

# COMPLIANCE DETERMINATION

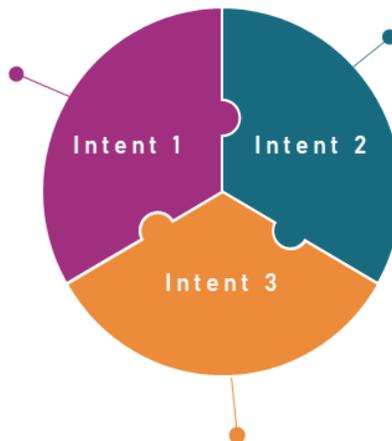
## Disabilities – Recommendation 4

**Recommendation Summary:** Establish system navigation supports for families.

**Primary Public Body:** Manitoba Families

**1. Provide system navigation supports through CdS to families whose children are placed on waitlists for assessment and interventions.**

Families reported that there is no intention to provide system navigators because navigation begins after the child has been assessed. Manitoba Families reported that access to a healthcare provider's waitlist and involvement prior to establishing eligibility would be in violation of PHIA.



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

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

**3. Conduct a developmental evaluation on systems navigator supports within one year of implementation.**

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

### 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>Bridging the Gaps: Achieving Substantive Equality for Children with Disabilities in Manitoba</b>
<b>Date Released:</b>	3/25/2021
<b>Full Recommendation:</b> (including details)	<b>Recommendation Four:</b> The Manitoba Advocate for Children and Youth recommends that Manitoba Families, Manitoba Health and Seniors Care, 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.
<b>Intent(s) of Recommendation:</b>	The intents of the recommendation are to: <ol style="list-style-type: none"> <li>1. <b>Provide system navigation supports through CdS to families whose children are placed on waitlists for assessment and interventions.</b></li> <li>2. <b>Shared Health and Manitoba Families jointly fund new systems navigator positions.</b></li> <li>3. <b>Conduct a developmental evaluation on systems navigator supports within one year of implementation.</b></li> </ol>
<b>Issue:</b>	Disabilities
<b>Public Body</b>	Manitoba Families
<b>Dates of Previous Official Updates from Public Body:</b>	June 30, 2022
2. Compliance Determination	
<b>Insufficiently Explained 0.0</b>	Information provided does not include sufficient justification for inaction and/no evidence for meeting the intent of the recommendation.
<b>Self-Assessment</b>	Limitedly Compliant
<b>Previous Compliance Determination</b>	N/A
3. Rationale for Determination (How did you reach this compliance determination)	
<b>Intent 1: Provide system navigation supports through CdS to families whose children are placed on waitlists for assessment and interventions.</b> <b>2022</b> <ul style="list-style-type: none"> <li>• 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. Manitoba Families has given no evidence of efforts to provide system navigation support prior to assessment.</li> </ul>	

- Manitoba Families further advised that access to a healthcare provider's waitlist and involvement in providing services to these families prior to establishing eligibility would be in violation of *The Personal Health Information Act (PHIA)*.
- For children with developmental delays, therapy services are available without assessment.
- Manitoba Families reported they are focusing on reducing/improving wait times, advised that therapy is available for children with developmental delays without assessment, and reported work to increase information for families who might be waiting for a diagnosis through the department's website.
- Manitoba Families also advised providing contact information to CdS staff in each region who can assist a family in understanding community resources that may be available.

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

**2022**

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

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

**2022**

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

**Analysis Summary:** Although Manitoba Families reported efforts taken to mitigate the difficulty of families awaiting assessment, the problem of system navigation remains. In addition, more information is needed to understand the reported issues related to PHIA. As such, this recommendation has been deemed insufficiently explained.