

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

## **LMAPD Report 2014 – 2015**

An electronic version of this report is available at the Manitoba Jobs and the Economy web site at: [http://www.gov.mb.ca/jec/eia/pwd/lmapd\\_reports.html](http://www.gov.mb.ca/jec/eia/pwd/lmapd_reports.html)

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## INTRODUCTION

This Canada-Manitoba Labour Market Agreement for Persons with Disabilities (LMAPD) Report describes activities that were cost-shared under the LMAPD during the 2014/15 fiscal year.

The LMAPD provides for the transfer of federal funding to the provinces and territories for a range of programs and services that enhance the economic participation of working age adults with disabilities in the labour market. The overarching goal of the LMAPD is to improve the employment outcomes of persons with disabilities by enhancing the employability, and increasing the labour market participation, of persons with disabilities.

## BACKGROUND

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

On April 1, 1998, the Employability Assistance for People with Disabilities (EAPD) Agreement replaced the VRDP. The Canada-Manitoba EAPD Agreement covered the period April 1, 1998 to March 31, 2004. The EAPD placed a stronger focus on employment within programs funded to assist persons with disabilities.

On April 1, 2004, the LMAPD replaced the EAPD. The Canada-Manitoba LMAPD provided greater flexibility in funding activities and increased accountability requirements which focused on outcomes and public reporting.

In Budget 2013, the Government of Canada proposed a new generation of LMAPD as part of its plan for jobs, growth and long term prosperity. The new LMAPD aims to better meet the employment needs of employers, improve the employment prospects for persons with disabilities, and includes enhanced accountability and reporting requirements.

## CANADA-MANITOBA LMAPD

The new generation of LMAPD covers the period April 1, 2014 to March 31, 2018 and outlines the funding arrangements between federal and provincial governments to provide programs and services that will enhance the economic participation of working age adults with disabilities in the labour market by helping them overcome barriers to employment.

In addition to reporting on enhanced performance indicators and evaluation activities, the new LMAPD will formally engage employers and disability community organizations in LMAPD planning and priority setting processes.

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

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

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

## ***Federal Contribution***

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

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

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

# ACCOUNTABILITY REQUIREMENTS

Governments recognize the important role that accountability plays in an effective, long-term approach towards reaching the shared goal of improving the labour market situation of persons with disabilities. As the LMAPD emphasizes accountability to stakeholders and the general public, a key part of the new generation of LMAPD is reporting on enhanced program indicators and evaluation activities.

## ***Program Indicators***

The LMAPD requires government to report annually on programs and services to demonstrate the activities undertaken to improve the employment situation of persons with disabilities. The new generation of LMAPD includes 10 performance indicators related to client profile indicators, enhanced employability outcomes, and employment outcomes.

A one-year transition period (2014-15) to phase-in reporting on the new performance indicators has been provided, with complete reporting on all indicators beginning in 2015/16. If necessary, an additional transition year will be provided for jointly agreed upon indicators, with complete reporting on all indicators in 2016/17.

For 2014/15, the below indicators previously reported on under LMAPD may continue to be used as government phases in reporting on the new performance indicators:

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

The new LMAPD reporting indicators will be reported separately under the Performance Indicators section of this report.

## ***Evaluation Activities***

Evaluation activities are intended to measure the long-term and qualitative impacts and outcomes of programs and services for persons with disabilities cost-shared under the LMAPD. Under the previous LMAPD, the federal government funded a demonstration evaluation to assess the rationale, design and delivery processes and best practice of EAPD/LMAPD programming in Manitoba. The final EAPD/LMAPD Evaluation Summary Report was completed in June 2010 and is available at:

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

A review of four Employment and Training Centres (ETC) was conducted to determine participant employment outcomes and cost savings to Employment and Income Assistance (EIA). The four ETC's (Employment Preparation Centre, Career Connections Inc., Sair Training & Employment Placement Services, and Segue Career Options) provide evaluation, work training, placement, school-to-work transition and follow-up services for market *Abilities* Program participants.

In 2014/15, there were 169 ETC participants who had some employment during the year and of those, 86 individuals were in receipt of EIA. These 86 individuals were eligible for \$885,415 in EIA basic and health benefits. Due, in part, to their employment income of \$159,749 the actual EIA benefits paid were \$765,407, resulting in a cost savings of \$120,008.

Future evaluation activities Manitoba will undertake include: an analysis of Supported Employment Program service providers to determine how effective current programming is in achieving results, a review of the enhanced scannable market *Abilities* Program to identify successful services and participant education and employment outcomes, and an evaluation of the Rewarding Volunteers benefit in terms of the uptake of the benefit and number of EIA participants who leave volunteer positions for employment.

# STAKEHOLDER ENGAGEMENT

There are currently two committees established to engage employers and disability community stakeholders to assist in identifying key labour market barriers and opportunities for people with disabilities in Manitoba.

## ***Multi-Sector Committee on Employment for Persons with Disabilities***

The Multi-Sector Committee for Persons with Disabilities brings together government, business, disability agencies and consumers to engage stakeholders, and to generate discussion and feedback on programming and interventions for people with disabilities.

On October 18, 2012, the Province of Manitoba first proclaimed that every October will officially be Disability Employment Awareness Month (DEAM) in Manitoba. Following this Proclamation, the Multi-Sector Committee on Employment for Persons with Disabilities assumed responsibility for developing and promoting the observance of DEAM in Manitoba.

DEAM is an annual opportunity for Manitoba businesses, industry associations, community organizations, educational institutions, government bodies, and other groups to take proactive steps to increase employment success for Manitobans with disabilities. Some of the actions that are recognized by DEAM are:

- Celebrating successes and achievements;
- Educating employers;
- Connecting, in new ways, to job applicants and students;
- Partnering with new organizations;
- Reviewing policies and practices; and
- Launching new programs & projects.

In addition, November has been proclaimed as Career and Workforce Development Month in Manitoba. The efforts of the Multi-Sector Committee is currently focused on leveraging existing resources to link the October and November activities together to focus on employment and careers for Manitobans, including people with disabilities.

## ***Joint Community and Government Members Committee on Disability-Related Employment and Income Assistance Issues***

The Joint Community and Government Members Committee on Disability-Related Employment and Income Assistance Issues provides a common table where government and community members can participate in a cooperative and collaborative approach to share information and opinions and provide constructive input as part of a process to address common issues and develop new and innovative initiatives intended to better meet the needs of persons with disabilities to live as full citizens in society.

The Joint Committee meets at minimum three times a year and provides a forum for the various Departments of government and the community to discuss issues. The work of the Joint Committee focus primarily on advancing the employability and employment of persons with disabilities as well as the provision of income supports.

Members of the Committee are drawn from government and community organizations representing a broad sector of individuals living with a disability in Manitoba. Community members are representative of service agencies and individuals who share the common goal of addressing service delivery and policies affecting a broad spectrum of persons with disabilities. Members participate on the basis of their commitment to ongoing improvements in the areas of employability and employment and income supports for persons living with a disability.

The community members meet to discuss ongoing issues, challenges and experiences of those with disabilities and their support and service providers in the field. Through consensus, these observations are prioritized and reported to the broader Joint Committee for consideration. When deemed advisable, the community members shall consult with the broader community to gather more information. The Community Co-chair shall ensure that provincial government co-chair and committee members are informed of any planned consultations with the broader public.

## COMPONENTS OF MANITOBA LMAPD PROGRAMMING

The four departments with programs and services that are claimed under the LMAPD and provide employment-focused services to assist eligible participants with disabilities in preparing for, obtaining and maintaining employment are:

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

The following table provides a summary of 2014/15 expenditures eligible for cost-sharing under the LMAPD by department.

<b>LMAPD ADMINISTRATION AND PROGRAM EXPENDITURES (\$000) 2014/15</b>			
<b>Department</b>	<b>Administration</b>	<b>Program</b>	<b>Total</b>
Family Services	0.0	257.3	257.3
Jobs and the Economy	1,766.2	11,166.3	12,932.5
Health, Healthy Living & Seniors	1,473.3	11,969.2	13,442.5
Children & Youth Opportunities	0.0	272.7	272.7
<b>Total Expenditures</b>	<b>3,239.5</b>	<b>23,665.5</b>	<b>26,905.0</b>
<b>Federal Contribution*</b>	<b>896.5</b>	<b>8,068.5</b>	<b>8,965.0</b>
<b>Provincial Contribution</b>	<b>2,343.0</b>	<b>15,597.0</b>	<b>17,940.0</b>

\* Administrative costs are to constitute no more than 10 percent of the total annual Federal contribution.

## FAMILY SERVICES

Manitoba Family Services is responsible for a comprehensive range of social services and regulatory programs. The Community Service Delivery Division (CSD) delivers most of the department's social services and the Province's income assistance programs to eligible citizens. Although statutory responsibility and funding for income supports for Employment and Income Assistance (EIA) have transferred to Manitoba Jobs and the Economy, CSD continues to deliver these benefits at the community level.

### marketAbilities Team

Manitoba Family Services' marketAbilities Team assists people with disabilities enrolled in the Employment and Income Assistance program to move into employment by identifying those interested in employment, assessing their employment needs, promoting their employment abilities and providing employment-related supports and services.

The marketAbilities Team will also refer individuals to appropriate employment organizations for people with disabilities and will assist individuals directly with their employment plans and supports.

In 2014/15, the marketAbilities Team provided services to 103 participants and of those, 23 participants obtained employment.

FAMILY SERVICES 2014/15			
Program	Expenditures (\$000)		
	Administration	Program	Total
marketAbilities Team	\$ 0.0	257.3	257.3
	% 0.0	100.0	100.0

# JOBS AND THE ECONOMY

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

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

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

### **market*Abilities* Program**

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

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

- **Canadian National Institute for the Blind-MB Division (CNIB)**  
Provides vocational assessment, training, counselling, job placement services and adjustment training programs for daily living for participants with visual disabilities;

- **Canadian Paraplegic Association (CPA) (Manitoba) Inc.** Provides counselling, assessment, vocational training and job placement services to participants with spinal cord injuries; and
- **Society for Manitobans with Disabilities (SMD) Inc.** Provides assessment, counselling, vocational training and job placement services to individuals with physical and hearing disabilities.

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

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

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

- Administration;
- Service Coordination; and
- Training.

### ***Administration***

The Employment and Income Assistance Programs branch of Manitoba Jobs and the Economy provides policy direction to the provincial staff, designated agencies and external service providers who deliver the market*Abilities* Program. Staff within this branch also approve and monitor the funding for goods and services provided under the program to assist eligible participants in preparing for, obtaining and maintaining employment.

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

### ***Service Coordination***

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

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

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

### ***Training***

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

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

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

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

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

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

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

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

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

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

## ***Program Participants***

The following tables provide information on the region or agency providing case management services and on the primary disability of marketAbilities Program participants as at the end of March 2015.

<b>MARKETABILITIES PROGRAM AS AT MARCH 31, 2015</b>	
<b>Region / Agency</b>	<b>Number of Participants</b>
<b>Family Services Regional Offices</b>	
Central	94
Eastman	145
Interlake	42
Northern	22
Parkland	46
Westman	218
Winnipeg	1,035
<b>Subtotal</b>	<b>1,602</b>
The Canadian National Institute for the Blind (CNIB)	326
Canadian Paraplegic Association (CPA)	186
Society for Manitobans with Disabilities (SMD)	578
Reaching E-Quality Employment Services	54
Self Directed Option	21
Mental Health	349
<b>Subtotal</b>	<b>1,514</b>
<b>Total</b>	<b>3,116</b>

<b>MARKET ABILITIES PROGRAM AS AT MARCH 31, 2015</b>	
<b>Disability</b>	<b>Number of Participants</b>
Intellectual	656
Deaf/Hard of Hearing	160
Learning	378
Physical (other than hearing or visual disability)	667
Psychiatric	930
Vision	325
<b>Total</b>	<b>3,116</b>

The following tables provide detailed information on the marketAbilities Program Training Fund in 2014/15.

<b>MARKET ABILITIES PROGRAM TRAINING FUND 2014/15</b>	
<b>Disability</b>	<b>Number of Participants</b>
Intellectual	176
Deaf/Hard of Hearing	76
Learning	143
Physical (other than hearing or visual disability)	199
Psychiatric	395
Vision	51
<b>Total</b>	<b>1,040</b>

**MARKETABILITIES PROGRAM TRAINING FUND  
2014/15**

<b>Activity</b>	<b>Expenditures (\$000)</b>
Educational Training	775.7
Vocational Training	130.0
Transportation	317.8
Special Support Services	492.6
Miscellaneous	2.6
<b>Total</b>	<b>1,718.7</b>

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

The following tables provide information from the 2014/15 marketAbilities Program participant activity survey. Details concerning participant employment, plan completion and plan progression as reported by the vocational counsellors of the marketAbilities Program are provided. Some participants received more than one service throughout the year and are counted more than once.

**MARKETABILITIES PROGRAM  
2014/15**

<b>LMAPD Program Indicators</b>	<b>Number of Participants</b>
1. Number of people actively participating in programs	3,439
2. Number of people successfully completing programs	523
3. Number of people who progress in interventions leading to employment	1,329
4. Number of people employed	783
5. Number of people maintained in employment in the case of vocational crisis	122

The following table provides information on the number of hours and types of employment for participants during 2014/15. Some participants were employed by more than one employer and are counted more than once.

<b>MARKET ABILITIES PROGRAM 2014/15</b>	
<b>Type of Employment</b>	<b>Number of Participants</b>
1-15 hours per week, casual or seasonal	93
1-15 hours per week, term	21
1-15 hours per week, permanent	86
16-30 hours per week, casual or seasonal	44
16-30 hours per week, term	33
16-30 hours per week, permanent	199
31 or more hours per week, casual or seasonal	25
31 or more hours per week, term	39
31 or more hours per week, permanent	260
<b>Total</b>	<b>800</b>

Information is also provided on the reasons participants did not complete or progress in their programs during 2014/15, as determined by their vocational counsellor. Some participants had more than one reason and are counted more than once.

<b>MARKETABILITIES PROGRAM 2014/15</b>	
<b>Reason for Not Completing Program</b>	<b>Number of Participants</b>
Continuing in plan	1,193
Plan in development	553
Disability-related reasons	777
Family / personal matter	418
No longer interested in program or plan	289
Found employment	104
Moved	77
Other source of funding	65
Could not access program of choice	50
Other funding not available	12
Deceased	12
Retired	11
Other	291
Don't Know	300
<b>Total</b>	<b>4,152</b>

<b>MARKETABILITIES PROGRAM 2014/15</b>	
<b>Reason for Not Progressing in Program</b>	<b>Number of Participants</b>
Plan in development	385
Disability-related reasons	523
Family / personal matter	302
Voluntary withdrawal	206
Lack of motivation	174
Supports / funding not available	18
Other	226
Don't Know	336
<b>Total</b>	<b>2,170</b>

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

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

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

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

The Get Started! allowance assists participants who move from Employment and Income Assistance to work with a one-time payment to help with job-related expenses. In 2014/15, 252 participants received the Get Started! allowance.

In 2014/15, the Rewarding Volunteers Benefit was paid out on average to 611 participants per month for people volunteering 8 times or more per month, and the Partial Rewarding Volunteers Benefit was paid out on average to 182 participants per month for people volunteering 4-7 times per month.

The Employment and Income Assistance Program also provides for additional benefits to offset employment expenses and to encourage and support Employment and Income Assistance participant's attachment to the labour force. In 2014/15, 1,220 participants enrolled in the disability category received assistance with work expenses to secure and maintain employment.

### ***marketAbilities Fund***

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

In 2014/15, the marketAbilities Fund supported one project that assisted 26 participants and of those, 5 participants obtained some employment.

### ***Supported Employment Program***

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

In 2014/15, thirteen community-based supported employment projects were cost-shared under the LMAPD: Association for Community Living – Beausejour; Association for Community Living – Interlake; Association for Community Living – Steinbach; Connect Employment Services; Focus on Employment; Parkland Residential Vocational Services; Rose Inc.; Sam Inc.; SCE Lifeworks Inc.; SMD Thompson; The Pas Association for Human Development; Westman Coalition Employment Opportunity; and Westman Employment Services.

In 2014/15, these agencies provided support and services to 708 participants and of those, 465 obtained employment. Of those employed, 262 participants met the supported employment definition of employment of 15 hours or more per week, at minimum wage or higher, for three consecutive months or longer.

### ***Training and Employment Services***

Training and Employment Services contracts with community-based organizations to assist unemployed people to prepare for, find and keep jobs. These services are targeted to individual needs, specific client groups and local communities.

Supports and services each program/organization provides may include employment plan development, employment counselling, assessment services, information on the labour market and education/training opportunities, resume and job search assistance, job finding clubs and job reference/placement.

In 2014/15, seven TES projects were cost-shared under the LMAPD: Canadian National Institute for the Blind-Employment Assistance Services Program; Community Futures North Red Inc.'s AIM for Work; Diversity World – Annual Employment Expo for Persons with Disabilities; Education and Employment Preparation Services – Employment Preparation Program; Reaching Equality Employment Services – Employment Assistance Services Program; Reaching Equality Employment Services – Co-op Project; Sara Riel's Work Placement Force.

In 2014/15, these projects provided support and services to 596 individuals.

## ***Expenditures***

The following table provides a breakdown of Jobs and the Economy program expenditures eligible for cost-sharing under the LMAPD for 2014/15.

<b>JOBS AND THE ECONOMY PROGRAMS 2014/15</b>			
<b>Program</b>	<b>Expenditures (\$000)</b>		
	<b>Administration</b>	<b>Program</b>	<b>Total</b>
marketAbilities Program*	1,766.2	7,015.0	8,781.2
Additional EIA Benefits	0.0	1,533.2	1,533.2
marketAbilities Fund	0.0	50.0	50.0
Supported Employment Program	0.0	1,465.0	1,465.0
Training and Employment Services	0.0	1,103.1	1,103.1
<b>Total</b>	<b>\$ 1,766.2</b>	<b>11,166.3</b>	<b>12,932.5</b>
	<b>%</b>	<b>13.7</b>	<b>86.3</b>
			<b>100.0</b>

\*Includes administration costs from the three marketAbilities Program designated agencies (CNIB, CPA and SMD).

## MANITOBA HEALTH, HEALTHY LIVING AND SENIORS

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

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

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

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

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

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

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

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

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

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

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

In 2014/2015, SMHC provided vocational rehabilitation services to 126 individuals. Compared to 2013/2014, patient participation has increased by 27 individuals. An average of 48 patients participated in the Vocational Incentive Program (VIP) on a weekly basis. Furthermore, an average of 8 individuals worked in a community setting (off SMHC's grounds) on a weekly basis. The interest in vocational rehabilitation has increased each year as evidenced by a growing number of patients participating in programming. In addition, a number of new community partners have joined the Community Program offered through VIP. Patients are then able to choose a more meaningful work experience as there is now a larger variety of options available.

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

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

Employment-related services are delivered by four types of workers and one multidisciplinary outreach team within the respective Community Mental Health Program:

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

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

- resume preparation;
  - practice interviews;
  - completing job applications;
  - vocational goal setting;
  - referrals (e.g., market *Abilities* Program, employment centres);
  - exploring employment opportunities with clients;
  - exploring barriers to employment;
  - assisting in preparing for work; and
  - providing support through vocational crisis.
- **Proctors** – Proctors are casual support workers who provide support and assistance to individuals with a mental illness in the areas of living, learning and working. These workers fall under the direction of the Community Mental Health Workers.
  - **Program of Assertive Community Treatment** – The Winnipeg Regional Health Authority has three self-contained Program of Assertive Community Treatment (PACT) teams which assists individuals with severe and persistent symptoms of mental illness to select, secure and maintain employment. A multidisciplinary team of mental health professionals (i.e., psychiatrist, social workers, nurses, and other professionals) provides rehabilitation, support and treatment services to individuals with a primary diagnosis of schizophrenia, bipolar disorder or a major psychotic disorder. Program activities include:
    - employment counselling;
    - skill development;
    - vocational crisis intervention and management;
    - pre-employment training;
    - education support and facilitation;
    - job search development skills;
    - accessing the hidden job market; and
    - ongoing active employment support.

In 2014/15, the Community Mental Health Program provided employment related services to a total of 1,412 individuals. The portion of the Proctor Program that is cost-shared under the LMAPD relates to the percentage of time focused on work-related supports such as job coaching, individualized “Choose” activities, and work skills training. In 2014/15, proctors provided 185 of the 1,412 clients with employment-related services.

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

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

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

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

Service activities related to employment include:

- employment counseling;
- skill development ;
- school-to-work transition;
- vocational crisis intervention and management;
- pre-employment training;
- ongoing , pro-active support for choosing, getting and keeping employment;
- supported employment – marketing of participants to potential employers;
- self-employment;
- career change support; and
- return to work support.

In addition, the service assists those living with a mental condition who want to return to school with exploring educational options, accessing funding source (external) and completing their course of studies followed up with targeted, supported job search.

In 2014/15, Rehabilitation and Recovery Services assisted 54 individuals to work on employment goals. The total number of participant's who found employment was 6 people. Of the ongoing participants, 26 individuals received program support to retain jobs they had found in previous reporting periods. Of these 26 individuals, 15 people worked part time and 6 worked full time. Four jobs were

casual and 1 was a term job. Additionally, 18 program participants chose to pursue volunteer roles in preparation for employment.

Of the 44 exiting participants, 5 were working at exit in which 3 of these jobs were full time and 2 were part time. Thirty one employed participants received program support for employment related crises they experienced.

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

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

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

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

SSCOPE provided services to 56 of 115 total employee members who received wages and benefits over the 12 month period of April 1, 2014 to March 31, 2015. There was a decrease in total payable hours from 13,826.8 hours in 2013/14 to 6896.9 hours in 2014/15, a total decrease of 50.0%. In 2014/15, \$78,866 was paid out to SSCOPE members, a decrease from the previous year's amount of \$150,000, representing a

total decrease of 50%. Most of the decline is a result of SSCOPE losing a contract with the City of Winnipeg. The main issue is related to SSCOPE having to use manual equipment, i.e. shovels and some snow blowers for snow clearing, whereas competitors are able to use more automated equipment.

In the last year, SSCOPE did not see any members move on to employment elsewhere or internally, nor was there any growth in the number of new applicants. It has been noted that one of the barriers is that some of the members have criminal records which prohibit them from accessing some work opportunities.

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

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

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

In 2014/15, a total of 18 individuals participated in the program with 14 of the 18 remaining active as of March 31, 2015. There was one new participant during the 2014/15 year. Within the same year, five participants left the program of which one has gone onto work in the community, one moved, two left due to illness, and one finished the program.

### ***Ventures***

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

developed with individuals to address their specific needs. Ventures always encourages and promotes partnerships that endeavor to provide work-training opportunities both within the regional health authority and the Brandon community. Educational opportunities for clients have been expanded and are always encouraged and supported. Examples in this regard include the Food Safe Program from Assiniboine Community College, safety in-services such as WHIMS, and the Passport to Safety program.

In 2014/15, Ventures provided employment related services to 44 individuals. During the year, 9 vocational assessments occurred with 8 of those enrolling in the Ventures program. Of the current clients receiving employment-related services from Ventures, 9 have been in the program for less than 2 years. Seven clients either obtained part time employment or had work experience during this time frame. All 7 have maintained their enrollment at Ventures. Eight clients left the program within the year. Many clients volunteer at community facilities and are also involved with various social and recreational programs.

## ***Program Results Indicators***

The following tables provide a detailed breakdown, by program or service, of the number of Manitoba Health, Healthy Living and Seniors funded program participants who were reported to have received employability services during 2014/15.

<b>MANITOBA HEALTH , HEALTHY LIVING AND SENIORS PROGRAMS 2014/15</b>	
<b>Program / Service</b>	<b>Number of Individuals</b>
Community Mental Health Program (includes Proctor and PACT services)	1,412
Rehabilitation and Recovery Services	54
Selkirk Mental Health Centre	126
Selkirk and Interlake Mental Health Support Centres	18
SSCOPE	56
Ventures	44
<b>Total</b>	<b>1,710</b>

<b>MANITOBA HEALTH, HEALTHY LIVING AND SENIORS PROGRAMS 2014/15</b>	
<b>Manitoba Health Program Indicators</b>	<b>Number of Individuals</b>
1. Number of people actively participating in programs	1,710
2. Number of people successfully completing programs	430
3. Number of people completing employment preparation programs, who subsequently progress to other interventions leading to employment	968
4. Number of people employed after participation	866
5. Number of people sustained in employment in the case of vocational crises	446

## Expenditures

The following table provides a breakdown of Manitoba Health, Healthy Living and Seniors program expenditures eligible for cost-sharing under the LMAPD in 2014/15.

<b>MANITOBA HEALTH, HEALTHY LIVING AND SENIORS PROGRAMS 2014/15</b>			
<b>Program</b>	<b>Expenditures (\$000)</b>		
	<b>Administration</b>	<b>Program</b>	<b>Total</b>
Community Mental Health Program	846.8	6,746.4	7,593.2
Proctors	0.0	1,443.0	1,443.0
Program of Assertive Community Treatment	11.2	1,043.0	1,054.2
Rehabilitation and Recovery Services	321.3	713.3	1,034.6
Selkirk Mental Health Centre	270.2	1,736.5	2,006.7
Selkirk and Interlake Mental Health Support Centres	0.0	124.8	124.8
SSCOPE	23.8	79.9	103.7
Ventures	0.0	82.3	82.3
<b>Total</b>	<b>\$ 1,473.3</b>	<b>11,969.2</b>	<b>13,442.5</b>
	<b>%</b>	<b>11.0</b>	<b>89.0</b>

# CHILDREN AND YOUTH OPPORTUNITIES

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

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

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

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

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

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

In 2014/15, there were 41 students employed through the CareerOptions Program. Of those, 22 students were placed in full-time employment positions, 10 students were placed in part-time employment positions, and 9 students were placed in both full-time and part-time employment positions through the CareerOptions for Students with Disabilities program.

### ***Expenditures***

The following table provides a breakdown of CareerOptions program expenditures eligible for cost-sharing under the LMAPD for 2014/15.

<b>CHILDREN AND YOUTH OPPORTUNITIES 2014/15</b>			
<b>Program</b>	<b>Expenditures (\$000)</b>		
	<b>Administration</b>	<b>Program</b>	<b>Total</b>
CareerOptions for Students with Disabilities	\$ 0.0	272.7	272.7
	% 0.0	100.0	100.0

# PERFORMANCE INDICATORS

The new LMAPD performance indicators will be phased in with reporting on the client profile indicators in 2014/15. The enhanced employability and employment outcome indicators are anticipated to be reported on beginning in 2015/16.

## Indicator 1: Number of clients served by intervention type

Intervention Type	Program	Number of clients served	Total Clients
Employment services (ES)	mAP Team	103	4,329
	EIA Benefits*	2,814	
	Community MH Program	1,412	
Skills development and upgrading interventions (SD)	mAP Program	3,801	3,801
Work experience interventions (WE)	Supported Employment Programs	708	749
	CareerOptions	41	
Skills development and work experience interventions (SD/WE)	TES Projects	608	788
	Rehab and Recovery Services	54	
	Selkirk MH Centre	126	
Workplace-based skills development and training (WSD)	SSCOPE	56	118
	Ventures	44	
	Selkirk & Interlake MH Support Centre	18	
Health-care related interventions (HC)	None	0	0
<b>Total</b>		<b>9,785</b>	<b>9,785</b>

Note: Programs consist of more than one type of activity, and provide more supports and services than those included in the LMAPD definition of intervention type. For example, programs that are categorized as SD or WE also provide ES supports/services to participants in order to progress towards skills development or work experience activities.

\*EIA Benefits are additional budgetary measures to assist individuals enrolled on income assistance to prepare for employment and make a smooth transition from income assistance to work. These EIA benefits are provided to participants that meet program eligibility requirements and, therefore, no pre-intervention education or employment indicators are collected.

**Indicator 2: For those not employed pre-intervention, number of clients by education, gender and age.**

**Indicator 3: For those employed pre-intervention, number of clients by education, gender and age.**

<b>Gender</b>	<b>Number of clients served</b>
<b>Employed</b>	
Male	925
Female	838
Don't Know	24
<b>Total</b>	<b>1,787</b>
<b>Unemployed</b>	
Male	2,733
Female	1,930
Don't Know	12
<b>Total</b>	<b>4,675</b>
<b>Employment status unknown</b>	
Male	1,543
Female	1,453
Don't Know	327
<b>Total</b>	<b>3,323</b>
<b>Total Participants</b>	<b>9,785</b>

Age	Number of clients served
<b>Employed</b>	
15-29	643
30-54	886
55 and over	251
Don't Know	7
<b>Total</b>	<b>1,787</b>
<b>Unemployed</b>	
15-29	2,177
30-54	2,037
55 and over	448
Don't Know	13
<b>Total</b>	<b>4,675</b>
<b>Employment status unknown</b>	
15-29	749
30-54	1,773
55 and over	473
Don't Know	328
<b>Total</b>	<b>3,323</b>
<b>Total Participants</b>	<b>9,785</b>

Education level	Number of clients served
<b>Employed</b>	
Less than high school	291
High school	976
Post-secondary	505
Don't know or N/A	15
<b>Total</b>	<b>1,787</b>
<b>Unemployed</b>	
Less than high school	1,289
High school	2,464
Post-secondary	892
Don't know or N/A	30
<b>Total</b>	<b>4,675</b>
<b>Employment status unknown</b>	
Less than high school	11
High school	18
Post-secondary	34
Don't know or N/A	3,260
<b>Total</b>	<b>3,323</b>
<b>Total Participants</b>	<b>9,785</b>

<b>Pre-intervention Employment status</b>	<b>Number of clients served*</b>
Employed full-time**	588
Employed part-time**	978
Employed Other	68
Employed - type of employment unknown	52
Pre-intervention Employment Status Unknown	3,440
Not employed	4,675
<b>Total</b>	<b>9,801</b>

\*For LMAPD purposes, self employed will be counted as full-time, and seasonal and casual employment will be counted as part-time. More than one type of employment may be counted for one individual, therefore, number may be greater than number of employed participants.

\*\* Employment data for Supported Employment Program defines full-time as 25+ hrs/wk and part-time as less than 25 hrs/wk.

<b>Pre-intervention Hourly earnings</b>	<b>Number of clients served</b>
Less than \$10.00	321
\$10.01-\$12.00	265
\$12.01-\$15.00	66
15.01-\$18.00	33
\$18.01 and over	21
Employed - hourly earnings unknown	964
Pre-intervention Employment Status Unknown	3,440
Unemployed	4,675
<b>Total Participants</b>	<b>9,785</b>

The following enhanced employability and employment outcome indicators are not yet available and are anticipated to begin being reported on in 2015/16:

Indicator 4: Proportion who indicate they are prepared for new or better employment as a result of intervention, by intervention type.

Indicator 5: Proportion who earn credentials/certification as a result of intervention, by intervention type.

Indicator 6: Proportion who indicate career advancement (e.g. promotion, increased responsibilities, better wages) as a result of intervention, by intervention type.

Indicator 7: For those not employed pre-intervention, proportion of clients by employment status at 3 and 12 months post-intervention (employed/not employed, hours worked, hourly earnings), by intervention type.

Indicator 8: For those employed pre-intervention, proportion of clients by employment status at 3 and 12 months post-intervention (employed/not employed, hours worked, hourly earnings), by intervention type.

Indicator 9: Proportion of clients indicating employment is closely related to educational background/work undertaken during intervention.

Indicator 10: Proportion of clients satisfied with intervention, by intervention type.

## CONCLUSION

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

Successive cost-sharing agreements between governments, including the EAPD and LMAPD, continue to enhance the independence and ability of people with disabilities to contribute socially and economically through employment in the competitive labour force.

The recent changes reflected in the new generation of LMAPD further demonstrates government commitment to improve the employment opportunities and outcomes for persons with disabilities, better meet the employment needs of employers, and continue to meet higher standards of accountability.

Manitoba is committed to the integration and full citizenship of people with disabilities into the labour market and will continue to work to enhance its programs and services for people with disabilities.

Cette information existe également en français.