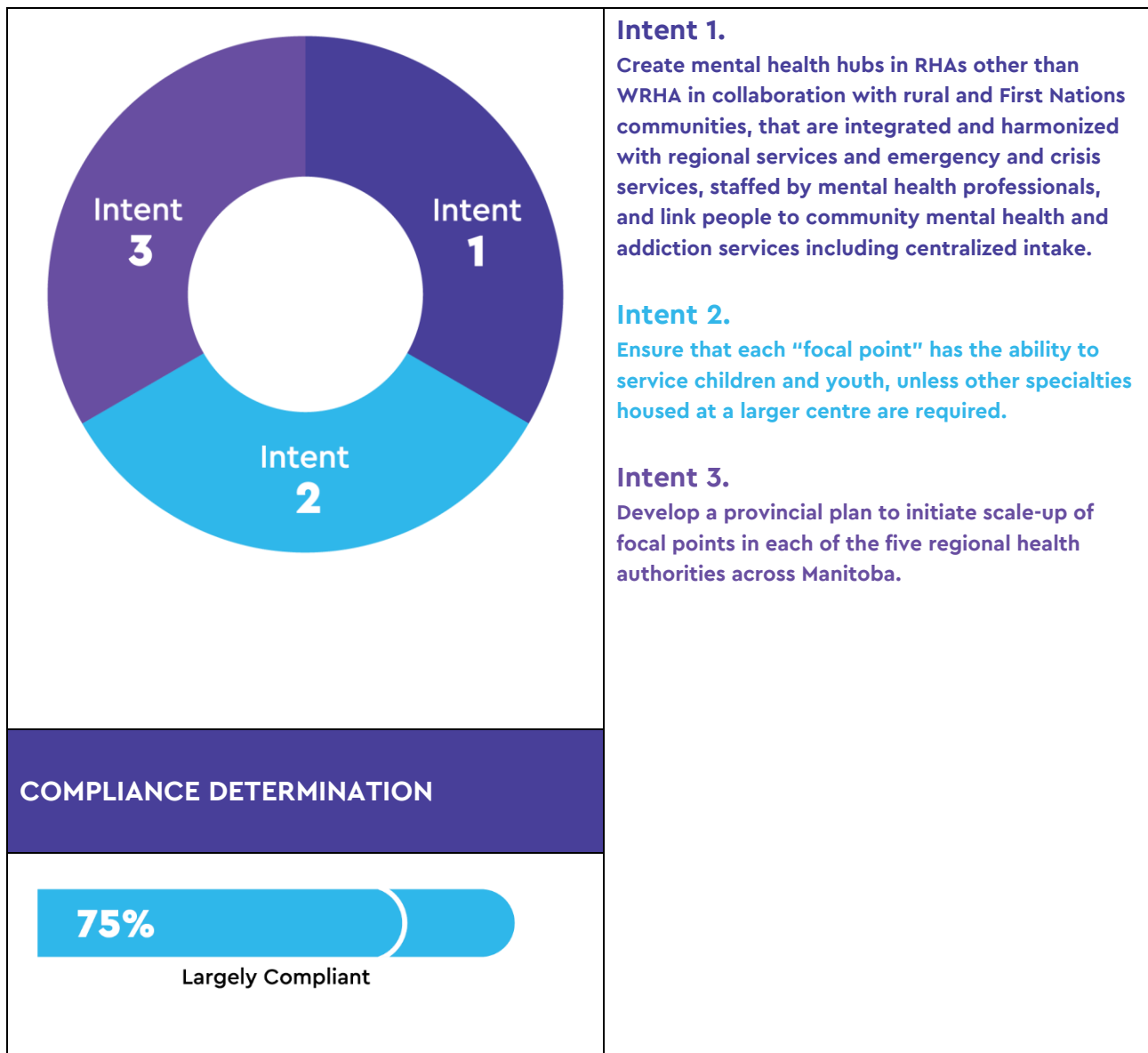


COMPLIANCE DETERMINATION

Suicide Aggregate – Recommendation 6

Recommendation Summary: Create mental health focal points outside of Winnipeg.

Primary Public Body: Manitoba Mental Health and Community Wellness



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)	<p>Recommendation Six:</p> <p>The Manitoba Advocate for Children and Youth recommends that the Department of Health, Seniors and Active Living, in collaboration with rural and First Nations communities in Manitoba, and the federal government, where applicable, implement recommendation 2.11 of the Virgo Report, as summarized below: In the RHAs other than the WRHA, create mental health hubs (as identified in the Peachey report), with a view to: (a) developing these as integrated regional mental health and substance use/addictions (SUA) "focal points", and (b) harmonizing a core set of regional services and supports to the hospital emergency departments and crisis services including: Screening, assessment, and support for SUA. 24/7 access to psychiatric consultation and acute assessment/treatment services. A core set of professionals in addition to psychiatrists with capacity in SUA support – e.g., clinical psychologists and psychiatric emergency nurses, Cross-trained mental health and addiction liaison workers co-located in hospital emergency departments/other hospital programs. Infrastructure and staffing to ensure safety and security of patients and staff. Links to community mental health and addictions services, including centralized intake (Virgo Planning, 2018; full wording may be found at p. 225).</p>
Intent(s) of Recommendation:	<ol style="list-style-type: none"> 1. Create mental health hubs in RHAs other than WRHA in collaboration with rural and First Nations communities, that are integrated and harmonized with regional services and emergency and crisis services, staffed by mental health professionals, and link people to community mental health and addiction services including centralized intake. 2. Ensure that each "focal point" has the ability to service children and youth, unless other specialties housed at a larger centre are required. 3. Develop a provincial plan to initiate scale-up of focal points in each of the five regional health authorities

	across Manitoba.
Issue:	Mental Health and Addictions
Public Body	Manitoba Mental Health and Community Wellness
Dates of Previous Official Updates from Public Body:	September 6, 2023
	July 21, 2023
	June 30, 2022
	July 13, 2021
2. Compliance Determination	
Largely Compliant 0.75	The requirements have been met almost entirely and only negligible requirements remain to be implemented.
Self-Assessment	Fully Compliant
Previous Compliance Determination	Largely Compliant
3. Rationale for Determination <i>(How did you reach this compliance determination)</i>	
<p>Intent 1: Create mental health hubs in RHAs other than WRHA in collaboration with rural and First Nations communities, that are integrated and harmonized with regional services and emergency and crisis services, staffed by mental health professionals, and link people to community mental health and addiction services including centralized intake.</p>	
<p>2023</p> <ul style="list-style-type: none"> • Mental Health reported on the Huddle youth hubs expansion. There are currently six Huddles in operation, two of which are located outside of Winnipeg (in Brandon and Selkirk). • Mental Health confirmed that eligibility for Huddles includes youth aged 12 to 29. • The Department also reported evidence of collaboration with local communities in the development of the Huddle model, including "in policies and procedures for the harmonization of regional emergency and crisis services." • Another example of collaboration included the use of a Youth Advisory Council (YAC), and the engagement of over 100 youth in the Huddle branding process. 	
<p>2022</p> <ul style="list-style-type: none"> • Manitoba Mental Health reported the opening of five new Huddle youth hubs. These hubs are staffed with various services for children and youth, including five core service delivery components: mental health counselling, substance use and addictions treatment and counselling, primary care, peer support, and other social services. • One of these hubs is an Indigenous-led youth hub serving the Centennial and Point Douglas neighbourhoods, located at and led by Ka Ni Kanichihk, in Winnipeg. 	

- The second is a downtown-based youth hub located in the West Broadway neighbourhood of Winnipeg, led by the Canadian Mental Health Association. Primary partners include the Assembly of Manitoba Chiefs' Eagle Urban Transition Centre, Youth Employment Services, Family Dynamics, and the University of Winnipeg's Community Renewal Corporation.
- The third is a Westman region youth hub in downtown Brandon, led by the Westman Youth for Christ in partnership with the Brandon Friendship Centre, Career and Employment Youth Services (C.E.Y.S. Brandon), and the Addictions Foundation of Manitoba and supported by Prairie Mountain Health. The hub will continue to establish key partnerships driven by youth input, as well the Centre for Critical Studies of Rural Mental Health at Brandon University will support ongoing youth-centered evaluation of the hub.
- The fourth is a youth hub in downtown Selkirk serving Indigenous and non-Indigenous youth from Selkirk, Peguis First Nation and other Interlake communities, created by Peguis First Nation. Primary partners include the Interlake-Eastern Regional Health Authority, the Lord Selkirk School Division, the START Program, and the Royal Canadian Mounted Police.
- The fifth is a youth hub for families in St. Boniface/St. Vital neighbourhoods in Winnipeg, including francophone, newcomer, and Indigenous youth, led by Youville Clinic. Primary partners include Centre de santé de St. Boniface, Aulneau Renewal Centre, Marymound, Sara Riel, and Teen Stop Jeunesse.
- These hubs, however, do not cover all the five RHAs in Manitoba, and not all of these hubs are currently running all of the core services. Work is still underway with partners to secure necessary staff and resources for some of these services in some hubs. Until this is done, this intent cannot be said to have been fully met.
- The hubs work in partnership with various community services such as the Manitoba Adolescent Treatment Centre and the Addictions Foundation of Manitoba.

2021

- On March 18, 2021, the Manitoba government announced five new youth hub sites had been chosen through a call for proposals process. The original intent was to identify three new sites but because of the strength of the proposals received and the high need for this type of model, two additional sites were selected. Both government and private donors contributed additional dollars to these two additional sites. Information on the five sites can be found here: <https://news.gov.mb.ca/news/index.html?item=51010>.
- These hubs will serve to further expand a hub model for integrated youth services (IYS), including mental health and addiction services for youth and young adults. Manitoba's first youth hub providing integrated services was established at NorWest Co-Op Community Health in Winnipeg in 2017. The youth hubs will bring together mental health care, addiction services, primary care, peer support, and

other social services in a way that provides access to integrated services for young people and their families in a youth-friendly, 'one-stop-shop' model.

- Of the five current hubs, only two are located outside of Winnipeg, with one in Selkirk and one in Brandon. This leaves the vast majority of children and youth in remote and rural locations without access to a hub and does not meet the criteria to have focal points in each of the five Regional Health Authorities (RHAs).

Intent 2: Ensure that each "focal point" has the ability to service children and youth, unless other specialties housed at a larger center are required.

2023

- Mental Health reported the Huddle expansion once again, with six Huddles currently in operation, two of which are led by Indigenous organizations and two of which are located outside of Winnipeg.
- Mental Health explained the Huddles include five core service delivery components: mental health counselling; substance use, addictions treatment, and counselling; primary care; peer support; and other social services, including education and employment support. They are reportedly staffed accordingly to deliver these services.
- Mental health reported that the Huddle is a partnership-based model, with various organizations and services coming together to deliver co-located services, which includes access to both community and formalized services, such as central intake.
- While it is clear what services each Huddle is meant to offer, no information was shared to help determine if these are actually operating as planned. It would be useful to see a breakdown of resources available (including staff) for each Huddle and some analysis as to whether these are sufficient to provide all the services with a high standard of care, and to see a long-term plan to ensure sustainability.
- When asked for more information in this regard, Mental Health noted that Huddle services vary between each hub and respond to community needs.
- Mental Health did clarify that ongoing opportunities for expansion and evaluation continue to be monitored. In 2023, the Huddles' reporting requirements were expanded in order to best evaluate each one's strengths and gaps in service. As hubs continue reporting, Mental Health confirmed that youth needs in individual regions and opportunities for expansion will be continuously evaluated.

2022

- The hubs are planned to operate in five core service areas. Currently, not all the hubs are equipped with the necessary staff and resources to operate as planned.
- More information is needed about plans/timelines to bring these hubs to full functionality.

2021

- Shared Health, Inc. was mandated to develop Manitoba's Clinical and Preventive Services Plan (CPSP), the province's first five-year plan. This was created in collaboration with clinical providers and health system leaders to improve the delivery of health care across the province.
- The Integrated Network Model links local, district, intermediate, and provincial hubs and provides common service standards, capabilities and pathways for patients, providers, and health system managers in the province. According to Manitoba Health and Seniors Care (MHSC), the model will reconfigure care to improve the health and well-being of all Manitobans through provincial standards that elevate care and innovative approaches to ensure equitable care delivery. The key to success will be the development of appropriate, sustainable capacity at the local level and standardized pathways that streamline how patients and providers navigate the system. Provincial clinical governance will guide the development and monitoring of standards and pathways. By leading in connected care, MHSAL reported it will optimize a hybrid digital and in-person care experience for everyone. The network model is intended to facilitate the relationship between providers and the flow of patients in the province. It is not intended to create barriers or "gates" in the system. According to MHSAL, it will be used to create transparency and certainty of capabilities. MHSAL provided the following definitions:

Local Area Hub: Integrated network for prevention and screening, transitional care, community-based support and rehab, and primary and community care.

District Health Hub: Integrated network for low-moderate acuity, variable volume general medicine/surgery interventions/procedures, post acute treatment, and emergency services.

Intermediate Referral Hub: Integrated network for moderate acuity/complexity medicine, surgery, critical care, and emergency services.

Provincial Referral Hub: Provincial integrated network for high-acuity, highly complex medicine, surgery, critical care, and emergency services.

Intent 3: Develop a provincial plan to initiate scale-up of focal points in each of the five regional health authorities across Manitoba.

2023

- Mental Health confirmed the expansion of the Youth Huddle initiative to two new sites: one in the Northern region and one in the Southern region (for a total of eight sites).

- Mental Health clarified that although this project has experienced significant delays, the North and South Hubs initiative is still in progress.
- It would be useful to see the plans and timelines for the North and South Hub expansions.
- Once these two new hubs are fully operational, all five RHAs will have Huddle coverage.

2022

- Manitoba Mental Health reported that the Government of Manitoba will be investing startup funding in 2022/23 for two new Huddle youth hubs: one in the Northern Regional Health Authority and one in Southern Health-Sante Sud. These hubs, in addition to the five other hubs, would help scale-up focal points in the five regional health authorities across Manitoba.

2021

- On November 4, 2020, the Manitoba government announced that it would be investing \$1.55 million to expand services, with \$2.65 million in additional funding coming from the philanthropic partners to create new youth hub sites across the province: <https://news.gov.mb.ca/news/print,index.html?item=49574>. The youth hubs will bring together mental health care, addiction services, primary care, peer support and other social services in a way that provides access to integrated services for young people and their families in a youth-friendly, 'one-stop-shop' model.
- This scale up, however, only represents two (Winnipeg and Prairie Mountain Health) of the five RHAs.

Analysis Summary: Important steps continue to be taken to fulfill this recommendation. Six youth hubs are now operational, two of which are currently outside of Winnipeg. Although there have been delays, plans are still underway to create two additional hubs to cover the Northern and Southern Regional Health Authorities. Once there is evidence that (1) all eight youth hubs are adequately staffed, resourced, and functioning in all five core service areas, and (2) providing suitable coverage in all the Regional Health Authorities in Manitoba, this intent will be fully met. Until then, the status determination of this recommendation remains Largely Compliant.