

COMPLIANCE DETERMINATION

Suicide Aggregate- Recommendation 4

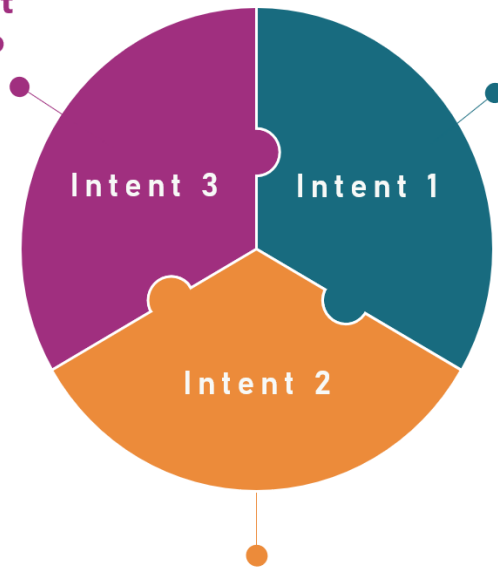
Recommendation Summary: Create and maintain an inventory of mental health resources for the public.

Primary Public Body: Manitoba Health and Seniors Care

3. The inventory 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, if purchased.

Actions meet the intent of the recommendation.



1. An annual review focusing on services for children and youth, from birth to 17, organized by regional health authority

211 is a 24/7 service that connects individuals to government, health, and social services available across the province, including a specific youth mental health section.

Outstanding Action: A copy of the policy and/or process that describes how 211 is monitored annually, needs to be provided to MACY.

2. Annual inventory should be accessible to all Manitobans, taking preferred languages into consideration

The inventory is accessible in French and English.

Actions meet the intent of the recommendation.

COMPLIANCE DETERMINATION

0.75

Largely Compliant

Actions taken meet the majority of requirements for implementation. A copy of the annual monitoring process is required to bring this recommendation to completion.

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:	The intents of the recommendation are: <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:	July 13, 2021
2. Compliance Determination	
Largely Compliant 0.75	Actions taken meet the majority of requirements for implementation, only negligible requirements remain.
Self-Assessment	Fully Compliant
Previous Compliance Determination	N/A
3. Rationale for Determination <i>(How did you reach this compliance determination)</i>	

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.

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.

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.

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: 211 Manitoba is an acceptable resource that describes what types of services are available for children and youth throughout the province. Manitoba Health and Seniors Care (MHSC) work in partnership with United Way to develop, monitor, and review 211. Specifically, MHSC 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 such, the status determination of this recommendation is largely compliant. Upon receiving a copy of the annual monitoring process, this recommendation may be considered fully compliant.