

# COMPLIANCE DETERMINATION

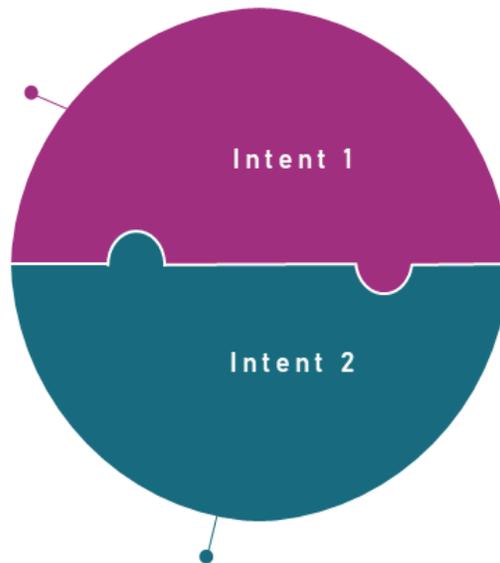
## Circling Star – Recommendation 1

**Recommendation Summary:** Develop and implement a provincial strategy to train service providers on information sharing, and develop, deliver, and evaluate strategy in consultation with other GOM departments.

**Primary Public Body:** Government of Manitoba

### 1. Develop and implement a provincial strategy to train service providers on the requirement to share information across systems

The final stages of the training plan for service providers are being implemented, including the production and release of a training video on the previously developed PASCA training. This video will be available via the Department of Families website. The plan for longevity will include an annual re-sharing of the training video hosted on the Department of Families website.



### 2. The provincial strategy should be developed, delivered, and evaluated in consultation with Education, Families, Justice and Health

Consultation on providing PASCA training has occurred through an interdepartmental working group that reports to MACY-RAP. Intent met as of 2020.

## COMPLIANCE DETERMINATION



## Recommendation Compliance Summary

In accordance with subsection 11(1) clause (d) of *The Advocate for Children and Youth Act* (ACYA), the Advocate retains the responsibility "to monitor the implementation of recommendations included in reports made under section 27 (investigation) or special reports made under section 31."

This form details the assessment of implementation of compliance made under the referenced subsection of the ACYA. MACY assesses implementation of compliance with recommendations once a year but receives updates from public bodies every six months.

| 1. Recommendation Information                               |   |
|---|---|
| <b>Special Report Name:</b>                                 | <b>Documenting the Decline: The Dangerous Space Between Good Intentions and Meaningful Interventions</b>  |
| <b>Date Released:</b>                                       | 10/19/2018  |
| <b>Full Recommendation:</b><br>(including details)          | <p><b>Recommendation One:</b><br/>The Manitoba Advocate for Children and Youth recommends that the Province of Manitoba respond to the persistent lack of coordination between services for children and youth by developing and implementing a provincial strategy to train service providers on the requirement to share information across systems and ensure children and youth are at the centre of all service provision. This is to be developed, delivered, and evaluated in consultation with Manitoba Education and Training, Manitoba Families, Manitoba Justice, and Manitoba Health, Seniors and Active Living.</p> <p><b>DETAILS:</b></p> <ul style="list-style-type: none"> <li>• In line with <i>The Protecting Children (Information Sharing) Act</i>, this training needs to be provided to all relevant service providers in Manitoba.</li> <li>• As part of this strategy, an inter-ministerial working group at the director, manager, and staff levels is needed to identify and address barriers to collaborative sharing of information and ensure oversight of quality assurance protocols related to case management across service providers.</li> </ul> |
| <b>Intent(s) of Recommendation:</b>                         | <p>The intents of the recommendation are to:</p> <ol style="list-style-type: none"> <li><b>1. Develop and implement a provincial strategy to train service providers on the requirement to share information across systems.</b></li> <li><b>2. The provincial strategy should be developed, delivered, and evaluated in consultation with EDU, FAM, JUS and HEALTH.</b></li> </ol>   |
| <b>Issue:</b>   | Coordination  |
| <b>Primary Department:</b>                                  | Government of Manitoba  |
| <b>Dates of Previous Official Updates from Public Body:</b> | June 30, 2022   |
|   | May 26, 2021  |
|   | June 30, 2020   |
|   | December 31, 2019   |
|   | June 27, 2019   |
|   | April 23, 2019  |
| 2. Compliance Determination                                 |   |
| <b>Largely Compliant 0.75</b>                               | Actions taken meet the majority of requirements for implementation, only  |

|   |                                 |
|---|---------------------------------|
|   | negligible requirements remain. |
| <b>Self- Assessment</b>   | Fully Compliant                 |
| <b>Previous Compliance Determination</b>  | Largely Compliant               |
| <b>3. Rationale for Determination</b><br><i>(How did you reach this compliance determination)</i>   |                                 |
| <b>Intent 1: Develop and implement a provincial strategy to train service providers on the requirement to share information across systems.</b>   |                                 |
| <b>2022</b>   |                                 |
| <ul style="list-style-type: none"> <li>The final stages of the training plan for service providers are being implemented, including the production and release of a training video on the previously developed PASCA training. This video will be available via the Department of Families website.</li> <li>The cross-departmental working group continues to oversee the ongoing professional development of service providers in this area.</li> <li>A formal written strategy on the work reported since 2019 has not yet been provided.</li> </ul>   |                                 |
| <b>2021</b>   |                                 |
| <ul style="list-style-type: none"> <li>The information provided in the most recent and previous responses, identifies that staff are being trained, and there is a plan for wider distribution and availability of training materials. Responses have indicated that inter-departmental coordination has resulted in both the operationalization of providing training on PASCA to employees of all government departments, and making the information available for non-government service providers. The provided information suggests this operationalization is not temporary, and would therefore continue beyond the monitoring of this recommendation. In order to deem this recommendation fully compliant, however, activities need to be fully completed and summarized within a document that addresses the sustainability of activities. This written document should include timelines to provide evidence of sustainability of activities following a fully compliant assessment.</li> <li>The information provided in this response indicates that a strategy is in place, but a written description of the strategy has not yet been provided. The strategy, as identified in the response to our recommendation, is as follows: training on PASCA (formerly PISCA) is coordinated by an inter-departmental working group with this group providing updates and information to the MACY-RAP subcommittee. The interdepartmental working group has developed training on PASCA with a train the trainer approach. Representatives from all government departments complete the train the trainer, and the trainers then relay that information back to their respective workplaces. Trainers are expected to complete a survey to provide feedback to the working group on how workplaces are incorporating the training materials. In order to reach a wider audience, both internal and external to government, the training materials are going to be made public through the Manitoba Families website, and a training video will be made as part of the materials. In this response, a PowerPoint presentation that will be the basis of the training video was provided. It covers all relevant information for service providers on PASCA, including how information sharing decisions can be made.</li> <li>Manitoba Education, on behalf of the interdepartmental team, identified an additional train the trainer workshop that occurred in November 2020. This workshop had 48 participants across Families, Health, Justice, and Education – including some First Nations agencies. This was in addition to a number of training workshops previously reported in 2019.</li> </ul> |                                 |

- Additional information provided suggests the training video will be filmed this fall following delays due to the pandemic. The video is the last remaining training material to be produced. The video and materials will be hosted on the Manitoba Families webpage, but all other government department pages will contain information and links.

#### **2020**

- Activities taken indicate that addressees have implemented training to service providers on the requirement to share information across the system. A strategy, however, has not been developed.

#### **Intent 2: The provincial strategy should be developed, delivered, and evaluated in consultation with EDU, FAM, JUS and HEALTH.**

#### **2021**

- The existence of the interdepartmental working group overseen by MACY-RAP indicates this strategy has been a cross-departmental effort.
- A survey has been developed for trainers who have completed the train the trainer workshops. The survey has not yet been provided to participants due to the realities of the pandemic. The Government of Manitoba reported that training opportunities have been limited, and therefore the survey would not yield the amount of feedback the group would like to receive. The intention is to roll-out the survey at a time when a significant amount of information can be gathered to identify whether the training is making a difference on the understanding and utilization of PASCA.

#### **2020**

- Activities presented demonstrate consultation and involvement of all departments, meeting most requirements of this intent. Manitoba Families is playing a leading role in the development and delivery of training materials. Intent reported as met in 2020.

**Analysis Summary:** As identified in 2021, the information provided in responses to this recommendation since 2019 has implied that a strategy for rolling out PASCA training to service providers was developed and actionized by an interdepartmental working group. As actions within the strategy have moved to the maintenance phase, the intents of this recommendation are close to being met. At this time we continue to await a written strategy document for ensuring sustainability of the reported actions and the finalization of the identified activities. This recommendation remains largely compliant at this time, and will be deemed fully compliant once sustainability concerns have been addressed.