

# COMPLIANCE DETERMINATION

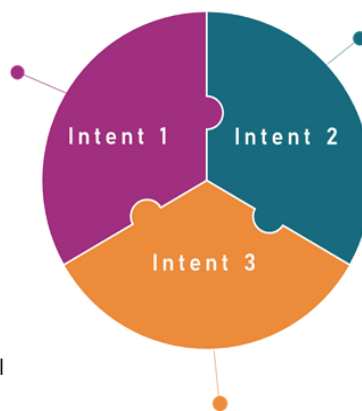
## Suicide Aggregate – Recommendation 4

**Recommendation Summary:** Create and maintain an inventory of mental health resources for the public.

**Primary Public Body:** Government of Manitoba

**1. The annual review should focus on services for children and youth from birth to 17, be compiled in a document organized by health authority region that includes a list of program names and contact information, who the program serves, intended program outcomes, eligibility and referral requirements and criteria, and occupancy rates.**

211 is a 24/7 service that connects individuals to government, health, and social services that are available across the province, including a specific youth mental health section. 211 is not compiled in a document organized by health authority region and does not provide intended program outcomes or occupancy rates, as stated in the explicit outcomes to meet this intent.



**2. The resulting annual inventory should be accessible to all Manitobans, taking preferred languages into consideration.**

211 is accessible in French and English and 211 referral specialists are trained to support diverse populations in over 150 languages, including a number of Indigenous languages. An annual review process beyond what is in 211's capacity is needed to meet this intent.

**3. This document should be available in web format and distributed in print to agencies and organizations that serve the public throughout each region.**

Materials are available electronically and in print, for a nominal fee. This cost may be a barrier for some individuals and families.

### COMPLIANCE DETERMINATION

0.75

Largely Compliant

## 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>"Stop Giving Me a Number and Start Giving Me a Person": How 22 Girls Illuminate the Cracks in the Manitoba Youth Mental Health and Addiction System</b>
<b>Date Released:</b>	5/7/2020
<b>Full Recommendation:</b> (including details)	<b>Recommendation Four:</b> In line with Article 24 of the <i>United Nations Convention on the Rights of the Child</i> , the Manitoba Advocate for Children and Youth recommends that the Government of Manitoba conduct an annual review of what therapeutic trauma interventions are available to children and youth in Manitoba and create an inventory of resources, whether the resources require formal referrals from service providers or are open for self-referrals, any associated eligibility criteria (age, location, care status, etc.) and promote the annual inventory and its findings in the public.
<b>Intent(s) of Recommendation:</b>	The intents of the recommendation are: <ol style="list-style-type: none"> <li>1. <b>The annual review should focus on services for children and youth from birth to 17, be compiled in a document organized by health authority region that includes a list of program names and contact information, who the program serves, intended program outcomes, eligibility and referral requirements and criteria, and occupancy rates.</b></li> <li>2. <b>The resulting annual inventory should be accessible to all Manitobans, taking preferred languages into consideration.</b></li> <li>3. <b>This document should be available in web format and distributed in print to agencies and organizations that serve the public throughout each region.</b></li> </ol>
<b>Issue:</b>	Mental Health and Addictions
<b>Public Body</b>	Government of Manitoba
<b>Dates of Previous Official Updates from Public Body:</b>	June 30, 2022
	July 13, 2021
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
3. Rationale for Determination (How did you reach this compliance determination)	

**Intent 1: The annual review should focus on services for children and youth from birth to 17, be compiled in a document organized by health authority region that includes a list of program names and contact information, who the program serves, intended program outcomes, eligibility and referral requirements and criteria, and occupancy rates.**

**2022**

- No new information was provided. Work is needed to ensure an annual review (beyond what is possible for the United Way) occurs to ensure information is up-to-date and accurate.

**2021**

- 211 Manitoba is a free, confidential, 24/7 service that connects individuals to government, health, and social services that are available across the province. In addition to searching on the 211 Manitoba website, individuals can call 2-1-1 to talk with trained professionals to help find and navigate the services they need. Services are grouped together into categories that include food and clothing, housing and homelessness, health, mental health, employment, newcomers, children and parenting, and youth. Under the mental health and addictions section of the 211 Manitoba website, there is a specific youth mental health section. Users can employ the search function to look up trauma interventions for youth. Service organizations provide their program criteria and eligibility.
- 211 Manitoba is managed collaboratively between the United Way Winnipeg and Volunteer Manitoba. Development is further enhanced by a province-wide advisory committee, the Province of Manitoba, the Winnipeg Regional Health Authority, United Ways in Manitoba, 211 Canada, and funding partners and donors. The information about an organization and its services is obtained directly from information provided by that organization. Organizations suggest information about their agency and its services to 211 Manitoba and if this meets 211's inclusion criteria, it will be added to the database. On an annual basis, 211 Manitoba sends an update form to each organization to ensure that all information is still accurate and current. Because of this, the site is continually growing and improving.

**Intent 2: The resulting annual inventory should be accessible to all Manitobans, taking preferred languages into consideration.**

**2022**

- No additional information was provided.

**2021**

- The 211 Manitoba website offers both official languages, French and English. 211 information and referral specialists are also trained to support diverse populations and the 211 Manitoba phone line is available in over 150 languages, including a number of Indigenous languages.

**Intent 3: This document should be available in web format and distributed in print to agencies and organizations that serve the public throughout each region.**

**2022**

- No additional information was provided.

**2021**

- 211 Manitoba is a free, website that is also available by phone and/or in print. Print copies can be requested for a nominal fee but these are expected to be ordered by local community groups, community health offices, and/or nursing stations as a resource.

**Analysis Summary:** The annual monitoring process is yet to be submitted to MACY. 211 Manitoba is an acceptable resource that describes what types of services are available for children and youth throughout the province. Manitoba Health works in partnership with United Way to develop, monitor, and review 211. Specifically, Manitoba Health sits at the planning table and is involved in the processes to support 211. 211 Manitoba offers resource information in a number of languages, including Indigenous languages. As no new information was provided in 2022 and evidence of the annual review and reporting piece remains outstanding (and beyond United Way's capacity), the status of this recommendation remains largely compliant.