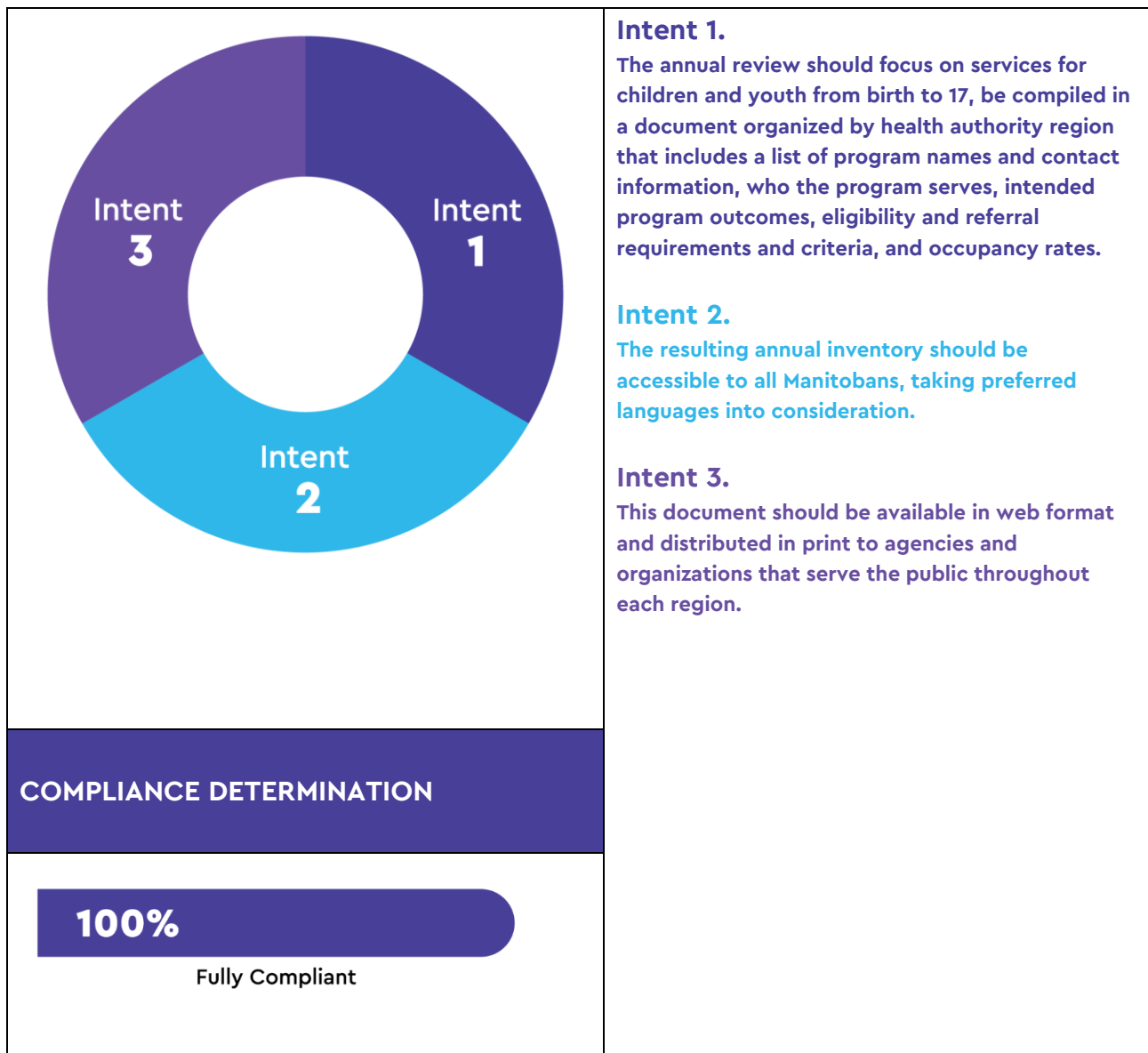


COMPLIANCE DETERMINATION

Suicide Aggregate – Recommendation 4

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

Primary Public Body: Government of Manitoba



Recommendation Compliance Summary



This form details the assessment of compliance with recommendations made under Section 27 and Section 31 of *The Advocate for Children and Youth Act*. MACY assesses recommendations for compliance once a year but receives updates from the public bodies every six months.

1. Recommendation Information	
Report Name:	"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
Date Released:	5/7/2020
Full Recommendation: (including details)	Recommendation Four: 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.
Intent(s) of Recommendation:	<ol style="list-style-type: none"> 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. 2. The resulting annual inventory should be accessible to all Manitobans, taking preferred languages into consideration. 3. This document should be available in web format and distributed in print to agencies and organizations that serve the public throughout each region.
Issue:	Mental Health and Addictions
Public Body	Government of Manitoba
Dates of Previous Official Updates from Public Body:	May 31, 2023 June 30, 2022 July 13, 2021
2. Compliance Determination	
Fully Compliant 1.0	Actions taken fully implement the recommendation
Self-Assessment	Fully Compliant
Previous Compliance Determination	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.

2023

- In addition to the information previously provided about 211 Manitoba, the current response outlines some additional details such as:
 - 211 Manitoba is affiliated with nationwide 211 services that are administered by United Way Centraide Canada. Provinces across Canada have 211 lines, making it nationally recognizable for the service it provides.
 - Information about organizations on 211 Manitoba is obtained directly from those organizations. Submitted information is reviewed by 211 to ensure it meets its inclusion criteria, and, if so, will be added to the database.
- Since the 2022 response was provided, Manitoba Health, along with liaisons from United Way Winnipeg and MACY, have been working together to address previously identified concerns regarding whether the information on 211 is reviewed annually. To address this piece of the recommendation, Manitoba Health provided the following information:
 - The process involves 211 Manitoba reaching out to all service providers/organizations contained in the database on an annual basis to verify that their information is correct. United Way Winnipeg also encourages service providers/organization to take an active role in ensuring their information is continuously updated.
 - Links for service providers to update their information can be found on the 211 website at <https://mb.211.ca/for-service-providers/>
 - The 211 website additionally contains tip-sheets for service providers preparing their information for listing their services on 211.
 - <https://mb.211.ca/wp-content/uploads/2023/02/Preparing-to-Update-Your-211-MB-Records-Worksheet.pdf>
 - <https://mb.211.ca/wp-content/uploads/2023/02/Tips-for-Writing-Agency-Site-or-Program-Descriptions.pdf>
- Manitoba Health additionally provided supplemental information regarding the advertising of 211 Manitoba to government employees and service providers. Information about 211 Manitoba is contained in a Government of Manitoba internally distributed newsletter, which reaches all Manitoba civil servants.
- Manitoba Health has also developed an agreement with Manitoba Families to coordinate the drafting of a memo between Deputy Ministers about the importance of entries being up to date on 211 Manitoba for government frontline services and funded external providers.

2022

- No new information was provided.

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 211 Manitoba service has fulfilled the majority of intents of this recommendation, since its first reporting cycle with MACY in 2021. The features of 211 serve as an ongoing, continuously updated inventory of government, health, and social services available in Manitoba. 211 is available in Manitoba's official languages, English and French, and in both phone and web versions. Additionally, the referral specialists are trained to support diverse populations, with the phone line available in over 150 languages. The content of 211 Manitoba is available in a variety of formats, including print versions. United Way Winnipeg includes mechanisms for the review of the information contained on its website, and while each individual entry is not reviewed by a specific person annually, organizations with information contained on 211 are notified on an annual basis to ensure their information is correct and up to date. Manitoba Health has also coordinated a number of initiatives internal to the Government of Manitoba, to ensure that government service providers are aware of 211 Manitoba, and the importance of ensuring their information is up to date. The initiatives described by Manitoba Health help formulate a suitable alternative to the original conception of an annual review of services. As all intents of the recommendation have now been met, this recommendation is considered Fully Compliant.