

Circling Star	Recommendation One	Reported Status: (not reported)
Report Sent: October 19, 2018	Public Body: The Province of Manitoba	
<p>Recommendation One: 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, Healthy Living and Seniors.</p> <p>DETAILS:</p> <ul style="list-style-type: none"> • In line with <i>The Protecting Children (Information Sharing) Act</i>, this training needs to be provided to all relevant service providers in Manitoba. • 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. 		

Response from the Manitoba Government on April 23, 2019:

Summary of activities completed in the last six months

An inter-departmental working group with representatives from Manitoba Education and Training, Manitoba Families, Manitoba Justice and Manitoba Health, Seniors and Active Living has developed supporting materials to facilitate information sharing under *The Protecting Children (Information Sharing) Act* (PCISA).

The PCISA authorizes sharing personal and personal health information about supported children and their parents or guardians when planning or providing services to supported children. Information may only be shared when it is in a child's best interest to do so.

A public website with plain-language information for service providers includes resources to guide information sharing under the PCISA. The materials include:

- frequently asked questions;
- clear guidance to ensure that service providers know how to share information under the PCISA;
- a sample notification guidance sheet to support service providers to explain how information may be shared under the PCISA to children and their parents or guardians; and



- a decision-making tree that will help service providers and determine whether they can share information.

The website also includes information for children and parents whose information may be shared under the PCISA.

Manitoba Families is currently developing an online training resource for government staff who are authorized to share information under the PCISA. Departmental policies related to information-sharing are being revised to reflect the PCISA. Departments are also responsible for providing training and/or information on the PCISA to their staff and constituent organizations on an ongoing basis.

Presentations on the PCISA have been delivered at a variety of forums, such as a multi- sectoral community safety protocol workshop. These types of presentations are ongoing.

Response from the Manitoba Government on June 27, 2019:

Summary of activities completed since April 23, 2019 report

Work to better integrate joint training across systems remains ongoing.

(continued below)

Analysis of Manitoba Government's Response by the Manitoba Advocate for Children and Youth:

Activities Completed:

- A working group with representatives from Manitoba Education and Training, Manitoba Families, Manitoba Justice, and Manitoba Health, Seniors and Active Living have developed supporting materials used to facilitate information sharing under *The Protecting Children (Information Sharing) Act (PCISA)*.

- A public website for service providers includes resources to guide information sharing under PCISA as well as information for children and parents whose information may be shared under PCISA.

- Manitoba Families is developing an online training resource for government staff. authorized to share information under the PCISA
 - Departmental policies related to information-sharing are being revised to reflect PCISA.
 - Departments are responsible for administering training to staff on an ongoing basis.

- Presentations on PCISA have been, and continue to be, delivered to various audiences.

Level of Compliance

This response indicates a commitment to respond to the intent of the recommendation and its details

Analysis of Response

- As this response progresses, MACY requests:
 - Clarification of what projects/initiatives were in existence prior to this recommendation being released. Can MACY be provided with a copy of the 'supporting materials'?
 - Identification of what has been/is intended to be developed in response to the recommendation being released.
 - Information regarding if and how this website supplies service providers with the adequate information they require to enhance coordination and information sharing.

- Training of service providers to share information across systems is referred to as occurring within 'Departments'. The recommendation speaks to the need to develop a provincial strategy. It is unclear how this component of the recommendation will be achieved. Has there been work done on developing a provincial strategy?

- Do these presentations adequately address the 'training' requirement of this recommendation? Who is the audience? Is there an assurance that all staff will attend these presentations?

- How will the departments know if the projects and initiatives are working? What does the evaluation component entail?

- To be addressed in the short term*:
 - Status of implementation
 - Information indicating a timeline for implementation

*On September 30, 2019, the Manitoba Advocate sent a letter to the members of the government's MACY-RAP committee and working group requesting additional information regarding the government's progress on recommendations made by the Advocate. The Advocate communicated to the government representatives short-term questions for information that could be provided quickly. Additionally, the



Advocate sent long-term questions for the government to address in future progress reports. The questions are designed to seek clarification on activities, seek evidence or documentation to support the activities, or to determine how the government's responses are meeting the intent of the recommendations made by the Advocate. All of this information will be used by the Advocate to determine the levels of compliance with implementation, in accordance with s.11(1)(d), s.30(2)(d), and s.30(4), of *The Advocate for Children and Youth Act*.