 for the Province of Manitoba includes operating grants to MHRC of \$128,798,000 and capital spending of \$77,791,000. MHRC has allocated \$62,212,000 to capital asset acquisitions, \$13,000,000 to land development and \$2,519,000 to potential third-party loans. Budget amounts for expenses by object provided in note 12 agree to the budget submitted to the Province of Manitoba. Expenses included on the statement of operations are re-allocations of the expenses by object to conform with financial statement presentation.

26. COVID-19 impact:

In March 2020, the COVID-19 outbreak was declared a pandemic by the World Health Organization. This has resulted in governments worldwide, including the Canadian and Manitoba governments, enacting emergency measures to combat the spread of the virus.

These measures, which include implementation of travel bans, self-imposed quarantine periods, and social distancing, have caused material disruption to businesses globally and in Manitoba resulting in an economic slowdown. Government and central banks have reacted with significant monetary and fiscal interventions designed to stabilize economic conditions however the success of these interventions is not currently determinable. The situation is dynamic and the ultimate duration and magnitude of the impact on the economy and the financial effects on MHRC is not known at this time.