

Mental Health, Wellness and Recovery

Project Overview

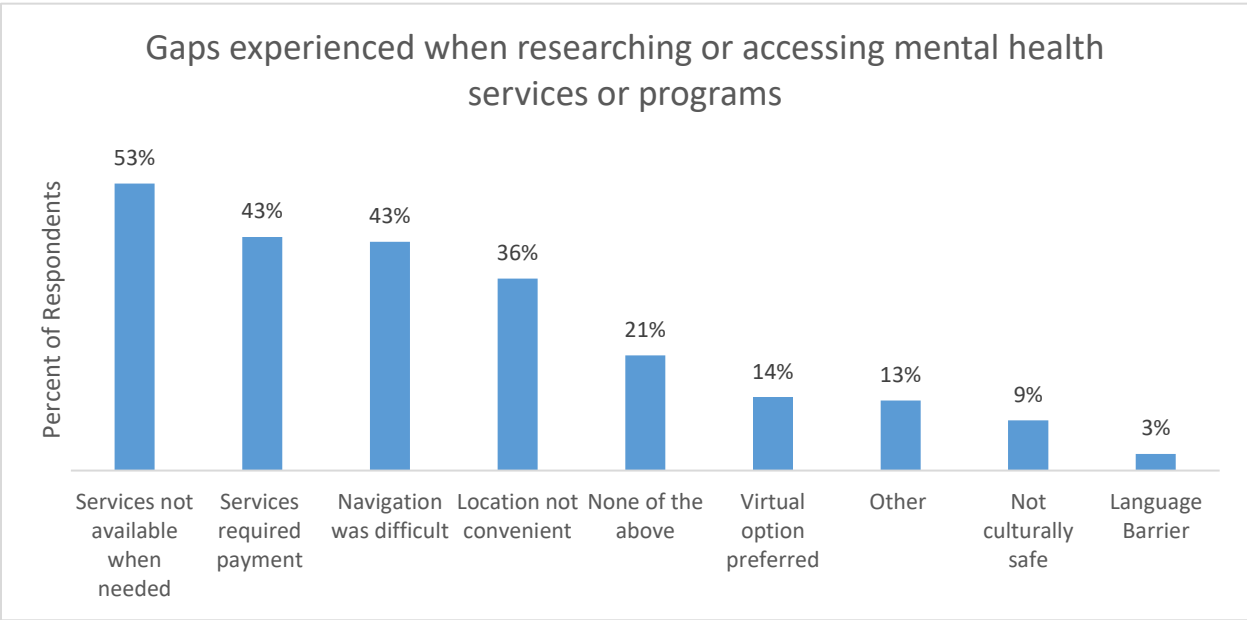
Manitoba Mental Health, Wellness and Recovery (MHWR) was created in January 2021 to respond to the mental health, wellness, and recovery needs of Manitobans. The Department's mandate includes mental health and substance use policy, program planning, funding, and service oversight as well as broader health promotion and prevention programs that promote wellness.

To guide the direction and focus of the Department, MHWR is developing a five-year whole-of-government roadmap that will build on past system reports to define a strategic implementation approach for **how** to move the system forward. To develop the plan, MHWR wants to hear the thoughts of Manitobans, including the general public, service providers, those currently accessing mental health and addictions services or wellness and health promotion services, and those with lived experience. As a first step the Department launched a pre-engagement survey to collect feedback on the planning and approach of the upcoming public engagement process.

What We Heard

We heard that 89 per cent of participants had experience researching or accessing mental health services or programs for themselves or for someone they cared about. Participants reported that they appreciated when services were available free of charge (40 per cent), when they had access to the services they needed (31 per cent), when services were available in their first language (28 per cent) and when virtual options were available (23 per cent).

The feedback gathered from the survey gave some early indications of where the barriers and gaps are when accessing mental health services and programs. These include services not being available when needed (53 per cent of participants), services requiring payment (43 per cent of participants), difficulty navigating multiple service providers (43 per cent of participants) and the service location (36 per cent of participants). This feedback was used to identify focus areas for the roadmap as well as points of further engagement in the next phase of the project.



The survey asked participants how stakeholders and the public could best provide feedback during the next phase of the roadmap development. The top three responses were online surveys (85 per cent of participants), focus groups (67 per cent of participants) and in-depth interviews (24 per cent of participants). These preferences have been built into the engagement approach going forward.

To help ensure that the next phase reaches the most Manitobans possible, the survey also asked participants about communications approaches and what they thought could be the most successful in reaching those interested in this project. Responses indicate that outreach through community organizations was the top approach (76 per cent of participants) followed by email (73 per cent of participants), social media (67 per cent of participants), and website communications (54 per cent of participants) which will all be included in the next phase.

This early feedback has been essential to guide the development of the MHWR roadmap and the Department is looking forward to getting the input of all Manitobans during the next phase of engagement.