

**Manitoba Civil
Service Commission**

**Commission de la
fonction publique Manitoba**

**Annual Report
2005-2006**

**Rapport Annuel
2005-2006**

Manitoba 

His Honour the Honourable John Harvard, P.C., O.M.
Lieutenant Governor of Manitoba
Room 235, Legislative Building
Winnipeg, Manitoba
R3C 0V8

Son Honneur l'honorable John Harvard, C.P., O.M.
Lieutenant-gouverneur du Manitoba
Palais législatif, bureau 235
Winnipeg (Manitoba)
R3C 0V8

May It Please Your Honour:

Monsieur le lieutenant-gouverneur,

I present herewith the 88th annual report of
the Manitoba Civil Service Commission for
the period April 1, 2005 to March 31, 2006.

J'ai le privilège de vous soumettre le quatre-vingt
huitième rapport annuel de la Commission de la
fonction publique du Manitoba pour la période du 1^{er}
avril 2005 au 31 mars 2006.

Respectfully submitted,

Veillez accepter, Monsieur le lieutenant-gouverneur,
l'expression de mes salutations les plus
respectueuses.

Greg Selinger
Minister Responsible for
The Civil Service Act

Greg Selinger
Ministre chargé de l'application
de la *Loi sur la fonction publique*

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Honourable Greg Selinger
Minister Responsible for
The Civil Service Act
Room 103 Legislative Building
Winnipeg MB R3C 0V8

Monsieur Greg Selinger
Ministre chargé de l'application
de la *Loi sur la fonction publique*
Palais législatif, bureau 103
Winnipeg (Manitoba) R3C 0V8

Dear Mr. Selinger:

Monsieur le Ministre,

In conformity with the provisions of *The Civil Service Act*, I am pleased to forward to you, the Minister Responsible for *The Civil Service Act*, the 88th annual report of the Manitoba Civil Service Commission.

Conformément aux dispositions de la *Loi sur la fonction publique*, j'ai l'honneur de vous soumettre le quatre-vingt-huitième rapport annuel de la Commission de la fonction publique du Manitoba, que je vous prie de recevoir dans le cadre de vos fonctions à titre de ministre chargé de l'application de la dite loi.

This report covers the period April 1, 2005 to March 31, 2006 and includes a review of the Civil Service Commission's activities for that period.

Le rapport couvre la période allant du 1^{er} avril 2005 au 31 mars 2006 et comprend l'examen des activités de la Commission de la fonction publique au cours de cette période.

Respectfully submitted,

Veillez recevoir, Monsieur le Ministre, l'expression de ma haute considération.

James W. Hartry
Chairperson

James W. Hartry
Président

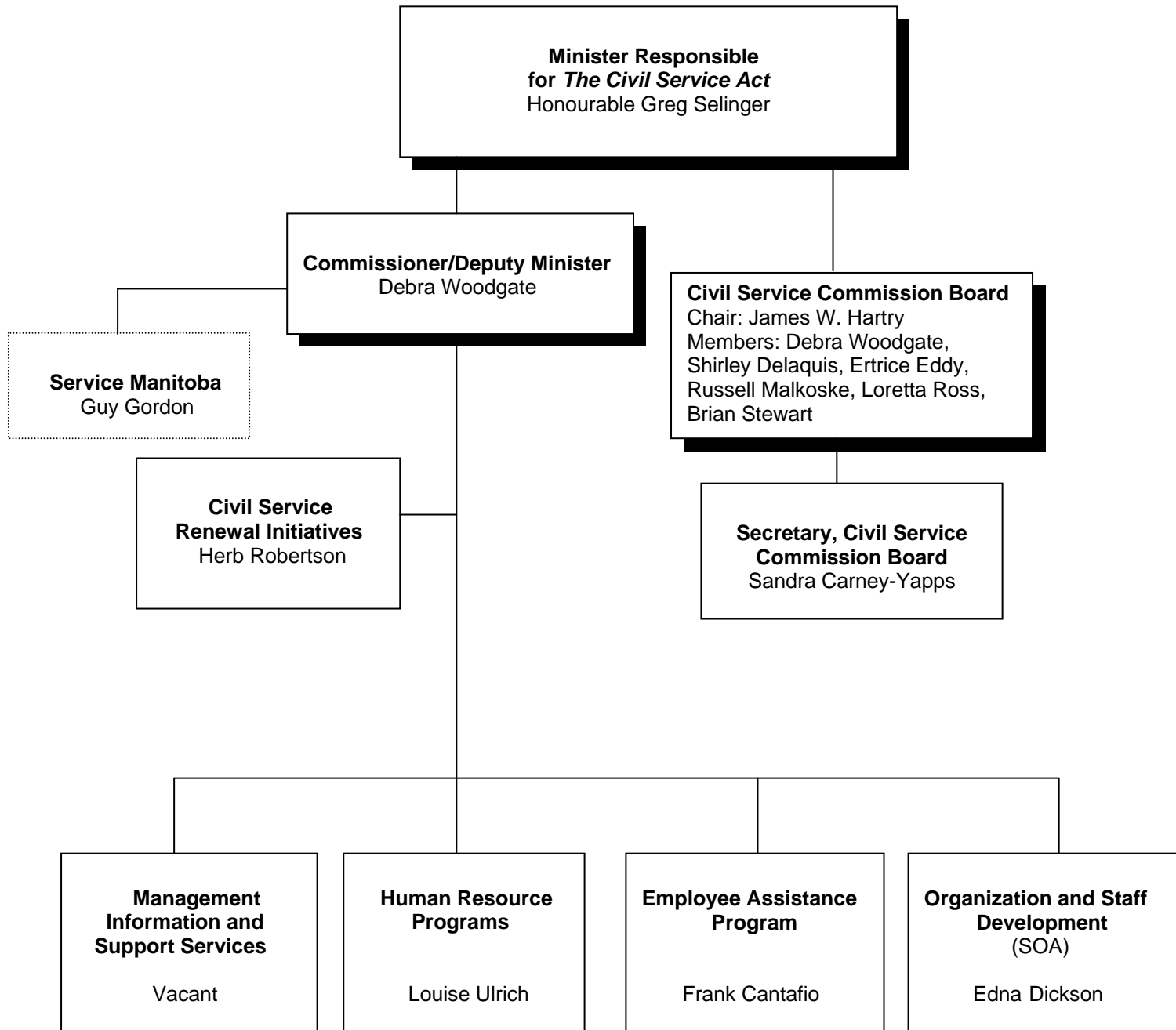
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CIVIL SERVICE COMMISSION - ORGANIZATION CHART

AS AT MARCH 31, 2006



INTRODUCTION AND OVERVIEW

Report Structure

The Annual Report is organized in accordance with the Civil Service Commission's appropriation structure, which reflects the department's authorized votes approved by the Legislative Assembly. The Annual Report includes information at the main and sub-appropriation levels related to the department's objectives, actual results achieved, financial performance and variances, and provides a five year historical table giving the departmental expenditures and staffing.

Governing Legislation

The Civil Service Commission is the independent and impartial agency responsible for leading effective human resource management in government and representing the public interest in the administration of *The Civil Service Act* and Regulations. Treasury Board is responsible for the administration of sections of *The Civil Service Act* and Regulations relating to classification, pay plans, rates of pay and collective bargaining.

According to subsection 5(1) of *The Civil Service Act*, the Commission shall:

- apply and carry out the provisions of *The Act* and the Regulations under its responsibility;
- select and appoint civil servants, and be responsible for their promotion and transfer;
- advise the Minister having the administration of *The Act* on problems concerning human resource management administration;
- of its own motion or upon request of the Lieutenant Governor in Council investigate and report on:
 - the operation of *The Act*,
 - the violation of any provision of *The Act* or the Regulations,
 - any alleged impersonation, fraudulent practices, or irregularities in connection with any examination held by, or under the authority of, the Commission;and, on the request of a minister or the chief officer of an agency of government to which *The Act* applies, investigate and report to the minister or chief officer upon any human resource management matter relating to the department or to the agency of the government;
- appoint such employees as may be necessary to carry out *The Act*;
- perform such other duties and functions as may be assigned to the Commission by *The Act* or any other Act of the Legislature or by the Lieutenant Governor in Council.

Subsection 5(3) of *The Act* provides that the Commission may from time to time delegate its power or authority to sign any document, paper, minutes or instrument to such persons as it deems advisable.

The Civil Service Commission - Role

The Civil Service Commission works with the Treasury Board Secretariat to ensure effective development and delivery of a comprehensive human resource management service consistent with the provisions of *The Civil Service Act*, responsive to general government policy and supportive of departmental and/or broad organizational goals.

The Civil Service Act provides for the management, direction and administration of human resource management matters within the government service through the combination of a seven member Civil Service Commission Board and a department reporting through a deputy head to the Minister Responsible for *The Civil Service Act*.

The Civil Service Commission Board consists of citizen and civil service members. A citizen member is designated chairperson of the Commission Board. A full-time commissioner, who is a civil servant, is deputy head of the department of the Civil Service Commission.

Programs and policies respecting human resource management for the civil service are developed under the provisions of *The Act* and government policy direction and are implemented under the authority of the Civil Service Commission or the Lieutenant Governor in Council.

Vision

A highly effective, professionally competent, respectful and responsive civil service that reflects the diversity of the Province and thereby contributes to the quality of life in Manitoba.

Mission

Lead the development, management and delivery of human resource strategies and programs consistent with the provisions of *The Civil Service Act*, responsive to general government policy and supportive of departmental and/or broad organizational goals.

Operating Principles

As a central agency, the Civil Service Commission believes that wherever practical it should position itself to set direction rather than impose direct action and therefore has aligned its core functions according to the following principles:

- emphasis on corporate service and policy guidance;
- alignment of functions to ease access of service;
- taking initiative to anticipate future demands;
- supporting the ability of managers to manage; and
- broadening the competencies of staff.

Long Term Goals

The purpose of the Civil Service Commission is advanced through achievement of the following long term goals:

- Corporate human resource plans and policies that meet the needs of central government;
- An inclusive workforce of employees committed to high standards of public service;
- Fair, equitable working conditions that attract and retain a competent, diverse and flexible workforce;
- Corporate services that promote effective performance management, organizational development, employee development and renewal;
- Corporate human resource management information systems that support informed decision-making.

Functional Organization

The Civil Service Commission currently consists of an Executive Office, which performs managerial functions and provides services to the Civil Service Commission Board and three program areas, which deliver its specialized programs and services. The departmental organization structure appears in the organization chart. Additional information on each of the three program areas is included in the text of this report.

As of fiscal year 1994-1995, Organization and Staff Development (OSD) has been operating as a Special Operating Agency. A separate annual report is prepared for OSD.

As of fiscal year 2002-2003, responsibility for Service Manitoba was transferred to the Civil Service Commissioner for overall guidance and direction. The activities of Service Manitoba are included in this Annual Report.

2005-2006 HIGHLIGHTS

Renewal Strategy

The goals of the Civil Service Renewal Strategy, as announced in October 2003, remain:

1. Renewal - working for the Government of Manitoba is a rewarding and attractive career;
2. Sustainability – good service is maintained despite turnover and change;
3. Diversity – greater representation exists at all levels in the civil service;
4. Clarity – accountability for people development and leadership is clear.

Of significance in 2005-2006 is the fact that implementation of the strategy has evolved from a means to address pending turnover to a comprehensive and on-going plan that is revitalizing the civil service. There is now unprecedented attention on, and an operating structure to keep, people matters at the forefront – a collective, collaborative way to make the civil service an even better workplace and, in turn, provide even better public service.

In 2005-2006, many projects were completed or significantly advanced, projects that are:

- promoting workplace health and wellness;
- informing employees more effectively of the many new actions that are contributing to their workplace engagement and strengthening their service ethic;
- increasing the probability of attracting suitable candidates to difficult-to-fill positions;
- defining a comprehensive plan to strengthen the attraction, retention and advancement of a representative workforce;
- enhancing respect within the workplace;
- clarifying expectations and governance of the human resource function;
- reinforcing the values and ethical behaviour that the public continues to experience from the civil service;
- encouraging the attraction and deployment of employees to greatest service and career advantage;
- introducing and updating the policies that are needed for effective human resource management;
- establishing a comprehensive and standard orientation method for new employees.

Besides initiating and coordinating the projects, the Civil Service Commission continues to evaluate, refine and expand leadership development programs, career and networking supports, and events that are encouraging the retention and development of its leadership group.

The work of the Renewal Strategy continues to be guided by the Deputy Minister Advisory Committee on Human Resources, coordinated by the Civil Service Commission and executed by using a virtual organization of many dedicated managers, employees and human resource practitioners representing all departments.

In addition to the projects, many additional initiatives were undertaken and readied for implementation. Among those initiatives are ones that will:

- provide a framework and tools for anyone who is or wants to be a supervisor, manager or executive and realize their leadership potential;

- enhance the probability of increased representation of women in more senior or non-traditional positions, through self-assessment, networking, training and other forms of development;
- provide for the continuous learning of employees in ways that meet both department and individual expectations;
- establish a network to promote the retention and engagement of new professionals.

Leadership Development Initiative

The Civil Service Commission continued to refine the Leadership Development Initiative, an integrated series of learning and work opportunities intended to encourage the retention and advancement of leaders. A central component of the initiative is the Manitoba Strategy/Leadership Program, an intensive week-long training and education event that is designed specifically to meet the needs of the civil service and is facilitated by the Queen's School of Business. Those participating will be required to share their learning with their department, provide career guidance or mentoring, and to participate in mutually beneficial renewal-related activities as identified by the Civil Service Commission. Participants will also participate in Career Advisory Panels, an innovative approach to receiving career advice from the Government's Executive Managers. To date 83 employees have participated in various forms of the program.

Women's Leadership Program

The Women's Leadership Program was introduced in January 2006 and was piloted with 30 participants in March 2006. Its purpose is to help women in the civil service achieve their full leadership potential and to support the Government's employment equity goal of increasing the number of qualified women ready to assume leadership positions. Any female employee is eligible to participate, provided they aspire to be in a leadership role and are not currently in a senior manager or executive position. The one-year pilot program consists of: orientation, networking, coaching, career planning and skill development.

Leadership @ All Levels

The Leadership @ All Levels pilot began in March 2006, with 55 employees from 7 departments participating. Leadership @ All Levels is a hands-on resource designed to give leaders in the Manitoba civil service and those who aspire to be leaders, a clear understanding of what is expected of them, including the competency standards for supervisors, managers and senior managers/executives. Participants will complete a self-assessment that confirms their strengths and skill gaps and they will build personal development plans that reflect their current and future career goals, while ensuring a strong connection is made to the vision and goals of their department. Orientation sessions were held to provide information on how this initiative can help employees develop leadership skills.

Career Assistance for Members of Visible Minorities and Immigrants

This initiative focuses on increasing the representation of members of visible minorities in the provincial civil service. Program activities included the implementation of the Career Gateway Program for Members of Visible Minorities which began in 2004-2005. Seven individuals participated in this program in 2005-2006 with sponsoring departments including Health, Labour and Immigration, Transportation and Government Services, Advanced Education and Training, Education Citizenship and Youth, Agriculture, Food and Rural Initiatives, Water Stewardship and the Civil Service Commission. To date, 10 individuals have participated in the program, two individuals have completed the program and those two individuals have been placed in civil service positions.

The Civil Service Commission also partnered with the Department of Education, Citizenship and Youth's Volunteers in Public Service Program to facilitate volunteer placements for immigrant professionals in government with 21 individuals receiving placements to date. Increased outreach activities with community organizations and employment agencies serving the visible minority and immigrant communities also took place during the past fiscal year to increase access to employment related information.

Persons with Disabilities Career Assistance Program

The Persons with Disabilities Career Assistance Program designed to support the employment of persons with disabilities began in 2001-2002. The program allows specific assessment, accommodation and placement of persons with disabilities into government positions with the goal of determining and addressing workplace accommodation needs and employment opportunities. To date, 22 people have participated in the program with 11 individuals being placed in civil service positions. Six individuals are participating in the program this fiscal year. The program coordinator regularly meets with individuals to assess skills and discuss the availability of suitable positions, and engages in outreach activities with employment agencies and government departments to increase awareness of the program. Applicants are invited to attend employment information sessions. Government managers participating in the program are also provided an opportunity to attend the workshop offered by Organization and Staff Development on Duty to Accommodate: Hiring and Managing Workers with Disabilities.

Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program

The Clerk of the Executive Council and the Civil Service Commissioner supported a program to provide summer internships for exceptional students who are awarded Excellence Awards through the Millennium Scholarship Foundation. The purpose of the program is to provide outstanding students an opportunity for summer employment with the Government of Manitoba to encourage them to consider a career in the civil service. Four students were placed in government positions for the summer of 2002, five students were placed for the summer of 2003, eleven students were placed in the summer of 2004 and ten students were placed for the summer of 2005.

Aboriginal Management Development Program (AMDP)

The Aboriginal Management Development Program is a two-year program to train and develop Aboriginal civil service employees in order that they may successfully compete for professional and managerial career opportunities within the civil service. The AMDP is a partnership between the Civil Service Commission and the participating departments. Thirty-one interns have successfully completed the program. In September 2005, the fifth intake recruited five new interns. Classroom training for this intake has commenced. Departmental sponsors for the fifth intake included: Conservation, Family Services and Housing, Health, Justice and Water Stewardship.

Aboriginal Public Administration Program (APAP)

The Aboriginal Public Administration Program co-sponsored by the Civil Service Commission and the Department of Aboriginal and Northern Affairs is a two-year internship program to provide training and development opportunities to Aboriginal interns in order that they may successfully compete for professional and managerial career opportunities within the civil service. Sixteen interns have successfully completed the program and fifteen have been placed in civil service positions. Five interns were selected in June of 2005 and are presently in work placements with government departments. A new intake of interns will begin in June 2007.

Financial Management Development Program (FMDP)

The Financial Management Development Program sponsored by the Civil Service Commission and the Department of Finance is a three-year internship program to provide training and development opportunities to interns interested in financial management in order that they may successfully compete for financial management career opportunities within the civil service. Six interns completed the program and have been placed in civil service positions. Six interns accepted civil service positions prior to completing the program. A sixth intake of three interns commenced in June 2005. The program is presently under review.

Management Internship Program (MIP)

The Management Internship Program is a three-year training program to provide training and development opportunities to interns with an interest in the public sector in order that they may successfully compete for professional and managerial career opportunities within the civil service. To date 28 interns have completed the program and been placed in civil service positions. Twenty-four of those placed continue to be part of the civil service in Manitoba. A tenth intake of five interns commenced employment with the program in June 2005. A new intake of interns is scheduled for June 2006.

Corporate Development

The Civil Service Commission continued to sponsor training and advisory services. These services support good human resource practice, encourage a renewed and representative civil service, and promote the best use of employee talent. In 2005-2006, the sponsorship resulted in 455 training workshops or in-department development events and involved at least 6,470 employees. The workshops and services focused on the topics of human resource management skills for managers, communicating with Aboriginal people, cultural diversity, hiring and employing workers with disabilities, and staffing skills for managers and human resource professionals.

Competency Based Human Resource Management

Competency based human resource management continues to be a major focus of the Civil Service Commission. During 2005-2006, work was completed on the Employee Development Workbook and updating the Manitoba Corporate Competency Catalogue. As well, work continued on the SAP Qualifications and Requirements application which contains the competency catalogue and allows for the automated capture of employee qualifications and role/position competency requirements. It will provide an automated means to match employee competencies to job requirements and provide detail and summary reports on employee and job profile competency information.

In addition, Human Resource Programs have been working to blend competency based management, behaviour description interviewing and prior learning assessment principles and techniques into all assessment/evaluation programs and workshops.

Diversity and Employment Equity Initiatives

The Civil Service Commission continued to take an active leadership role in the area of diversity and employment equity to develop diversity and employment equity initiatives to best support the diversity and equity goals of government. Diversity and Employment Equity initiatives for 2005-2006, in addition to internship programs, included:

Diversity and Employment Equity Policy – Communication, Consultation and Education

In 2005-2006, the Civil Service Commission continued to communicate, consult and educate departments on the revised Diversity and Employment Equity Policy. The Commission, in partnership with departmental employment equity coordinators, delivered policy information updates to departmental executive management committees. Information sessions were also delivered to the human resource community, managers and some departmental Renewal Committees in Winnipeg and the rural centres of Dauphin and Brandon. Information sessions were incorporated into existing internal training delivered through Organization and Staff Development on Valuing Diversity in the Workplace and Duty to Accommodate. A partnership with the Manitoba Human Rights Commission was also undertaken to provide training to managers on the duty to accommodate within the Government of Manitoba.

The Civil Service Commission participated in the Department of Family Services and Housing Minister's Committee on the Employability for Persons with Disabilities and various sub-committees. The Civil Service Commission also partnered with the Department of Family Services and Housing and the Department of Health to support their *Diversity Within* initiative; an initiative with the intent of increasing awareness and education among staff. Several activities were undertaken within this initiative including the planning and implementation of the Diversity Challenge.

The Civil Service Commission continued its involvement with departments and crown corporations to share best practices and programs related to diversity and employment equity. The Commission also worked collaboratively through its involvement on internal and external committees in looking for solutions and opportunities to increase access to participation in the workplace by equity group members.

Annual Diversity and Employment Equity Update Conference

The Civil Service Commission hosted the Annual Diversity and Employment Equity Update Conference for the government human resource and management community. At the June 2005 Conference, the Honourable Greg Selinger, Minister Responsible for *The Civil Service Act*, confirmed the Government's support for diversity and employment equity. The agenda included an address by the Civil Service Commissioner on the importance of building an inclusive workplace that reflects the diversity of the Province. Dan Highway, former Diversity and Employment Equity Coordinator of Manitoba Transportation and Government Services, delivered the keynote address. Also included on the agenda were a presentation by Cathy Woods from the Manitoba Government and General Employees' Union (MGEU) and a panel presentation by human resource and management representatives of departments and crown corporations. The event concluded with remarks by the Civil Service Commissioner on the future goals of diversity and employment equity.

Outreach Activities

The Civil Service Commission continued to engage in active outreach activities in order to promote career opportunities in the civil service with various diversity groups and employment equity organizations as well as universities and colleges. Outreach activities included:

- participation in the Manitoba Business Leadership Network Job Fair for persons with disabilities;
- meetings with organizations representing persons with disabilities;
- participation in the Winnipeg Chamber of Commerce Aboriginal Job Fair;
- participation in the Brandon Aboriginal Job Fair;
- participation in the Rotary Club Career Symposium;

- participation in the Afro-Caribbean Association Job Recruitment Fair;
- ongoing outreach to Aboriginal communities across the Province on behalf of departments that serve Aboriginal people;
- ongoing outreach to organizations representing the visible minority community and employment agencies that work with members of visible minorities and/or immigrant clients; and
- ongoing participation in conferences and committees relating to increasing the representation and improving the distribution of women in government at all levels.

Sustainable Development Initiatives

The Civil Service Commission is a small department whose operations are primarily housed within three small office building locations in Winnipeg. During 2005-2006, the Commission continued to focus on its Sustainable Development framework document developed in 2002 to manage sustainable development action plans during the fiscal year. The document focuses on those areas that a small department, in an office setting, can address.

During 2005-2006, the Civil Service Commission communicated sustainable development information to its employees in terms of general awareness messages and continued with a number of activities previously started in prior fiscal years. These included: continued use of re-cycled paper in photocopiers and all computer printers; using two sided printing of documents and other printed material as a standard where feasible to minimize the use of paper and toner; using re-cycled toner cartridges for all computer printers; and continued work with central responsibility areas to investigate and implement the appropriate disposal of recyclable items such as cans, newspapers and plastics in conjunction with a government-wide solution.

Technology Initiatives

The Civil Service Commission continued to support its technology capabilities in order to assist the Commission's program areas and to provide government-wide human resource management systems, processes and procedures to support government human resource priorities. Technology initiatives for 2005-2006 included:

Corporate and Department Human Resource Reporting

Management Information and Support Services (MISS) continued to work with Human Resource Programs and Labour Relations Division, Treasury Board Secretariat, as well as representatives of all departments in defining and implementing processes, tools, services and reports to assist in the extraction and analysis of information from SAP in support of the Renewal Initiative.

The Civil Service Commission Corporate HR Reporting system, a web based reporting solution for integrating SAP extract data and SAP reports was completed. As a proof-of-concept, an HR data mart prototype was created to improve trend analysis capabilities. This work will continue to more closely integrate HR reporting with HR programs and services.

Internet/Intranet Web Sites

MISS continued to support the Commission's new Internet site implemented in early 2004 and also provided support to the Organizational and Staff Development's Internet site.

CIVIL SERVICE COMMISSION BOARD

The Civil Service Commission Board is constituted under subsection 4(1) of *The Civil Service Act* and consists of not less than three nor more than seven members appointed by the Lieutenant Governor in Council. One member is designated chairperson. Three members may constitute a quorum for any business of the Commission Board.

The Civil Service Commission Board

James W. Hartry, Chairperson/Citizen Member
Debra Woodgate, Civil Service Commissioner
Shirley Delaquis, Citizen Member
Ertrice Eddy, Citizen Member
Russell Malkoske, Citizen Member
Loretta Ross, Citizen Member
Brian Stewart, Citizen Member

Shirley L. Strutt, Civil Service Commissioner (retired February 2006)

The Civil Service Commission Board extends their appreciation for the dedicated service of Ms. Strutt who served as the Civil Service Commissioner from 2001 until her retirement effective February 24, 2006.

The Civil Service Commission Board welcomed Ms. Debra Woodgate as the new Civil Service Commissioner effective March 8, 2006.

A Secretary, who is not a member of the Civil Service Commission Board, provides functional guidance and staff support for all the Commission Board activities. The Secretary manages the Commission's quasi-judicial appeal functions, including procedural and legal consultation, registration and administration of all appeal matters and decisions on appeal.

Administration of *The Civil Service Act*

The Civil Service Commission Board applies and carries out those provisions of *The Civil Service Act* for which it is responsible. They include:

- delegating to staff of the Commission and departments, authority to administer provisions of *The Civil Service Act*;
- advising the Minister Responsible on the status of human resource management administration in government;
- ensuring, through the deputy head, that civil service policies and programs for which it is responsible are administered in accordance with the provisions of *The Civil Service Act*; and
- hearing appeals under *The Act*, Regulations and collective agreements as a quasi-judicial appeal tribunal.

The Civil Service Commission Board carries out its functions and responsibilities through the staff organization outlined in this Annual Report. In addition, the Commission Board receives regular presentations from Commission staff on new and ongoing programs and policy initiatives.

The Civil Service Commission Board may make recommendations to the Minister Responsible on human resource management administration in government and for each fiscal year submits to the Minister a report on the activities of the Civil Service Commission and the administration of *The Act*.

Merit and Redress Under *The Civil Service Act*

The Civil Service Act provides authority for selection and appointment of employees based on the merit principle. The exercise of authority under *The Act* is subject to checks and balances including assessments, audits, independent investigations, grievance and arbitration procedures and appeals

to the Civil Service Commission Board. The exercise of delegated staffing authority by departments is subject to periodic review. Appointments are subject to both administrative reviews by Commission staff and to appeal under the Regulations or applicable collective agreements.

Other matters may be appealed to the Civil Service Commission Board under the Regulations and collective agreements or pursued through grievance/arbitration procedures under either the Regulations or applicable collective agreements.

The Civil Service Commission Board has all the powers of commissioners appointed pursuant to Part V of *The Manitoba Evidence Act* including the power to administer oaths and declarations, to subpoena witnesses and to compel the production of books, papers and records.

The appeal function includes:

- classification appeals from both excluded employees and bargaining unit employees,
- selection appeals from both excluded employees and bargaining unit employees,
- disciplinary appeals from excluded employees,
- appeals on alleged violations of *The Civil Service Act*,
- conflict of interest appeals from government employees,
- appeals on management-originated requests for reclassification of positions,
- appeals on delegated administrative review decisions to overturn staffing competitions,
- appeals from employees impacted by workforce adjustment who were re-employed to other positions on a trial basis but were rejected on trial.

CIVIL SERVICE COMMISSION BOARD ACTIVITIES 2005-2006

During 2005-2006, the Civil Service Commission Board met on a regular basis to review matters of concern to the Commission Board arising during the year and to consider presentations from staff on programs administered by the department.

<u>Administrative Meetings</u>	<u>2003-2004</u>	<u>2004-2005</u>	<u>2005-2006</u>
Submissions:	20	14	17
Staffing Audit Plans	4	3	3
Staffing and Employment Equity Assessments	6	4	5
Revisions to Staffing Delegation	7	8	9
Personnel Policy Approval	3	-	-
Other	-	1	-

The Civil Service Commission Board maintains an overview of Commission and departmental human resource activities through regular reports and monitoring related to the delegation of recruitment and selection authority, implementation of diversity and employment equity, human resource practices and policies. The Commission Board attended the Honouring Ceremony for recent graduates of the Aboriginal Management Development Program, a conference on the role of administrative tribunals held by the Manitoba Council for Administrative Tribunals, and the Manitoba Service Excellence Awards. The Commission Board also attended the Commission's Annual Diversity and Employment Equity Update Conference for the government human resource and management community.

The Civil Service Commission Board in 2005-2006 had the opportunity to meet with the Minister Responsible to discuss the delivery of human resource services to rural communities, the current classification program including the classification review process and the need for new employment equity strategies to attract and retain members from employment equity groups.

Staff presentations to the Civil Service Commission Board included the following:

- an update on the Civil Service Renewal Strategy;
- an update on the Classification program administered by Treasury Board Secretariat including the classification review process and the handling of classification appeals;
- an overview on Organization and Staff Development (OSD);
- an update on all of the Commission's Internship programs;
- an overview on the Employee Assistance Program (EAP); and
- a presentation on an equity video used for training purposes by a departmental human resource sector.

<u>Appeals</u>	<u>2003-2004</u>	<u>2004-2005</u>	<u>2005-2006</u>
Number of appeals initiated in 2005-2006	18	11	15
Number appeals pending from previous year	21	16	10
Number of appeals withdrawn	13	10	5
Number of appeals heard	10	7	5
Number of appeals granted	2	3	1
Number of appeals granted other than requested	-	-	-
Number of appeals denied	8	4	4
Appeals pending to next fiscal year	16	10	15

The number of appeals initiated during 2005-2006 increased slightly due to an increase in the number of selection appeals filed.

The Civil Service Commission Board continues to review all appeal decisions, once issued to ensure consistency and common understanding of the issues determined. The Commission Board maintains an index and summary of decisions for reference by individual appeal boards and parties to an appeal. Appeal issues determined during 2005-2006 included classification and selection. A number of appeals submitted were resolved without requiring a hearing following discussions between the parties and their representatives. The Commission Board continues to encourage the practice of pre-hearing discussions between the parties in hopes of early resolution of matters in dispute. In January 2006, the Commission Board introduced a new procedure requiring the parties to an appeal to submit the Agreed Book of Documents to the Commission Board five days prior to the start of an appeal hearing.

The activities of the Civil Service Commission including related statistics are outlined in the appropriate sections of this Annual Report.

Current Delegation of Recruitment and Selection Authority to Departments

Department/Other Public Entity	Initial Delegation	Extension of Delegation
Aboriginal and Northern Affairs	April 1, 1980	ongoing
Advanced Education and Training	May 1, 1980	ongoing (1)
Agriculture, Food and Rural Initiatives	March 1, 1980	ongoing
Conservation	April 1, 1986	ongoing
Culture, Heritage and Tourism	January 1, 1989	ongoing
Education, Citizenship and Youth	May 1, 1980	ongoing
Energy, Science and Technology	September 26, 2003	ongoing
Family Services and Housing	August 1, 1989	ongoing (2)
Finance	November 1, 1982	ongoing
Health	May 1, 1980	ongoing
Industry, Economic Development and Mines	August 1, 1989	ongoing
Intergovernmental Affairs and Trade	March 1, 1980	ongoing
Justice	May 1, 1983	ongoing
Labour and Immigration	April 1, 1980	ongoing
Transportation and Government Services	October 1, 1981	ongoing (3)
Office of the Auditor General	June 19, 1997	ongoing
Office of the Children's Advocate	March 14, 2002	ongoing (4)
Office of the Ombudsman	March 14, 2002	ongoing (4)
Elections Manitoba	March 14, 2002	ongoing (4)
Water Stewardship	May 12, 2005	May 31, 2006

- (1) Delegation originally with the Department of Education, Training and Youth
- (2) Department of Housing originally delegated in April 1986
- (3) Department of Transportation originally delegated in January 1985
- (4) Delegation for civil service positions within the organization

APPEALS BY TYPE

Appeals	Initiated 2005-2006	Pending from 2003-2004 & 2004-2005	Withdrawn	Granted	Granted Other	Denied	Pending to 2006-2007
Classification	9	8	4		-	4	9
Selection	4	2		1			5
Classification Dispute							
Conflict of Interest							
Benefits Administration							
Over-Range	1		1				
Dismissal							
Administrative Review							
Jurisdiction							
Violation Civil Service Act							
Trial Rejection							
Suspension							1
Disciplinary Action	1						
Implementation of CSC Decision							
Total	15	10	5	1	-	4	15

EXECUTIVE OFFICE

The Executive Office provides for the management and direction of the Department of the Civil Service Commission and manages the activities of the Civil Service Commission Board.

Objectives

To provide executive policy direction for, and coordination of, Civil Service Commission programs and to advise the government, through the Minister Responsible, on human resource management issues in government; to provide advisory, consulting and administrative services to the Civil Service Commission Board.

To initiate the development and formulation of government human resource policy and programs.

To monitor and support the implementation of the Government's diversity and employment equity program.

To maintain comprehensive Regulations, in cooperation with the Labour Relations Division of Treasury Board Secretariat, regarding conditions of employment and prepare an Annual Report to the Legislature.

Results

Through the program areas of the Civil Service Commission, provision of a comprehensive human resource management function consistent with *The Civil Service Act* and government policy and supportive of departmental and organization goals.

Provision of advice and direct assistance to central government and departments in the recruitment, selection and appointment of senior executive staff, including leadership development.

Ongoing monitoring, evaluation and support of the implementation of diversity and employment equity across the government service and formulation of issues and recommendations for review with the Minister Responsible.

Management and direction of the executive functions of the department and development of strategic initiatives and program development.

Management and administration of all activities of the Civil Service Commission Board including policy and administrative submissions, delegated authorities and appeals.

Provision of policy, jurisdictional and legal consultation and advice to Commission Executive Committee and Management.

Management and promotion of renewal initiatives.

1(a) EXECUTIVE OFFICE

Expenditures by Sub-Appropriation	Actual 2005-2006 \$(000's)	FTEs	Estimate 2005-2006 \$(000's)	Variance Over(Under) \$(000's)	Expl. No.
Salaries and Employee Benefits	348.7	2.00	209.0	139.7	1
Other Expenditures	56.3		59.0	(2.7)	
Total Sub-Appropriation	405.0	2.00	268.0	137.0	

Explanation:

1. *The increase in salaries is primarily related to costs associated with the retirement of the Civil Service Commissioner.*

ADMINISTRATIVE SERVICES

Management Information and Support Services (MISS)

Overview

Management Information and Support Services is responsible for three functional areas:

Information Technology

- Strategic systems planning to ensure the proper alignment of Information Technology products and services with emerging Civil Service Commission business strategies, plans and program needs
- Tactical systems planning to ensure the consistent availability and accuracy of information and technology resources and solutions
- Design, development, implementation, operations and maintenance of technology solutions to support the Civil Service Commission's program areas and key aspects of Organization and Staff Development (OSD)
- Leadership to the Civil Service Commission in areas of information and resource management
- Provision of corporate and departmental statistical, detail and summary information and reports as required
- Development, management and security of human resource management information within the civil service
- Creation of supporting policies, procedures, systems and techniques, in conjunction with the Information Protection Centre, to protect the information
- Coordination and management of desktop support by the service provider EDS (billings, requests for service, statements of work and peripheral resource management)
- Coordination of information technology training for the Civil Service Commission including desktop software and SAP functional operations - SAP being the government's enterprise software used for human resources, financial, procurement and materials management functions

Finance

- Ongoing maintenance of the department's Comptrollership Plan and performance of activities within the plan
- Preparation of the annual departmental estimates, supporting documents and financial processes
- Development and reporting of financial management information such as cashflow planning and actual reports
- Budget management, analysis, financial advice and appropriate alignment of available funds
- Daily accounting functions
- Coordination of the government purchasing card program and the AMEX business travel programs
- Audit of expenditures in relation to government policies

Administration

- Development of government policies and procedures for personnel records management
- Provision of responses to information requests made under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*
- Accountability for the Civil Service Commission's overall Records Management responsibilities
- Administration of the office accommodation and lease arrangements, government vehicles, telecommunications, office equipment and supplies and the Civil Service Commission's vehicle parking program
- Provision of support to course and registration activities for OSD

These services are provided to varying degrees for the Civil Service Commission, Service Manitoba, Organization and Staff Development (OSD), provincial departments, Treasury Board, Cabinet, senior management and various external agencies.

Objectives

To implement technology solutions in support of corporate services that promote effective performance management, organizational development, workforce sustainability and renewal.

To implement information technology solutions that improve the Commission's ability to access human resource information and processes to ensure strategies and policies that best meet the needs of central government.

To provide detailed and summary statistical and information reports to all internal and external clients for analysis, audit, strategic planning and decision-making purposes as required through expert knowledge of available history and application data, including SAP data, and through the use of data extraction techniques.

To develop, communicate, evaluate and manage government-wide human resource management systems policies, processes and procedures to ensure integrity and confidentiality of data, efficiency and effectiveness of operation and compliance with government policies and resource allocation decisions.

To develop and maintain the information resources, systems, processing facilities and techniques for the Civil Service Commission to improve staff productivity and program effectiveness.

To facilitate the Comptrollership responsibilities, annual estimates process, provision of financial advice and financial management and reporting for the Civil Service Commission.

To develop and communicate policies and procedures respecting personnel records management, and coordinate and provide responses to applications made under Freedom of Information and Protection of Privacy legislation.

Results

Corporate and Department Strategic Human Resource Reporting

Ongoing work on this priority area continued to ensure that accurate and comprehensive human resource reports are available to individual departments, departmental Senior Management, Renewal Authorities and corporately throughout the organization. Work continued with Human Resource Programs and Labour Relations Division, Treasury Board Secretariat as well as representatives of all departments, in defining and implementing processes, tools and services to assist in the extraction and analysis of information from SAP.

Developed specialized and technical SAP reporting expertise for more complex data requests, continued to work with program areas toward a clear understanding of how to assess and analyze data extracted from SAP, in the creation of data standards, in the development of a new human resource reporting computer application and in audit/error correction activities.

Internet/Intranet Web Sites

Provision of support and technical expertise to the Commission and to Organization and Staff Development for certain functionality within these web sites.

Participation on Information Technology Councils

Active participation as a member of the National Human Resource Information Systems Council (NHRISC) and the Provincial Information Technology Council (ITC).

Corporate Technology Initiatives

Active participation on a number of Committees and related work regarding the Information and Communications Technology Consolidation project led by the Department of Energy, Science and Technology.

Technical Support and Security

Provision of technical and operational support to multiple systems in a multi-platform information technology environment, including corporate reporting software, the provision of support to personal computer based applications, upgrades to a corporate client server application for Organization and Staff Development, local and wide area network issues, database administration and system security.

Continuation of work with the Information Protection Centre on all security matters related to protecting application and data security.

Finance and Administration

Provision of comprehensive financial advice and management reporting support to the Civil Service Commission. This included the annual fiscal year estimates/budget exercise, the Supplementary Information for Legislative Review book, ongoing quarterly financial forecasts of both expenditures and revenues, provision of detailed financial advice and alternatives and also monthly reporting of financial status.

Provision of support to all matters related to the general administration of the Civil Service Commission. In addition, MISS maintained ongoing membership and liaison with the Council of Executive Financial Officers and the Senior Financial Managers Council on areas related to overall government fiscal matters.

Records Management and Access to Information

Ongoing support to the Civil Service Commission's Records Management program, and coordination of enquiries and responses to departmental responsibilities under Freedom of Information and Protection of Privacy legislation during the fiscal year.

1(b) ADMINISTRATIVE SERVICES

Expenditures by Sub-Appropriation	Actual 2005-2006 \$(000's)	FTEs	Estimate 2005-2006 \$(000's)	Variance Over(Under) \$(000's)	Expl. No.
Salaries and Employee Benefits	506.4	5.00	473.5	32.9	
Other Expenditures	173.1		225.4	(52.3)	
Total Sub-Appropriation	679.5	5.00	698.9	(19.4)	

HUMAN RESOURCE MANAGEMENT SERVICES

Human Resource Programs (HRP)

Overview

Human Resource Programs (HRP) provides central services that ensure the development and application of human resource policies, procedures and standards in the following program areas: staffing, diversity/employment equity, assessment (audit), internships and human resource programs. HRP coordinates, on behalf of the Civil Service Commission, corporate services related to human resource planning and development of the government human resource community and coordinates corporate human resource policy development to ensure that policies, procedures and services support the principles of merit, fairness and equity.

HRP develops and delivers programs and services to promote all aspects of employment equity within the civil service, coordinates and administers services and policies in support of workforce adjustment initiatives and serves as an employment resource centre for civil servants, departments and the public. HRP also develops and maintains partnerships with other jurisdictions to improve these services.

Objectives

To provide central services which facilitate development and ensure consistent application of corporate human resource policies, procedures and standards and ensure that such policies and procedures support the principles of merit, fairness and equity.

To provide managers and human resource professionals with the necessary tools, training and supports to enable them to make informed decisions relative to staffing, human resource planning, diversity/employment equity and workforce adjustment.

To assess the effectiveness of delegated departmental staffing programs with recommendations for improvement.

To conduct administrative reviews of staffing activities and complaints and represent the employing authority before appeal boards as required.

To provide support and guidance in the overall development of the government human resource community.

To develop and refine policies and procedures relating to staffing, human resource planning, competency based staffing and diversity/employment equity.

To coordinate corporate human resource policy development.

To develop and deliver diversity and employment equity programs and activities.

To develop and manage internship and career development programs such as the Aboriginal Management Development Program, the Aboriginal Public Administration Program, the Persons with Disabilities Career Assistance Program, the Career Gateway Program for Members of Visible Minorities, the Financial Management Development Program, the Management Internship Program, and the Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program.

To promote and maintain outreach recruitment and ongoing consultation with agencies representing employment equity groups.

To develop competencies, inventories and assessment tools in support of renewal initiatives.

To coordinate the placements of individuals impacted by workforce adjustment and provide a range of career-management services to employees affected by workforce adjustment.

To provide support to the collective bargaining process on staffing and workforce adjustment issues.

Results

Completed staffing audit plans for three upcoming staffing and employment equity assessment reports for delegated human resource sectors and departments.

Completed five staffing and employment equity assessment reports for delegated human resource sectors and departments.

Conducted training sessions to HR Sector staff for Advanced Education and Training, Education Citizenship and Youth, and Labour and Immigration on selection grievances, appeal process and general arbitration principles.

Conducted file and administrative reviews of all selection grievances filed under revised collective agreement provisions.

Communicated and supported the enhanced Diversity and Employment Equity policy and made presentations to Departmental Executive Management Committees and managers.

Continued the communication strategy to implement the Diversity and Employment Equity Policy within the civil service and partnered with crown corporations to share best practices and programs related to diversity and employment equity.

The Civil Service Commission hosted the Annual Diversity and Employment Equity Update Conference for the government human resource and management community. At the June 2005 Conference, the Honourable Greg Selinger, Minister Responsible for *The Civil Service Act*, reaffirmed the Government's support for diversity and employment equity within the larger framework of the Civil Service Renewal Initiative.

The Civil Service Commission participated in the Department of Family Services and Housing Minister's Committee on the Employability for Persons with Disabilities and in various related sub-committees. The Commission also partnered with the Department of Family Services and Housing and the Department of Health to support their *Diversity Within* initiative, an initiative with the intent of increasing awareness and education among staff. Several activities were undertaken within this initiative including the planning and implementation of the Diversity Challenge.

HRP continued to engage in active outreach activities in order to promote career opportunities in the civil service with various diversity groups and employment equity organizations as well as universities and colleges. Outreach activities included:

- participation in the Manitoba Business Leadership Network Job Fair for persons with disabilities;
- meetings with organizations representing persons with disabilities;
- participation in the Winnipeg Chamber of Commerce Aboriginal Job Fair;
- participation in the Brandon Aboriginal Job Fair;
- participation in the Afro-Caribbean Association Job Recruitment Fair;
- ongoing outreach to Aboriginal communities across the Province on behalf of departments that serve Aboriginal people;
- participation in the Rotary Club Career Symposium;
- ongoing outreach to organizations representing the visible minority community and employment agencies that work with members of visible minorities and/or immigrant clients;
- ongoing participation in conferences and committees relating to increasing the representation and improving the distribution of women in government at all levels.

Managed the Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program sponsored by the Clerk of the Executive Council and the Civil Service Commissioner. This was the third year for this program to provide summer internships for exceptional students who are awarded Excellence Awards through the Millennium Scholarship Foundation. The purpose of the program is to provide outstanding students an opportunity of summer employment with the Government of Manitoba to encourage them to consider a career in the civil service and to provide them with a better understanding of public policy issues facing the Manitoba government. Four students were placed in government positions for the summer of 2002, five students were placed for the summer of 2003, eleven students were placed in the summer of 2004 and ten students were placed in the summer of 2005.

Managed the Financial Management Development Program (FMDP) sponsored by the Civil Service Commission and the Department of Finance. The FMDP is a three-year internship program for recent university/diploma graduates eligible to enroll in the Certified General Accountants (CGA) or Certified Management Accountants (CMA) program of professional studies or eligible to participate in the Chartered Accountant - Industry, Public Sector & Other Organizations – Approved Training Organization (CA IPSO-ATO) training program. The FMDP combines on-the-job training, classroom instruction and one-on-one coaching, along with challenging job placements in a variety of public sector work settings. The program began as a recruitment initiative to address the vacancy rates for key financial management and audit positions in government. Upon completion of the program, interns will be eligible to successfully compete for financial management career opportunities within the civil service. Six interns have completed the program and have been placed in civil service positions. Six interns accepted positions with government prior to completing the program. A sixth intake of three interns commenced employment with the program in June 2005. The program is presently under review.

Managed the Aboriginal Management Development Program (AMDP), which is a two-year program to train and develop Aboriginal civil service employees in order that they may successfully compete for professional and managerial career opportunities within the civil service. The AMDP is a partnership between the Civil Service Commission and the participating departments. The program includes classroom training, on-the-job assignments, networking and mentoring. The AMDP is intended to enhance the participants' eligibility for professional and managerial placements within government. To date 31 interns have completed the program. In September 2005, the fifth intake recruited five new interns. Departmental sponsors for the fifth intake included Conservation, Family Service and Housing, Health, Justice and Water Stewardship.

Managed the Career Assistance for Members of Visible Minorities and Immigrants focusing on increasing the representation of members of visible minorities in the provincial civil service. For further information on this new initiative, please refer to the Internship, Equity and Employee Development Programs section of this Annual Report.

Managed the Persons with Disabilities Career Assistance Program, the Aboriginal Public Administration Program and the Management Internship Program. For further information on these programs, please refer to the Internship, Equity and Employee Development Programs section of this Annual Report.

Ongoing review and development of policies related to staffing, diversity/employment equity, human resource planning and assessment.

1(c) HUMAN RESOURCE MANAGEMENT SERVICES

Expenditures by Sub-Appropriation	Actual 2005-2006 \$(000's)	FTEs	Estimate 2005-2006 \$(000's)	Variance Over(Under) \$(000's)	Expl. No.
Salaries and Employee Benefits	984.5	15.00	992.6	(8.1)	
Other Expenditures	746.0		580.0	166.0	1
Total Sub-Appropriation	1,730.5	15.00	1,572.6	157.9	

Explanation:

1. *The increase is mainly related to costs associated with the Leadership Development Initiative (LDI). For the 2005-2006 fiscal year funding for this initiative was provided in Internal Reform, Workforce Adjustment and General Salary Increases (26-5). A total of \$89.0 was allocated from Internal Reform while remaining LDI costs of \$163.7 were funded through under-expenditures in other Civil Service Commission program areas.*

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Overview

The Employee Assistance Program (EAP) is responsible for ensuring that self-referred civil servants receive help with a variety of personal and interpersonal problems impacting negatively on their home or work life. The program accomplishes this by providing counselling and interventions that address problems that interfere with effective work performance and the well-being of employees, (e.g. marital and family difficulties, psychological concerns such as stress, depression, and grief, as well as workplace conflicts, trauma and substance abuse).

Objectives

To assist employees in the stabilization of problems of a personal or interpersonal nature thereby deterring high costs associated with absenteeism, illness and poor morale.

Results

The EAP experienced a total of 3,136 employee contacts inclusive of all direct clinical services as well as other program services of a non-clinical nature. Clinical services were provided to a total of 2,213 employees based on 1,906 total active cases and 1,444 new case openings. These total figures include the 1,517 government employees who utilized the clinical services of the EAP reflected in the 1,011 new case openings and 1,327 total active cases from within the Provincial Civil Service. The remainder represents 696 employees utilizing EAP services from external contracts which are reflected in 433 new case openings and 579 total cases.

OVERALL SUMMARY OF EAP SERVICE *
2003-2004 TO 2005-2006

	<u>2003-2004</u>	<u>2004-2005</u>	<u>2005-2006</u>
1) COUNSELLING CASES			
Open cases at Start of Year	427	439	441
Total Openings	1,441	1,460	1,405
Total Cases	1,868	1,899	1,846
2) SPECIALIZED CLINICAL SERVICES EMPLOYEE CONTACTS			
Conflict Resolution-Mediation	57	54	51
Workplace Intervention	137	165	116
Trauma	402	175	196
Sexual Harassment	10	8	4
Total Contacts	606	402	367
3) PROGRAM MANAGEMENT SERVICES			
Education and Outreach (number of employees attending)	584	1202	538
EAP Information Session	366	857	221
Special Topics (e.g. Sexual Harassment, Bullying, Change Transition)	218	345	317
Consultation	369	320	385
Total Contacts	953	1,522	923
Total EAP Contacts (1+2+3)	3,427	3,823	3136

***Figures based on utilization of services by employees of the Province of Manitoba as well as fee for service contracts**

1(d) EMPLOYEE ASSISTANCE PROGRAM

Expenditures by Sub-Appropriation	Actual 2005-2006 \$(000's)	FTEs	Estimate 2005-2006 \$(000's)	Variance Over(Under) \$(000's)	Expl. No.
Salaries and Employee Benefits	557.3	8.00	565.3	(8.0)	
Other Expenditures	133.7		136.4	(2.7)	
Less: Recoverable from other Appropriations	(115.8)		(109.7)	(6.1)	
Total Sub-Appropriation	575.2	8.00	592.0	(16.8)	

INTERNSHIP, EQUITY AND EMPLOYEE DEVELOPMENT PROGRAMS

Overview

Internship, Equity and Employee Development Programs focuses on:

- establishing and promoting corporate internship programs to recruit and develop a representative and sustainable cadre of future managers for the government service;
- developing and managing corporate career development programs in support of government diversity and equity goals; and
- providing specialized development and support programs to recruit and develop a representative government service.

The Human Resource Programs area of the Civil Service Commission is responsible to oversee the development, management and administration of these programs.

Objectives

To provide corporate programs in support of government internship, equity and employee development programs.

Results

Career Assistance for Members of Visible Minorities and Immigrants

This initiative focuses on increasing the representation of members of visible minorities in the provincial civil service. Program activities included the implementation of the Career Gateway Program for Members of Visible Minorities which began in 2004-2005. Seven individuals participated in this program in 2005-2006 with sponsoring departments including Health, Labour and Immigration, Transportation and Government Services, Advanced Education and Training, Education Citizenship and Youth, Agriculture, Food and Rural Initiatives, Water Stewardship and the Civil Service Commission. To date, 10 individuals have participated in the program, 2 individuals have completed the program and these 2 individuals have been placed in civil service positions. The Civil Service Commission also partnered with the Department of Education, Citizenship and Youth's Volunteers in Public Service Program to facilitate volunteer placements for immigrant professionals in government with 21 individuals receiving placements to date. Increased outreach activities with community organizations and employment agencies serving the visible minority and immigrant communities also took place during the past fiscal year to increase access to employment related information.

Persons with Disabilities Career Assistance Program

The Persons with Disabilities Career Assistance Program designed to support the employment of persons with disabilities began in 2001-2002. The program allows specific assessment, accommodation and placement of persons with disabilities into government positions with the goal of determining and addressing workplace accommodation needs and employment opportunities. To date, 22 people have participated in the program with 11 individuals being placed in civil service positions. Six individuals are participating in the program this fiscal year. The program coordinator regularly meets with individuals to assess skills and discuss the availability of suitable positions, and engages in outreach activities with employment agencies and government departments to increase awareness of the program. Applicants are invited to attend employment information sessions. Government managers participating in the program are also provided an opportunity to attend the workshop offered by Organization and Staff Development on Duty to Accommodate: Hiring and Managing Workers with Disabilities.

Aboriginal Public Administration Program (APAP)

The Aboriginal Public Administration Program co-sponsored by the Civil Service Commission and the Department of Aboriginal and Northern Affairs is a two-year internship program to provide training and development opportunities to Aboriginal interns in order that they may successfully compete for professional and managerial career opportunities within the civil service. Sixteen interns have successfully completed the program and fifteen have been placed in civil service positions. Five interns

were selected in June of 2005 and are presently in work placements with government departments. A new intake of interns will begin in June 2007.

Management Internship Program (MIP)

The Management Internship Program coordinated by the Civil Service Commission completed a tenth intake in June 2005 with an intake of five interns. The program is designed for recent graduates from an accredited university or college with a graduate degree, undergraduate degree or a two-year diploma, with a public sector focus, who undergo an extensive three-year training program to gain the knowledge and experience required to successfully compete for professional and managerial career opportunities within the civil service. To date twenty-eight interns have completed the program and have been placed in civil service positions throughout government. Twenty-four of those placed continue to be part of the civil service in Manitoba. A new intake of interns is scheduled to begin in May 2006.

1(e) INTERNSHIP, EQUITY AND EMPLOYEE DEVELOPMENT PROGRAMS

Expenditures by Sub-Appropriation	Actual		Estimate 2005-2006 \$(000's)	Variance Over(Under) \$(000's)	Expl. No.
	2005-2006 \$(000's)	FTEs			
Total Other Expenditures	1,123.5	53.00	1,550.1	(426.6)	1

Explanation:

1. *The decrease in costs is primarily due to a higher than anticipated vacancy rate in the various internship programs resulting from a combination of earlier than anticipated permanent placements, resignations, unpaid leaves of absence and work frequency.*

Service Manitoba

Service Manitoba provides leadership and direct consulting services in the area of service improvement to departments and agencies across the government of Manitoba.

Objectives

To provide departments and agencies of the government of Manitoba with strategic advice and support regarding the design, implementation and utilization of best practices in the area of public sector service delivery.

To serve as central resource and centre of expertise in the area of citizen centred service delivery and client service measurement.

To provide departments and agencies of the government with direct consulting services with respect to service improvement.

To provide training to departmental staff in the area of service delivery.

To serve as link to Federal, Provincial, Territorial and Municipal committees and forums where information and knowledge are exchanged.

To provide administrative and logistical support to the operations of the Service Quality Partners Network of front line staff.

To foster innovation and service improvement experimentation by departments through the operation of the Service Manitoba fund.

Results

During 2005-2006, Service Manitoba provided support to the Government's *Coordinated Services Initiative*. Working closely with the Coordinated Services Unit under the auspices of the Coordinated Services Committee, Service Manitoba assumed key responsibilities for the design and implementation of the *In-Person*, *Telephony* and *Service Standards* components of the *Coordinated Services Initiative*. In addition Service Manitoba staff continued to be responsible for training and up-dating front line staff with respect to the "At Your Service Manitoba" initiative.

Service Manitoba staff provided direct assistance and advice to various departments and agencies in their efforts to solicit feedback from program clients and/or employees as to their service expectations, experience, satisfaction and priorities for improvements. This included designing and delivering over 50 surveys, interviews, and/or focus groups.

Delivered, in conjunction with Organization and Staff Development, training on *At Your Service Manitoba Service Standards* to over 600 front line staff and supervisors via on-line training. Other training included the design and delivery of customized training for departmental staff in the area of survey design and focus groups.

In collaboration with the Public Sector Service Delivery Council, Service Manitoba assisted in the creation of the Institute for Citizen Centred Service, a not for profit organization dedicated to researching, evaluating and disseminating best practices in the realm of public sector service delivery.

Provided administrative and logistical support to the Service Quality Partners and its programming. This included over 20 brown bag lunch and educational events held across the province and the 7th annual Manitoba Service Excellence Awards attended by over 600 government staff.

1(g) SERVICE MANITOBA

Expenditures by Sub-Appropriation	Actual 2005-2006 \$(000's)	Estimate 2005-2006 \$(000's)	Variance Over(Under)	Expl. No.
Salaries and Employee Benefits	297.0	236.5	(60.5)	
Other Expenditures	160.3	116.5	(43.8)	
Total Sub-Appropriation	457.3	353.0	104.3	1

Explanation:

1. *For the 2005-2006 fiscal year, funding of \$460.0 was provided in Internal Reform, Workforce Adjustment and General Salary Increases (26-5) for Service Manitoba operations. A total of \$353.0 was allocated from Internal Reform while remaining costs of \$104.3 were funded through under-expenditures in other Civil Service Commission program areas.*

COSTS RELATED TO CAPITAL ASSETS

This appropriation provides for the amortization of capital assets.

17-2 COSTS RELATED TO CAPITAL ASSETS

Expenditures by Sub-Appropriation	Actual 2005-2006 \$(000's)	FTEs	Estimate 2005-2006 \$(000's)	Variance Over(Under) \$(000's)	Expl. No.
Costs Related to Capital Assets	59.6	-	66.3	(6.7)	