

2021 Family Support and Navigation Summit Attendee Questions and Answers

Trillium Presentation

Are Family Navigators (or similar) available in other areas of the state outside of Trillium specific markets?

In the LME/MCO world they are the only ones offering this as a service at this time. The definition has been approved by the state and we are hopeful access will grow. Outside of LME/MCOs as a service there are many versions offered with varying activities, such as Family Support Network, ECAC, Autism Society of NC, and many others. Many practices, e.g. UNC-CIDD, Duke and others have family navigator type positions on staff as well in their practices.

Are Family Navigators paid positions? If so, who is their employer? Trillium or provider agencies?

Yes. They are employed by the provider agencies.

Can Family Navigators help facilitate natural supports for individuals with I/DD who want to build a Personal Support Network without having to rely on their parents to do this facilitation work?

Yes- the Family Navigator can do this with the individual.

How do I find out eligibility criteria for an individual/family to access a Family navigator? Age of person with disability? Someone with or without Waiver services? Residential settings? "Means tested" in terms of family's income?

Anyone that is a Medicaid member with IDD or TBI that is served by Trillium is eligible. No age limit. Medicaid covered. No exclusions that is to say a person in a residential setting can also get Family Navigator

What if one member of the family does receive Medicaid and b3 service could this be a possibility for the other family members?

If the member is in Trillium, yes, so long as there is an IDD or TBI, and has Medicaid, they qualify for this service in Trillium.

Is the individual/family assigned to one Family Navigator or are you assisted by the Family Navigator who answers the call?

Typically, we will have one Family Navigator stick with the family. The relationship building is critical. The relationship is key in assisting families. Families need to have someone they can rely on.

What exactly is LME / MCO?

Managed Care Organization (MCO) - Local Management Entity (LME). The full county by county map is located here <https://www.ncdhhs.gov/providers/lme-mco-directory>

The Value of Lived Experience Presentation

Holly Connor's story about the grandfather wanting to help with his grandson's social connections reminded me of the question I asked above about natural supports!

Yes! Caregivers realizing they can include the whole family in a lot of creative ways! It was awesome to see the light bulb go off that he was a valued and contributing member to supporting his grandson! Everyone benefits from families being at the table. As the family navigators have said, families have a great deal of wisdom to share, and both families and service providers have better outcomes and the system improves.

We must also educate our major systems such as schools, DJJ, DSS and get them on board with understand the importance of the FN and significance of the role in supporting families.

A lot of the Family Navigators attend the system of care meetings that each county has in order to be integrated into the community and letting them know we are here to support!

Meeting Families Where They Are Presentation

Can the Therapeutic Coaching from NC START be utilized within the school environment? Has there been any collaboration with the public education system?

Yes, coaching can be used in schools. Some school systems are more open to this than others. START teams do collaborate with the public education system.

Resources

For more information on **Peer Mentor Training Pilot for People with I/DD**: www.iddpeermentor.com

The NC Navigating Care Project at UNC is developing an online Family Navigation decision tree and service guide in conjunction with pediatric practices. This will be a great tool for these medical practices in the initiative you describe.