

# COMPLIANCE DETERMINATION

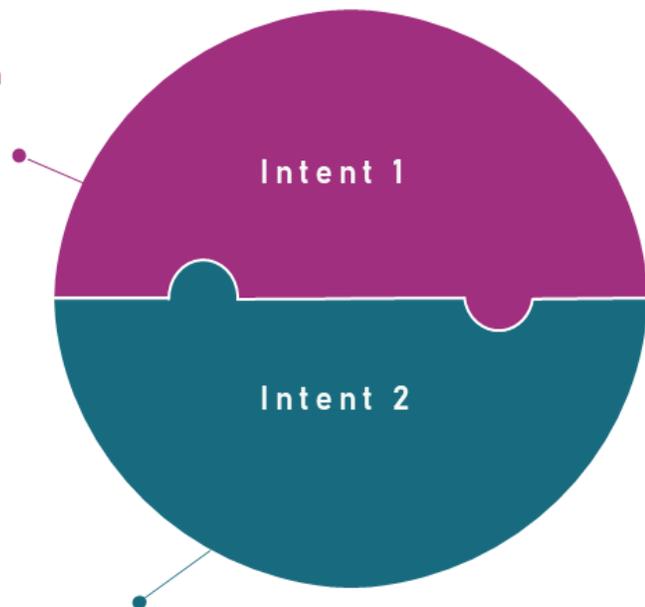
## Matthew – Recommendation 5

**Recommendation Summary:** Create mental health system Navigators to help children and youth.

**Primary Public Body:** Manitoba Mental Health and Community Wellness

### 1. Create mental health and addictions system navigators for children and youth

No indication of action taken to implement this intent. The creation of the position of Manager of Mental Health and Addictions Intake, Coordination and Crisis Services was offered as an alternative.



### 2. Ensure that mental health system navigators follow provincial standards of care, and respond according to the assessed level of risk

Manitoba Mental Health and Community Wellness indicated nothing to report, referring to their response to Intent 1.

## COMPLIANCE DETERMINATION



Insufficiently Explained

## 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>The Slow Disappearance of Matthew: A Family's Fight for Youth Mental Health Care in the Wake of Bullying and Mental Illness</b>
<b>Date Released:</b>	2/27/2020
<b>Full Recommendation:</b> (including details)	<b>Recommendation Five:</b> Create mental health system Navigators to help children and youth. The Manitoba Advocate for Children and Youth recommends that Manitoba Health, Seniors and Active Living develop, implement and fund mental health and addictions system Navigators, who act as case managers for children and youth who are accessing the upper tiers of the youth mental health and addiction system, similar to Ontario's model. These Navigators should be knowledgeable and well-trained and offer case coordination and rapid response services to ensure children and youth know their health care plan, can access appropriate services, and ensure case reviews are initiated when services are not effective. Further, much like the requirement for child and family services workers, mental health and addictions Navigators should provide services in accordance with provincial standards of care that change in their intensity and frequency according to the assessed levels of risk to a child or youth.
<b>Intent(s) of Recommendation:</b>	The intents of the recommendation are to: <ol style="list-style-type: none"> <li>1. <b>Create mental health and addictions system navigators for children and youth.</b></li> <li>2. <b>Ensure that mental health system navigators follow provincial standards of care, and respond according to the assessed level of risk.</b></li> </ol>
<b>Issue:</b>	Mental Health and Addictions
<b>Public Body</b>	Manitoba Mental Health and Community Wellness
<b>Dates of Previous Official Updates from Public Body:</b>	June 30, 2022
	July 13, 2021
2. Compliance Determination	
<b>Insufficiently Explained</b> <b>0.0</b>	None or almost none of the requirements have been met; even if steps have been taken towards implementation, actions taken are not in line with the nature and intent of the recommendation, or no actions have been taken.
<b>Self-Assessment</b>	Fully Compliant
<b>Previous Compliance Determination</b>	Insufficiently Explained
3. Rationale for Determination	

*(How did you reach this compliance determination)*

**Intent 1: Create mental health and addictions system navigators for children and youth.**

**2022**

- Manitoba Mental Health reported the release of its A Path to Mental Health and Community Wellness: A Roadmap for Manitoba ('Roadmap') and indicated that one of its strategic areas of focus is access and coordination of mental health services across Manitoba. Nothing in this strategic focus, however, as seen in the Roadmap, mentions the creation of mental health systems navigators or case managers for children, their funding, or their training.
- Manitoba Mental Health asked MACY for a literature review supporting this recommendation. The department claims that the majority of youth already have access to case management services and the navigator position would be an unnecessary duplication. More information and evidence of this is needed.
- The creation of the position of Manager of Mental Health and Addictions Intake, Coordination, and Crisis Services, the Access Intake Assessment Coordination (AIAC) Advisory Committee, and the Steering Committee under Shared Health, are offered as alternatives to the creation of system navigators or case managers. While this is a step in the right direction, it is unlikely that one manager and two committees are able to serve the case management needs of the whole province. More information is needed to understand how children and youth will be provided with system navigation support.
- Manitoba Mental Health also reported that in 2020/21, the CFS and justice systems were significant referral sources for addictions services for children and youth through Addictions Foundation of Manitoba (AFM), having received 11.5% of their referrals through CFS and 21.6% through justice. This indicates that these navigation and case management services from other systems are functioning and in place to assist with navigation for children and youth.
- Mental Health also reported that Probation Officers and Juvenile Counsellors complete assessments looking at risk, need, and responsivity in case/release planning where all supports involved with the youth will participate to guide this intervention planning. This multi-disciplinary team seeks to connect youth to proper supports for longer-term involvement; providing comprehensive, case-specific navigation-type services.

**2021**

- Manitoba Health and Seniors Care (MHSC) reported that the Community Emergency Department Violence Intervention Program (CEDVIP) assists youth and adults aged 14-29 who present with violence-related injuries to the HSC Adult and Child Emergency Departments. CEDVIP provides 24/7 on call coverage by seven Community Support Workers who meet youth at HSC and offer wrap around support in community. Program implementation began in March, 2020. Due to COVID, full implementation was delayed until May, 2020.
- Integrated Youth Services Youth Hubs provide mental health and addictions services, primary health care, and other social services.
- Through the Department of Families, the Government of Manitoba provided \$510,000 to United Way to support 211. The Manitoba 211 phone service is a free, confidential information navigation and referral service that connects Manitobans to government and community-based health and social services in their communities (July 2021).

**Intent 2: Ensure that mental health system navigators follow provincial standards of care, and respond according to the assessed level of risk.**

**2022**

- Manitoba Mental Health indicated nothing to report, referring to its response to Intent 1.
- There is no indication of how existing staff are trained or of a process to ensure they follow provincial standards of care.

**2021**

- The 211 call centres are accredited and staff work toward certification. They are trained in suicide prevention and mental health recognition and response. They provide referrals to appropriate mental health and/or addiction services (July 2021).

**Analysis Summary:** The initiatives and actions described in the response do not include sufficient justification to meet the intent of this recommendation, which is to fund mental health and addictions system navigators for those who are accessing the upper tiers of the youth mental health and addiction system. In order to move this recommendation towards completion, there must be evidence of funding for case managers or navigators; that these case managers are trained in case coordination and rapid response services to ensure children and youth know their health care plan, can access appropriate services, and ensure case reviews are initiated when services are not effective; and that system navigators follow a provincial standard of care. As such, at this time, the compliance determination for this recommendation remains insufficiently explained.