



Interactions of LEND Trainees with the Family Navigator Program: Connecting Families to Services in Their Communities

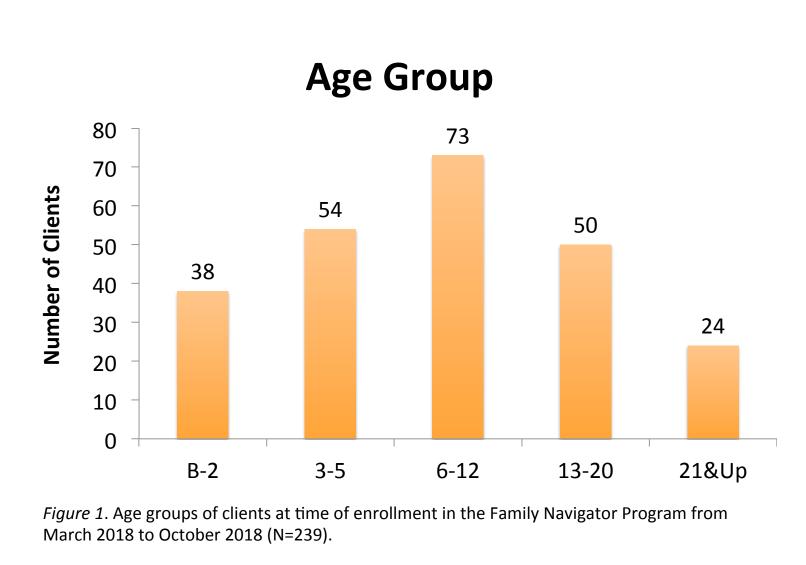


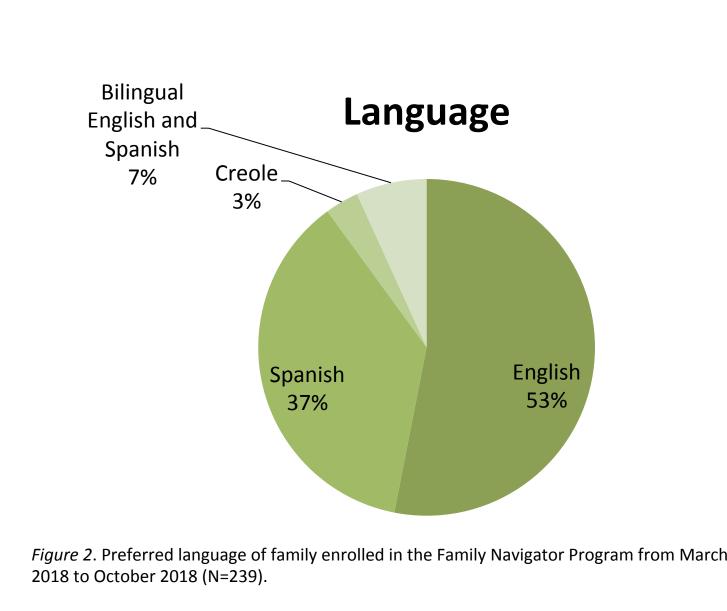
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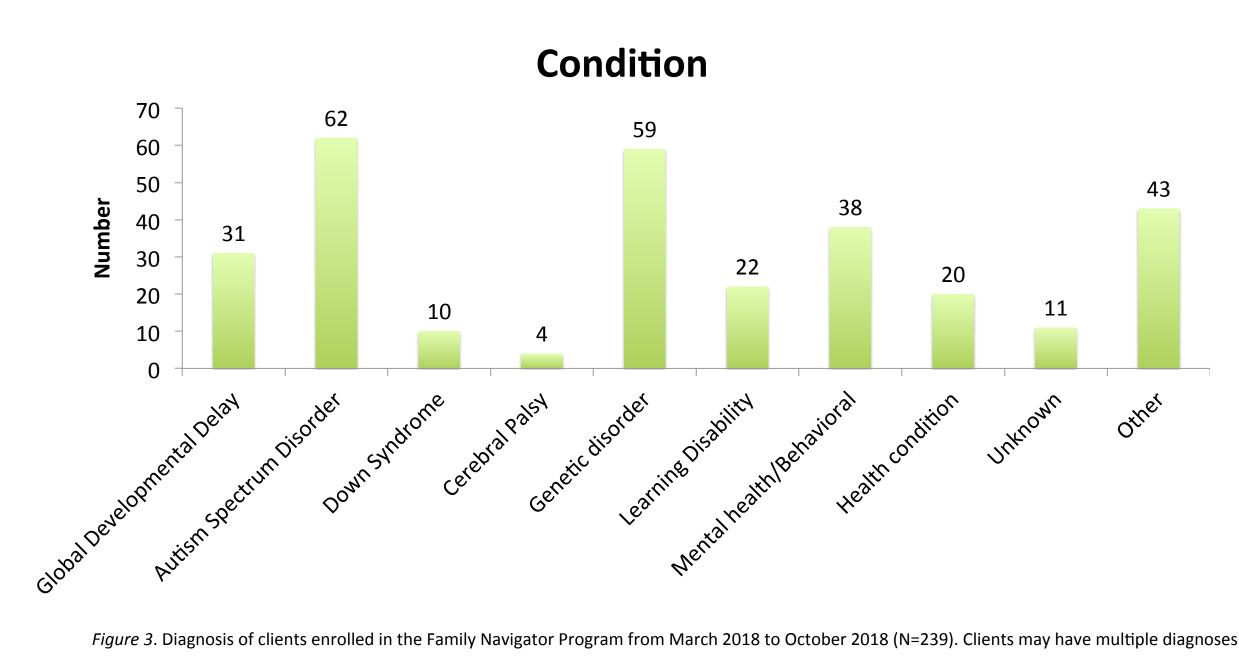
The Family Navigator Program

- 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.

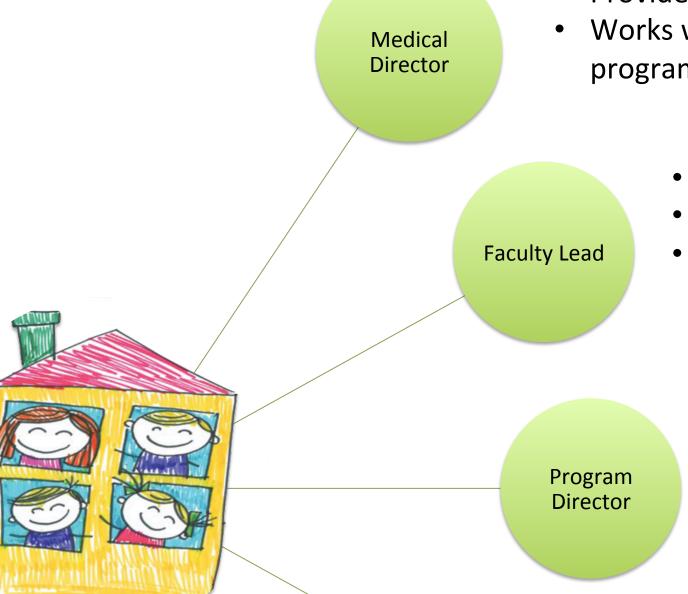
Demographics







Program Roles



Navigator

Social

Worker

- Provides overall leadership for the program
- Works with the university and community partners to ensure the FN program is integrated into larger systems of care
 - Oversees and facilitates the program expansion to community sites
 - Provides day-to-day faculty leadership Develops forms of evaluation, as well as internal and external manuals

 - Provides leadership in day-to-day activities
 - Supervises Family Navigators and Social Worker
 - Participates in university and community integration
 - Acts as a Family Navigator
 - Helps families feel less overwhelmed navigating the systems of care
 - Helps families overcome obstacles to accessing needed services Provide education, referring to the Social Worker when necessary
 - Links families to needed services
- - services

Completes a psychosocial assessment to identify barriers in linking to

Provides short-term solution-focused counseling to address these barriers

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.







Process

Referral

Families are referred by UM clinics, outside agencies, or by direct contact from a recruitment tool (flyer, poster, etc.)

Intake

Family Navigator contacts the family, completes a short intake assessment to determine needs, and provides resources to family

Follow-up

Family Navigator contacts the family 1-3 weeks after intake to determine success with linkage and address barriers. Additional resources are provided if necessary. Significant barriers will trigger a referral to the program's social worker

Case Closure

After successful linkage, case is closed. However, the family may call back and case will be reopened at any time for additional services

Satisfaction Survey Results

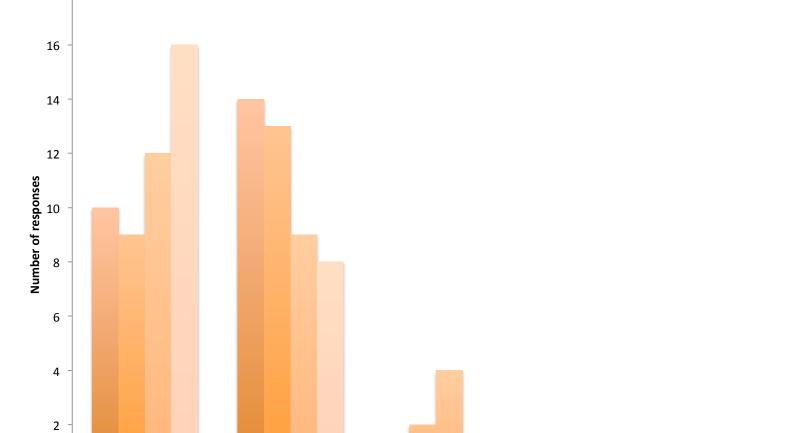


Figure 4. Responses of surveyed families to four prompts in an annual satisfaction survey conducted in May 2018 (N=25)

- "My Family Navigator helped me know what to do to get my child the services he/she needs."
- "If some resources were not available my Family Navigator helped me find other services."
- "I was able to contact my Family Navigator when I needed to speak with
- "I would recommend the Family Navigator services to others.

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%).



FND

- Statistical analysis
- Database improvement





- Anecdotes
- Community relationships





- Provide services to families
- Provide training to navigators

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