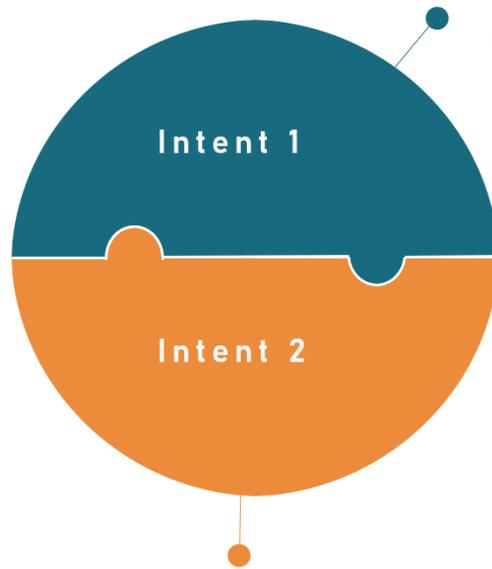


# COMPLIANCE DETERMINATION

## Matthew- Recommendation 5

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

**Primary Public Body:** Manitoba Health and Seniors Care



### 1. Create mental health and addictions system navigators

Mental health and addictions system navigators have not been developed.

**Outstanding Action:** Demonstrate that funding for system navigators has been secured.

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

Intent 1 of this recommendation needs to be met prior to Intent 2 being assessed.

**Outstanding Action:** Ensure that all system navigators are trained in case coordination and follow Provincial standards of care.

## COMPLIANCE DETERMINATION

0.0

Insufficiently Explained

Initiatives and actions do not include sufficient justification for inaction. Mental health and addictions system navigators need to be created and implemented.

## 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	
<b>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 (now Health and Seniors Care) 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><b>1. Create mental health and addictions system navigators for children and youth.</b></li> <li><b>2. 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 Health and Seniors Care
<b>Dates of Previous Official Updates from Public Body:</b>	July 13, 2021
2. Compliance Determination	
<b>Non-Compliant 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>	Largely Compliant
<b>Previous Compliance Determination</b>	N/A
3. Rationale for Determination	

*(How did you reach this compliance determination)*

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

**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.**

**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 do not 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, MHSC must demonstrate that: funding for system Navigators, or case managers for children and youth who are accessing the upper tiers of the youth mental health and addiction system has been secured; 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 these system Navigators follow a provincial standard of care. As such, at this time, the compliance determination for this recommendation is non-compliant because actions reported do not meet the intent of the recommendation.