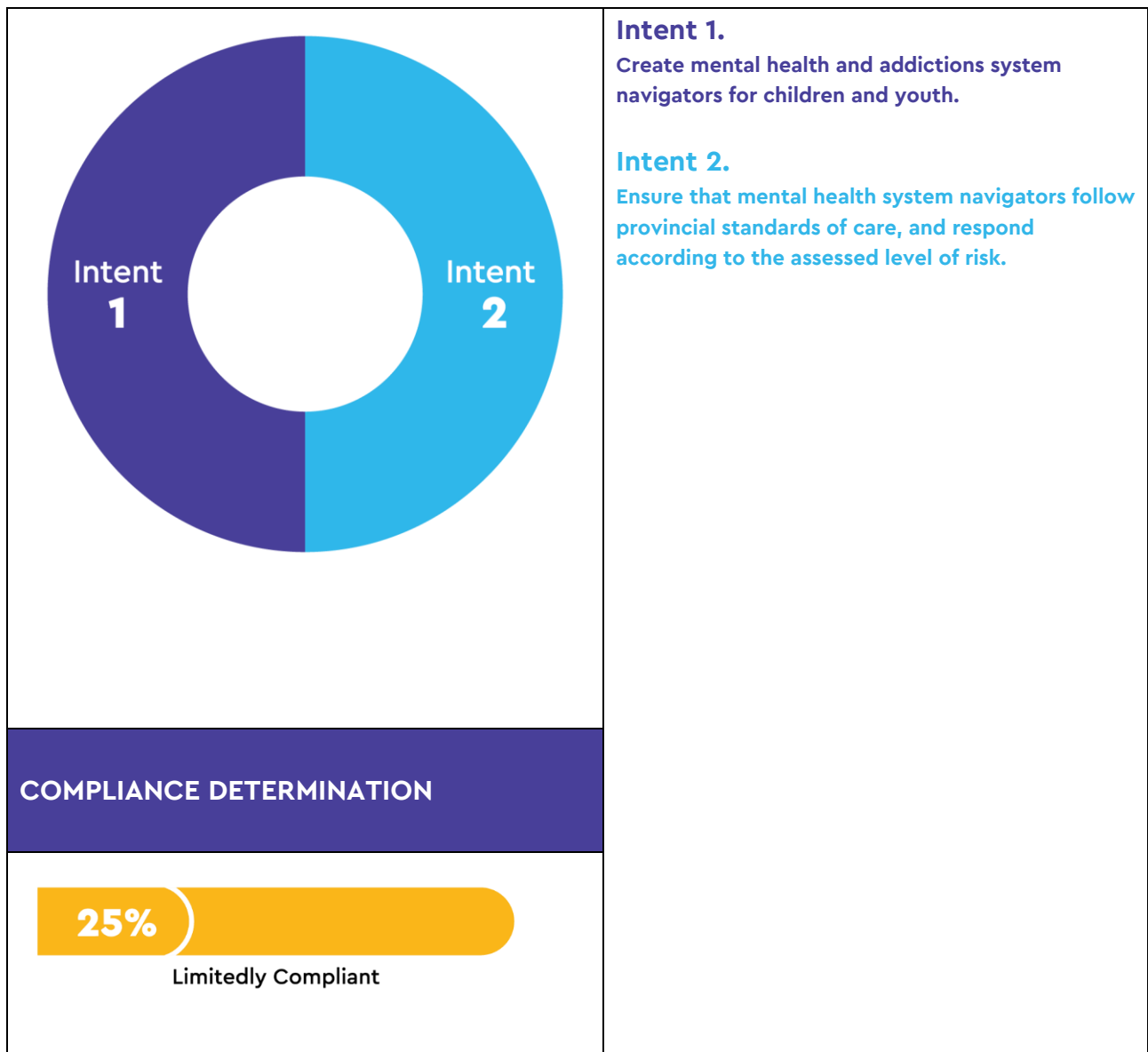


COMPLIANCE DETERMINATION

Matthew – Recommendation 5

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

Primary Public Body: Manitoba Mental Health and Community Wellness



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:	The Slow Disappearance of Matthew: A Family's Fight for Youth Mental Health Care in the Wake of Bullying and Mental Illness
Date Released:	2/27/2020
Full Recommendation: (including details)	<p>Recommendation Five:</p> <p>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.</p>
Intent(s) of Recommendation:	<ol style="list-style-type: none"> 1. Create mental health and addictions system navigators for children and youth. 2. Ensure that mental health system navigators follow provincial standards of care, and respond according to the assessed level of risk.
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	
Limitedly Compliant 0.25	Actions taken only implement a small part of the recommendation. Requirements have only been fulfilled to a limited degree by the actions taken, resulting in a significant deficiency in the implementation.
Self-Assessment	Partially Compliant
Previous Compliance	Insufficiently Explained

Determination	
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3. Rationale for Determination

(How did you reach this compliance determination)

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

2023

- Mental Health emphasized its significant investment in the scale up of the Huddle Integrated Youth Services (HIYS) model throughout Manitoba, and proposed the Service Navigation Specialist Pilot in Winnipeg as an alternate solution.
- Specifically, Mental Health reported that United Way Winnipeg and the Winnipeg School Division (WSD) just finished piloting the Service Navigation Specialists initiative in the four Winnipeg Huddle hubs.
- The Service Navigation Specialists offer WSD schools a direct link to the supports available at Huddle sites across Winnipeg.
- The role of the Service Navigation Specialists includes (but is not limited to) the following:
 - Supporting school communities and caregivers to access supports for youth.
 - Working collaboratively to identify needs, co-create supports, and eliminate barriers.
 - Directly linking Huddle services with WSD school support teams.
 - Collecting data and participating in evaluating the impact of the pilot program.
- The Pilot ended in July 2023 and is currently being assessed by MHCW for possible opportunities to address recommendations.
- Mental Health clarified that the Service Navigation Specialists did not have a specific case coordination focus. They functioned as a bridge between the school community and the Winnipeg Huddle sites. As such, there was no built-in training for case coordination/rapid response services specific to this role. Mental Health clarified that once a student is connected to Huddle services, Huddle staff provide a level of case coordination for the range of services available.
- Mental Health reported that, when fully mature, the Huddle/WSD service navigation model will support youth with mental health and addiction services from prevention through to high-need clinical intervention.
- While this is an important initiative and a step in the right direction, the Service Navigation Specialists do not help with navigation of services and supports outside of those provided in the Huddles, and more importantly do not address the need for individual case management/coordination and rapid response services. For these reasons, it cannot be considered an adequate alternative solution.
- Furthermore, the Huddle/WSD service navigation model currently excludes children and youth who are not enrolled in school, as well as those attending school outside of the WSD, and therefore does not meet human rights standards

for equality and non-discrimination. Of note, Mental Health clarified that once evaluation of the pilot is complete, expansion opportunities may be explored.

2022

- Manitoba Mental Health reported the release of its A Path to Mental Health and Community Wellness: A Roadmap for Manitoba 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 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.
- 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 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.

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.

2023

- Mental Health reported that Navigators are assigned to Huddle services, which follow provincial standards of care and respond to assessed levels of risk.
- Nevertheless, this does not negate the fact that the piloting and possible roll out of Service Navigation Specialists does not fulfil intent 1 of this recommendation.

2022

- Manitoba Mental Health indicated nothing to report, instead referring to its response to Intent 1 as sufficient.
- 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: While an excellent initiative in its own right, the alternate solution proposed in the form of the Huddle/Winnipeg School Division service navigation model cannot be considered an adequate alternative solution for the purposes of fulfilling this recommendation. This is because it does not address the specific need for case management and coordination, and rapid response services for children and youth who are accessing the upper tiers of the youth mental health and addictions system. Furthermore, there are human rights concerns about equitable access that need to be addressed. The Huddle/Winnipeg School Division initiative remains, however, an important resource to help youth navigate some mental health services and is a step in the right direction. As such, the compliance determination for this recommendation has been moved up to Limitedly Compliant.