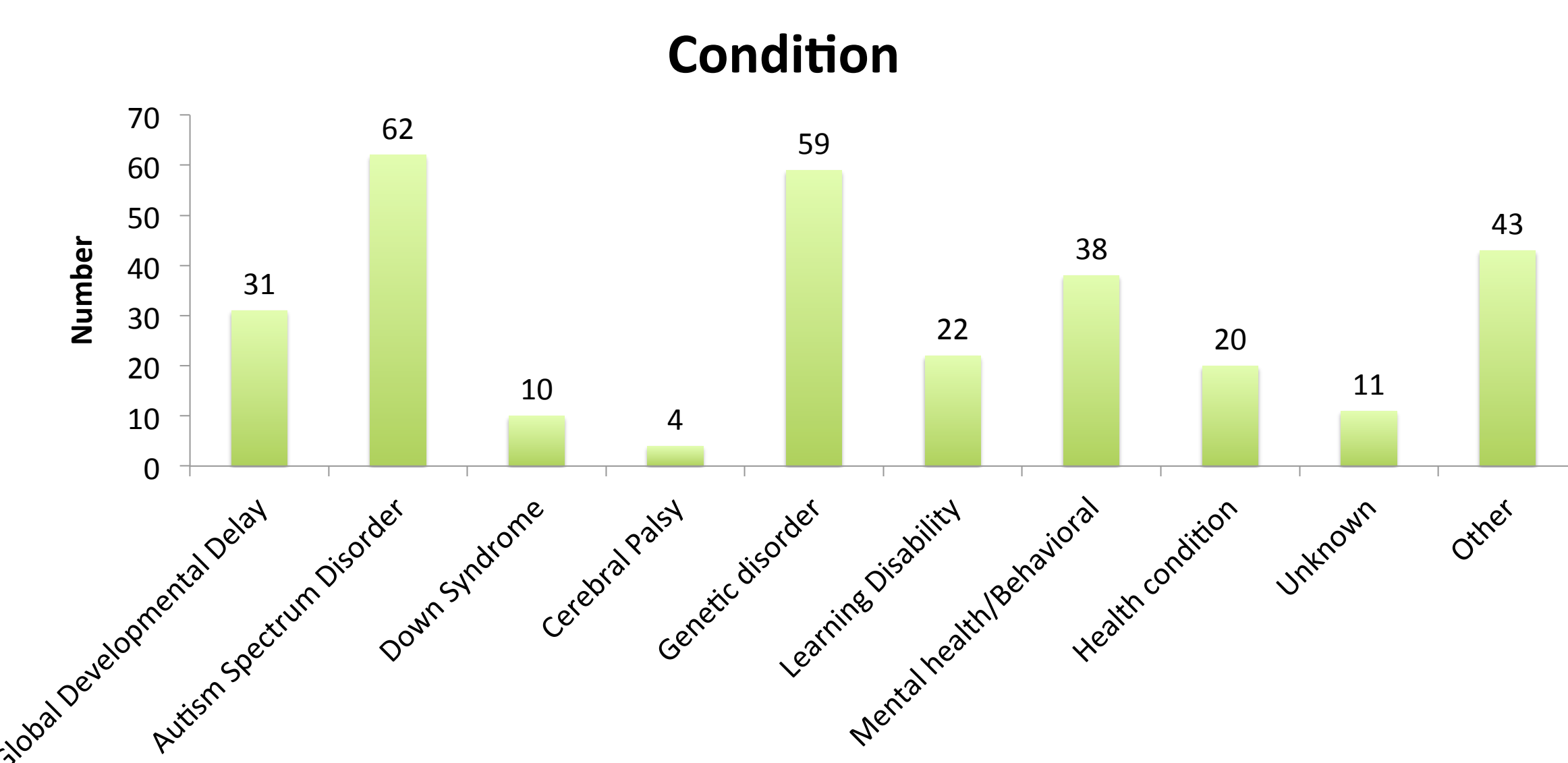
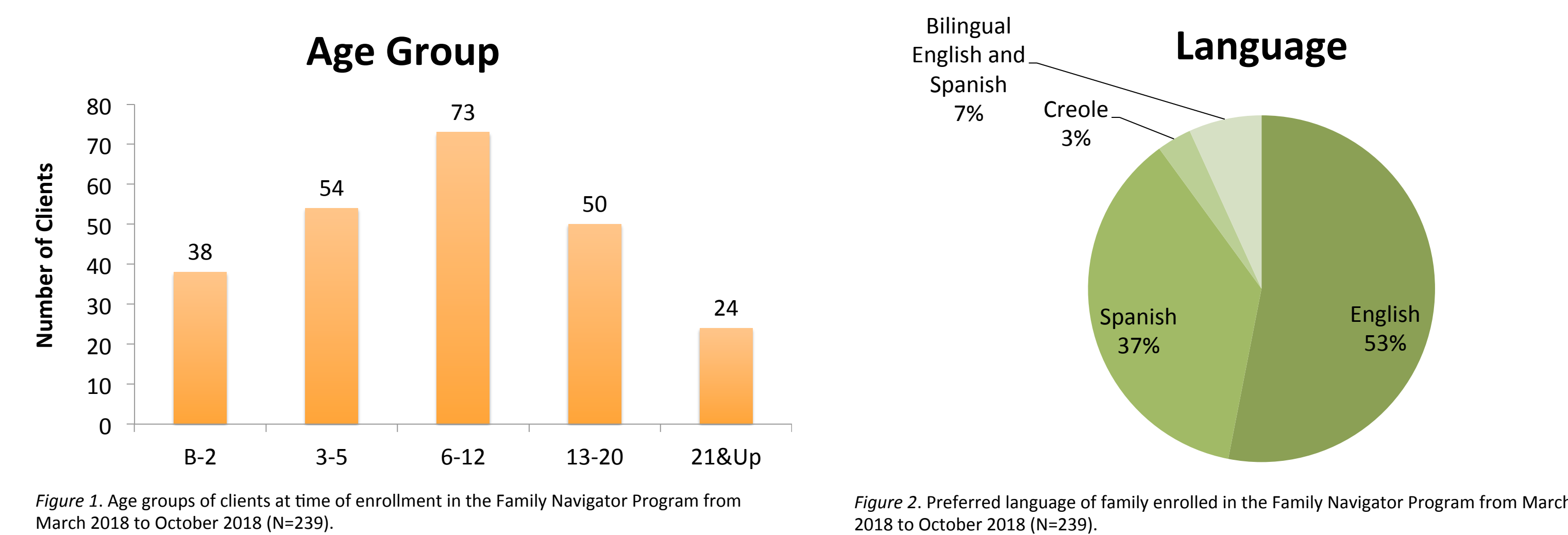


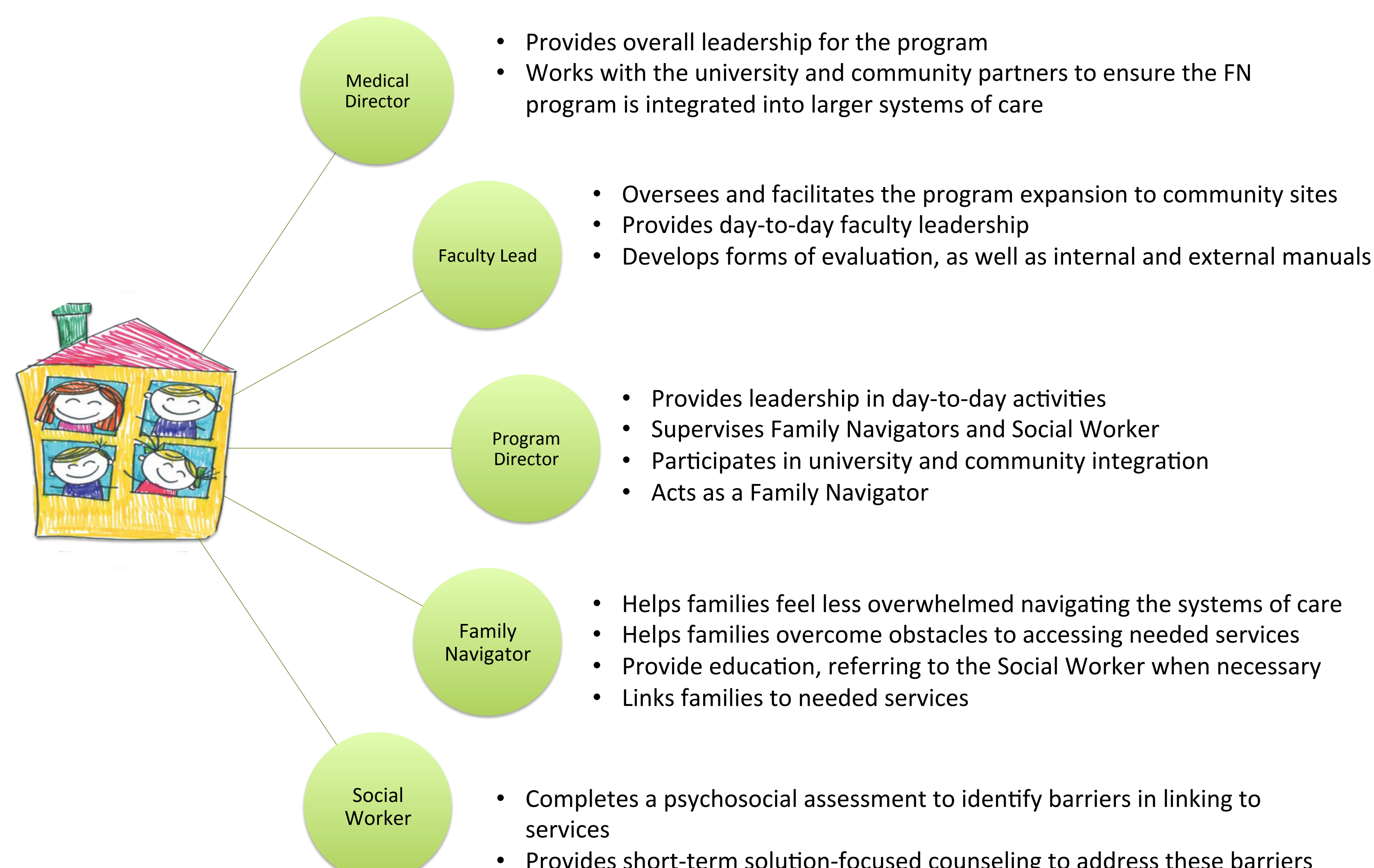
The Family Navigator Program

- The Family Navigator program at the University of Miami Mailman Center for Child Development helps people with disabilities and their caregivers find and receive services in their community and within the university system.
- The program serves a unique and diverse population in Miami-Dade and surrounding areas.
- The Family Navigator approach honors the principles of family-centered care where the planning, delivery, and evaluation of healthcare is grounded in mutually beneficial partnerships among healthcare providers, patients, and families.
- The services delivered are culturally sensitive, meeting the social and linguistic needs of the families served, given their demographic and geographic location.
- The program is funded by the Taft Foundation and has been in operation since 2016.

Demographics



Program Roles



FREE FOR FAMILIES

Do you need help connecting with the right services for your child with special needs?

The Family Navigator Program

can guide and connect you with resources available in your community.

We can help you with:

- The school system (public and private)
- Interventions and therapies
- Health insurance
- Legal aid
- Your child's transition to adulthood
- After school programs
- Assistive technology
- Other concerns

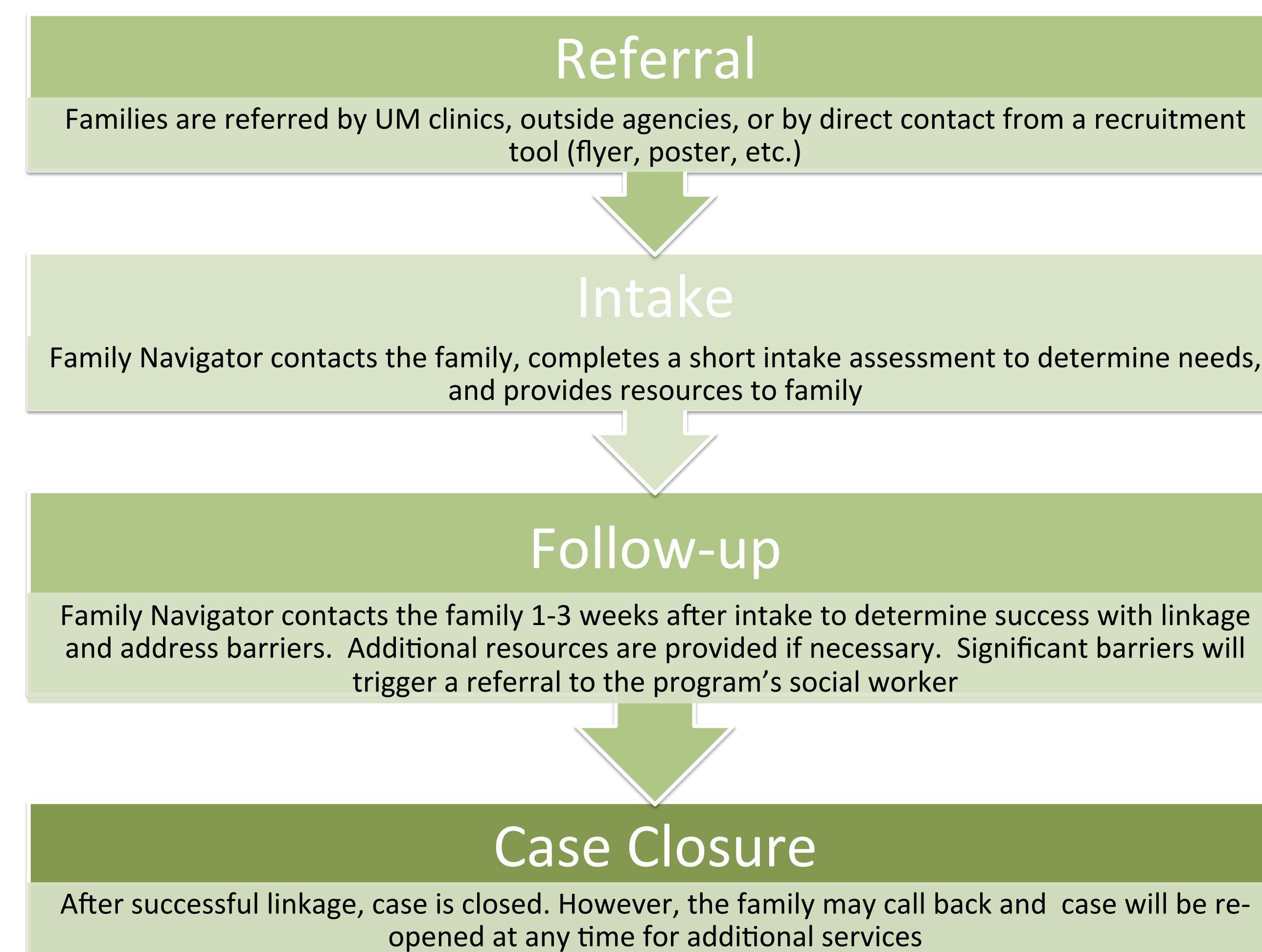
Call us at 305-243-5330

Google "University of Miami Family Navigator Program" to see our video.

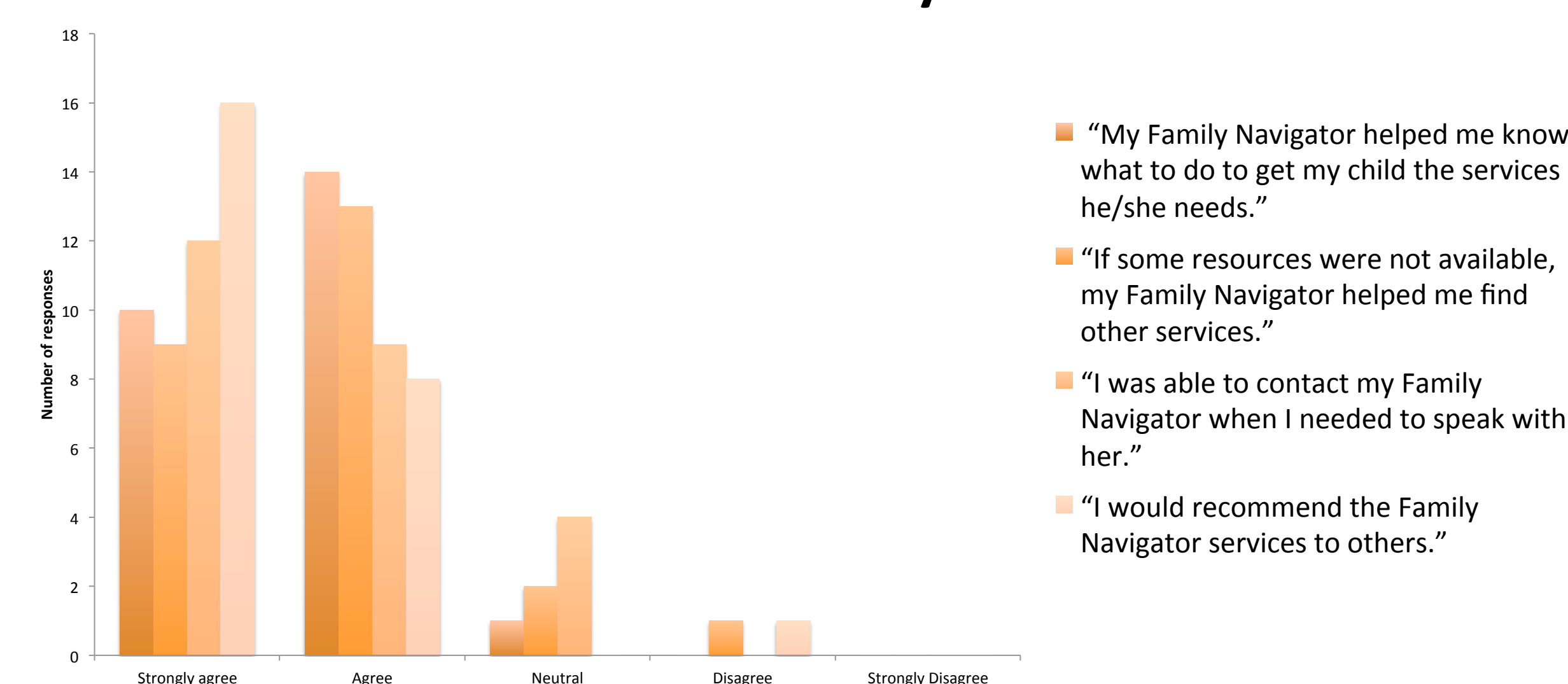


Get our brochure for more information.

Process



Satisfaction Survey Results



Interactions with LEND Trainees

The Family Navigator program provides an experience which will enhance the curriculum of the LEND program. Trainees will be able to work with families directly, work with the community partners of the Family Navigator Program, or learn firsthand from the navigators about the unique challenges of families in the community.

LEND Objective 1 - Advance the knowledge and skills of all child health professionals to improve health care delivery systems for children with developmental disabilities.

- Family Navigator Competency 2 - Provide support to families. Validate families' experiences and celebrate their efforts. Provide concrete assistance and information to help families to address their concerns.

LEND Objective 2 - Provide high-quality interdisciplinary education that emphasizes the integration of services from state and local agencies and organizations, private providers, and communities.

- Family Navigator Competency 3 - Assist families link to resources or services both within clinical settings and in the community. It is critical that navigators have knowledge of resources within their communities as well as online resources.

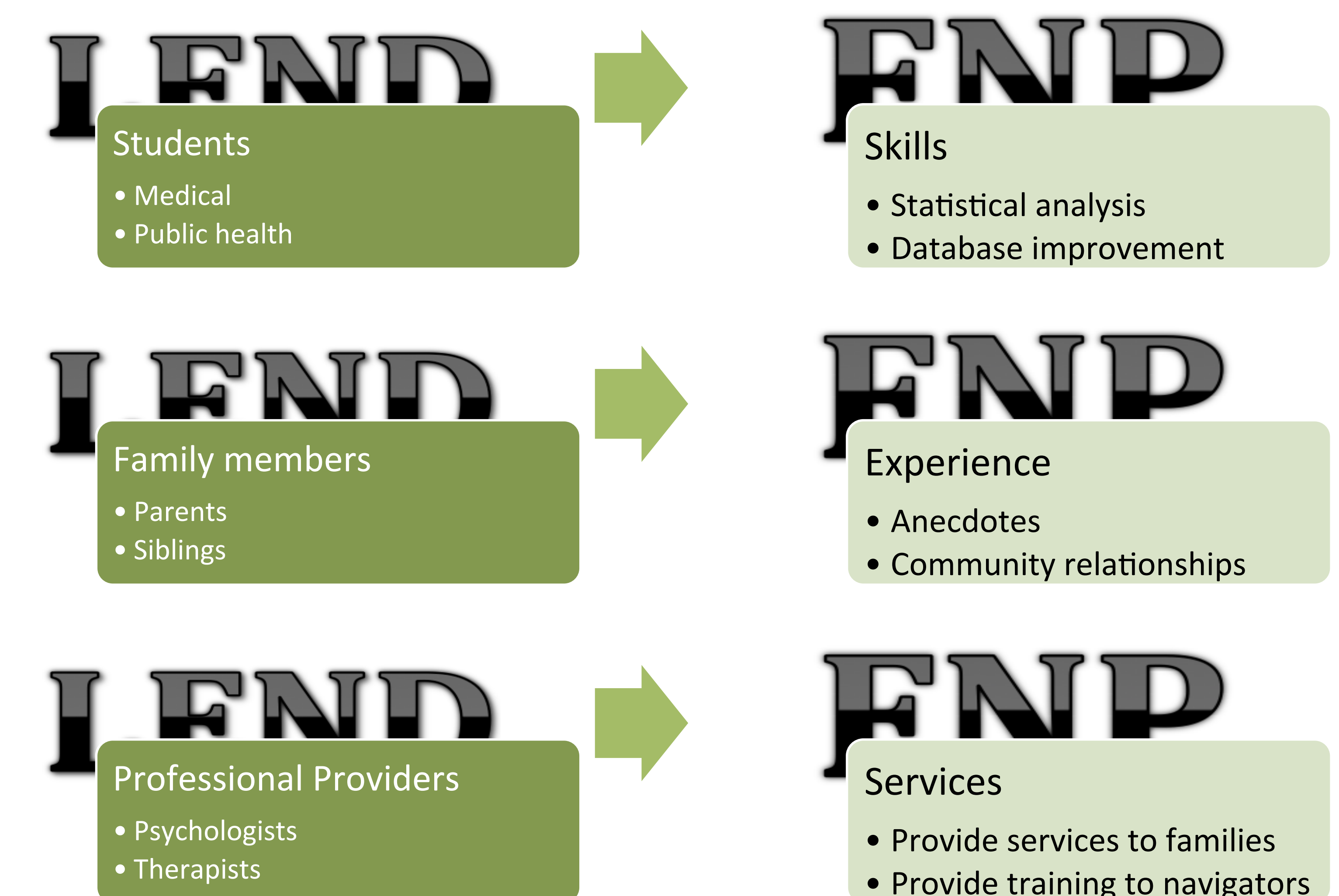
LEND Objective 3 - Provide health professionals with skills that foster community-based partnerships.

- The Family Navigator Program is continually connecting with community partners, with whom LEND trainees can learn from and develop direct relationships with.

LEND Objective 4 - Promote innovative practices to enhance cultural competency, family-centered care, and interdisciplinary partnerships

- Family Navigator Competency 1 - Engage families in collaborative and caring relationships. Develop the ability to initiate and develop ongoing relationships with families who have developmental, behavioral, health, and other conditions.

The LEND trainees at this center from 2014-2018 were made up of special educators (45%), psychologists (5%), occupational therapists (6%), nurses (7%), and employees of the pediatrics department, including pediatric physician residents (17%).



Conclusion

A partnership between the LEND Trainee and the Family Navigator Program is a win for everyone involved. The program benefits from the trainee's enthusiasm and skills, the students benefit from the Family Navigator's experience and knowledge, and, most importantly, the families gain by receiving the best care from knowledgeable and caring providers.

Additional Information

pediatrics.med.miami.edu/mailman-center/family-navigator-program
mailmanfamnavigator@miami.edu
 305-243-5330