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COMMISSION OF INQUIRY INTO THE CIRCUMSTANCES  
SURROUNDING THE DEATH OF PHOENIX SINCLAIR

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**Commission Disclosure 0991**

## DAILY FILE

Manitoba

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May 11, 2001

To: Executive Directors, Child and Family Services Agencies  
Regional Managers, Regional Offices  
Winnipeg Child and Family Services

Dear Colleagues:

Re: Case Management Standards

Thank you to everyone who participated in the review of the standards, and special thanks to the seven agencies that piloted the forms:

- Child and Family Services of Western Manitoba
- Southeast Child and Family Services
- Anishinaabe Child and Family Services
- Dakota Ojibway Child and Family Services
- Winnipeg Child and Family Services
- Parkland Region
- Norman Region

I am aware of the extra effort that many put into this project. My thanks as well to Richard Voss, who kept the initial process on track and initiated the pilot process.

The evaluation identified a number of issues related to format, technology, training, and a few content issues. The majority of the problems with the forms related to the lack of fit with the information system and the duplication of work required when filling out paper forms. Workers needed to be able to generate information needed for court documents, referrals, service agreements and financial reports/requests for funds. Additional information was suggested for some of the stages, as well as changes to the child assessment form. The major recommendation was to eliminate the concept of case category and to move to a "case is a case" approach.

Staff from Child Protection and Support Services began to redraft standards to address these issues. When the first phase of the AJI-CWI began, resources for this project were diverted. However, it is my sense that there is still general support for a standard approach to case management and documentation. Therefore, we are again putting the process in motion.

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We are still looking at the technical side of things. For those who are not currently using CFSIS, the forms will be available electronically for Word or on paper. Paper forms with instructions will be available to everyone shortly. These forms are not currently integrated into CFSIS. However, we now have the authority to proceed with the necessary CFSIS upgrades this fiscal year.

The goal is not only to make CFSIS user-friendly for field staff, but to automate as much of the paperwork as possible to free up time to work with families while ensuring information is available in a timely fashion to everyone who needs it. To help us accomplish this task, I am asking each agency to provide us with a complete set of the documentation used by your agency. This will enable us to identify what the system needs to be able to generate for case managers, court, and other services providers. We will be looking for individual agency volunteers to assist with the further development of the forms and the testing phase.

The implementation process will involve training of supervisors beginning in September 2001. Supervisors will then be responsible to train their staff. Training will cover the case management process, the expectations contained in the standards and the role of the supervisor and case manager. The Agency Relations staff will be available to consult with supervisors on an individual basis regarding case management and documentation.

It is expected that all agencies will be using the new case management standards by January 1, 2002.

As the development of standards is an ongoing process, once the standards are implemented, further suggestions or concerns may be raised with the Agency Relations staff. A committee of agency and program staff will meet quarterly to review concerns and develop solutions to ensure standard practices across all agencies.

Thank you again for your participation and your patience in this process.

Yours sincerely,

**ORIGINAL SIGNED BY**  
**Dennis H. Schellenberg**

Dennis H. Schellenberg  
Acting Executive Director

JH/ep

cc: Peter Dubiensi  
Ron Fenwick

WPCJMCMS