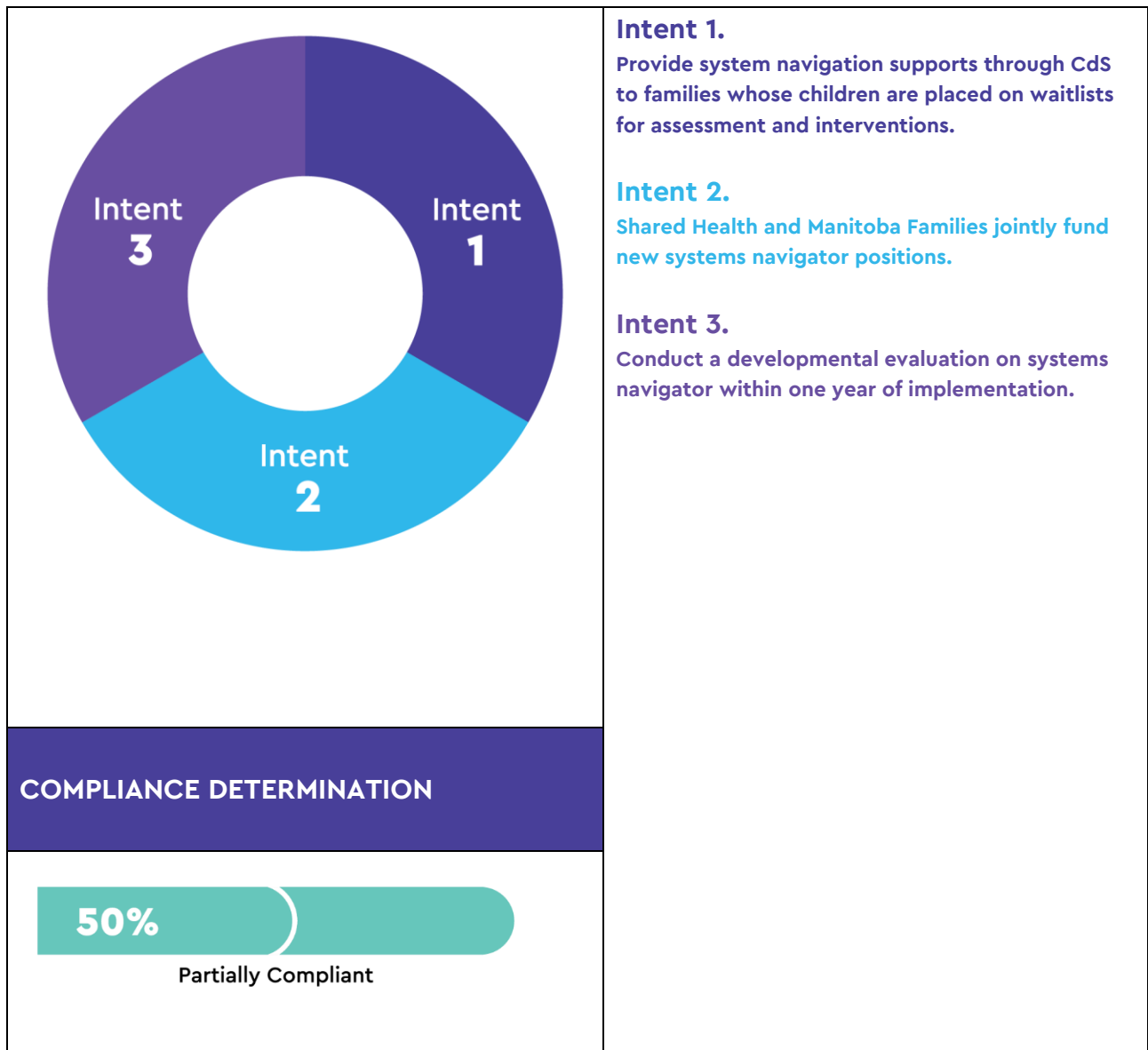


COMPLIANCE DETERMINATION

Disability – Recommendation 4

Recommendation Summary: Establish system navigation supports for families.

Primary Public Body: Manitoba Families



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:	Bridging the Gaps: Achieving Substantive Equality for Children with Disabilities in Manitoba
Date Released:	3/25/2021
Full Recommendation: (including details)	Recommendation Four: The Manitoba Advocate for Children and Youth recommends that Manitoba Families, Manitoba Health and Seniors Care (now Manitoba Health), and Shared Health ensure that families whose children are placed on waitlists for assessments and interventions for disabilities receive system navigation supports through the Children's disABILITY Services Program while they wait.
Intent(s) of Recommendation:	<ol style="list-style-type: none"> 1. Provide system navigation supports through CdS to families whose children are placed on waitlists for assessment and interventions. 2. Shared Health and Manitoba Families jointly fund new systems navigator positions. 3. Conduct a developmental evaluation on systems navigator within one year of implementation.
Issue:	Disabilities
Public Body	Manitoba Families
Dates of Previous Official Updates from Public Body:	May 31, 2023
	June 30, 2022
2. Compliance Determination	
Partially Compliant 0.50	Actions taken only implement part of the recommendation. Important requirements have been met and the recommendation is acted upon, however, deficiencies remain.
Self-Assessment	Largely Compliant - Towards Alternate Solution
Previous Compliance Determination	Non-Compliant
3. Rationale for Determination (How did you reach this compliance determination)	
Intent 1: Provide system navigation supports through CdS to families whose children are placed on waitlists for assessment and interventions.	
2023	
<ul style="list-style-type: none"> • Both the Departments of Families and Health are recommending an alternate solution to this recommendation with the following details: <ul style="list-style-type: none"> ○ The departments are focusing resources on recommendation 3 from this 	

report, referring to the elimination of waitlists for timely assessment, diagnosis, and referrals to specialized services. By focusing on providing timely assessments and diagnoses, there is opportunity for the identification of specific needs and appropriate follow-up services. With the elimination of waitlists, there will not be a need for navigation at this stage. The department reports that many children who are referred for an assessment are ultimately not assessed as having a diagnosis or service needs, or may be assessed as having health-based needs which are not eligible for CdS. Assessment and diagnosis inform best practice follow-up services, which would not be available during waitlist navigation services.

- In addition to focusing on eliminating the waitlist, the departments report actions for increasing awareness and referrals to the Children's Therapy Network of Manitoba (CTNM). CTNM is delivered in partnership through the departments of Health, Education and Early Childhood Learning, and Families. CTNM provides occupational therapy, physiotherapy, speech language pathology, and audiology services to children who are not meeting developmental milestones. According to the response, these services provide information and strategies for parents to use to facilitate their child's development. There is currently a large-scale modernization of CTNM underway, including the launch of a new website with resources, and a \$2.5 million funding increase for children's therapy services from the Department of Families.
- The proposed alternate solution encompasses a combination of focusing resources on the implementation of recommendation 3, and increasing awareness and availability of therapy services for children and their families without a formal diagnosis.

2022

- Manitoba Families reported that service navigation begins once a family has been referred for a specific service and the child's needs have been identified. Until the child has been assessed and their needs identified, they are not eligible for CdS or may only be eligible for health-based services.
- For children with developmental delays, therapy services are available without assessment.
- Manitoba Families has given no evidence of efforts to provide system navigation support prior to assessment.
- Manitoba Families recommends focusing on reducing/improving wait times.

Intent 2: Shared Health and Manitoba Families jointly fund new systems navigator positions.

2023

- Response provided under intent 1.

2022

- No information was provided on efforts to comply with this intent.

Intent 3: Conduct a developmental evaluation on systems navigator within one year of implementation.**2023**

- Response provided under intent 1.

2022

- No information was provided on efforts to comply with this intent.

Analysis Summary: Based on the proposed alternate solution, resources for implementing this recommendation are more suitably directed to the elimination of waitlists for assessment and diagnosis, rather than developing resources for assisting families in navigating waitlists. In the interim, Manitoba Families reported that waitlists will further be mitigated by the increased awareness and availability of related therapy services in the areas of occupational therapy, physiotherapy, speech language pathology, and audiology services. The increase in utilization of those services would theoretically assist in the decrease in numbers of children on waitlists who would not ultimately be assessed and diagnosed as eligible for disability services. In order to accept the proposed alternate solutions, further information will be needed on the utilization of the Children's Therapy Network of Manitoba, the specific actions taken to increasing awareness of the available services, and whether access to those services has been impacted. In addition, the utilization of fulfilling recommendation 3 as an alternate to this recommendation necessitates that this recommendation is not able to be deemed Fully Compliant, until that recommendation is also Fully Compliant. Therefore, this recommendation is deemed Partially Compliant with further information needed on the progress and impact of the proposed alternatives.