



TRILLIUM FAMILY
NAVIGATOR

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PRESENTATION FOR FAMILY SUPPORT AND NAVIGATION: WHERE COMPASSION,
EMPOWERMENT AND COMMUNITY CONNECT

Moving the Needle with Family Navigation and Supports

What is a Family Navigator?

Family Navigators are people who have lived experience as a person with an intellectual or developmental disability or TBI or are the parent or primary caregiver of a person with an intellectual or developmental disability or TBI who use their own experience to help others navigate every changing systems including Trillium and other systems. Family Navigator was born out of the Peer Supports model used today to help support those with mental health and substance use needs.



Rooted in Core Values



- Promotes a philosophy of Whole Person-Centered Care
- Builds a trusting, collaborative partnership with Members, Trillium, our Network and local community.
- Boundary and Ethical Considerations.
- Supports Individual and Families to develop natural supports
- Referrals to community and social supports and services
- Develop a system of record keeping with each family regarding contacts and resources

What prompted Trillium to consider Family Navigators as a part of the benefits for it's members?



Trillium Family Navigators were created based on feedback from members and families. Trillium supported the core values and concepts to train people with lived experience in IDD/TBI to become Trillium Family Navigators as a provider led service to our members. This unique role assists Trillium families and their communities to identify and access the resources to best support people with intellectual or developmental disabilities or traumatic brain injury across the life span. Trillium has developed many resources including a resource guide to better support members. Our Family Navigators help guide members and families leveraging their personal lived experience and include written materials and tip sheets to better assist and empower our members and families to access care, information, social support, and health services in the Trillium coverage area.

What prompted Trillium to consider Family Navigators as a part of the benefits for it's members?

Let's hear directly from our members and their families.....

<https://vimeo.com/377391651>

Benefits of a Family Navigator

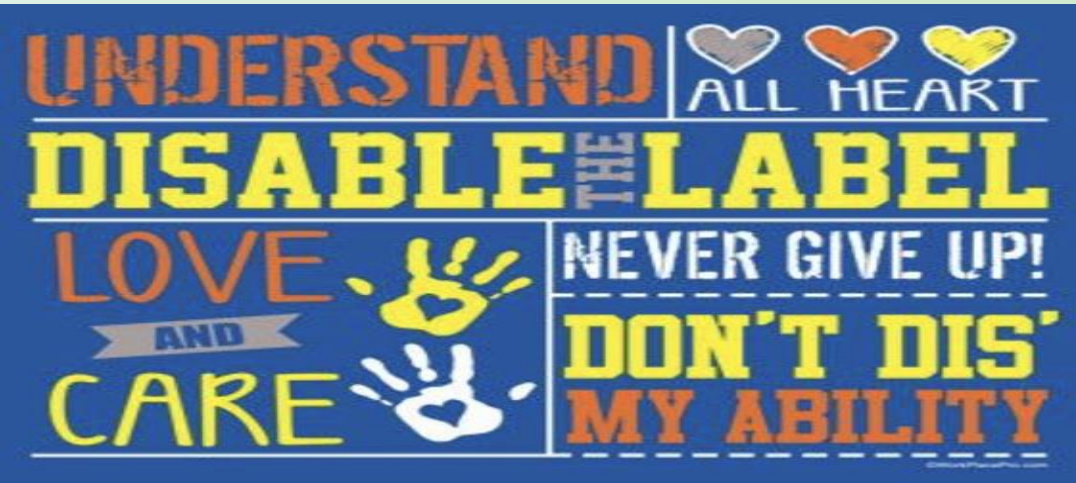
- Credible; trusted advisor
- Practical knowledge
- Resource expertise
- Emotional support
- Hope
- Support workforce and extend other professionals

Who are Trillium's partners?



What are the functions of a Family Navigator?

Family/Self Advocate Skills	1. Assist member/Families during life transitions by educating them about systems, processes and resources and how to navigate them.
	2. Support, when needed communication between families and/or member and health care providers to insure that needs are adequately met in a timely fashion.
	3. Provide resources for members and their families to reduce isolation and feelings of stigma, blame and hopelessness.
	4. Assist member/families to identify and contact service providers with expertise and who are skilled at working with those with IDD.
	5. Assist member/family with preparing for meetings and accompany them when needed
Outreach and Information	1. Provide outreach and education to member/family about various funding sources available to them.
	2. Answer "Warm Line" calls that members/ families can make for information.
	3. Provide resource materials and directories to help member/families identify relevant services and resources.
	4. Perform outreach and engage with member/families to ensure the information provided is meeting their needs and progress is being made.
	5. Inform member/families about the grievance and appeals process for specific agencies.
	6. Perform outreach in the community to raise awareness, reduce stigma and engage member/families in services.



Community Connections and Natural Supports	1. Facilitate meetings and connections with member/families to promote self-care, strengthen social connections and decrease isolation.
	2. Assist member/families with identifying, connecting and/or reconnecting to natural supports to participate and integrate into the community.
	3. Facilitate connection between members and family members and others with similar life experiences.
	4. Network and collaborate with the community to create resource to meet unmet needs.
	5. Help families and/or self-advocates identify and get involved in leisure and recreational activities in their community.

What conditions does a Family Navigator target?

Every Family is unique



- Respect: diversity, cultural traditions, care preferences
- Partnership: medically appropriate decisions that fit needs, strengths, values and abilities of all involved
- Information sharing: open, objective, unbiased
- Negotiation: desired outcomes/plans are flexible

How does someone become a Family Navigator



Trillium is pleased to announce the new Family Navigator role for people with I/DD and TBI. This service is designed for members receiving either state- or Medicaid-funded services who experience Intellectual and/or Developmental Disabilities or Traumatic Brain Injury. This new service will be a new value based payment arrangement between Trillium and selected providers in our Network. Trillium is launching our first class to train Family Navigators starting in December of 2019.

Training description:

The Family Navigator Training will be a total of 16 hours in length:

- 7 hours face-to-face offered in a one-day session
- two subsequent sessions will be conducted via teleconference online
- approximately 3 hours of independent study for work on assignments

Our first class will have 15 slots offered at this time to individuals who will fulfill the role of Family Navigator in our Southern Region- including Brunswick, Carteret, Columbus, New Hanover, Onslow and Pender counties.

Qualifications for Family Navigator participation:

To be eligible to attend the Family Navigator Training, individuals must meet the following requirements:

1. Be employed or sponsored by one of the following pilot agencies The Arc of NC, The Autism Society or Easter Seals UCP of North Carolina and Virginia.
2. Have personal experience providing care to a loved one with IDD/TBI or have and lived experience as a person with I/DD or TBI
3. Have a high school diploma or GED as required
4. Experience with systems navigation across various systems.
5. Written and Verbal communication skills.

Dates for the first training series (must complete all 3 sessions):

Face to Face Session: December 12, 2019 from 9am-4pm

Online Teleconference Sessions:

- 1) December 17, 2019 from 10 am-2pm and
- 2) December 18, 2019 from 2-4 pm.

Location for the Face to Face Training:

Trillium Health Resources
3809 Shipyard Blvd.
Wilmington, NC 28403

Please click on this link [Family Navigator Training Registration](#) to register for this training.



What is the criteria to be hired as a Family Navigator

- Have personal experience providing care to a loved one with IDD or TBI or be a person with lived experience with Intellectual or Developmental Disability or TBI.*
- Have a high school diploma or GED*
- Complete the approved training for the Family Navigator Role from an authorized training source*
- Provide services based on their training and their unique qualifications to work with individuals or families.*



What training is required for Family Navigators

Day 1

- Core Values
- Person Centered Philosophy
- Building a Trusting Relationship
- Boundaries and Ethics of a Family Navigator
- Getting Started- Role of Family Navigator and Outcomes
- Review of Resource Materials and Trillium's My Learning Campus
- Homework on use of Resource Materials and My Learning Campus

Day 2

- Screening for Support Needs
- Call Scripts
- Live Call Practice Sessions
- Role Play



Online On Demand training options

My Learning Campus



Your Well-Being Matters

My Learning Campus shares free, online trainings and tip sheets for anyone to access. Trillium helps our communities build the necessary foundations to help improve well-being, provide solutions, and recognize the potential we all offer. Courses will cover a wide range of topics including:

- Updates to service offerings such as the Innovations Waiver
- An introduction to Trillium, behavioral health, and how we operate
- Reducing stress

Ready to learn more?

Visit My Learning Campus by clicking

HERE

What are the outcomes so far since implementation

Members are expected to achieve one or more of the following outcomes:

- Members become engaged and involved through increased effective access to all community systems for support (i.e. Access to healthcare, access to education, access to vocational services, access to benefits, etc.)
- Members develop and/or maintain meaningful engagement in services that is to say services meet the persons needs
- Member's use of hospital services (inpatient/ ED) is avoided or reduced in frequency and duration
- Member's use crisis services (mobile crisis) is avoided or less frequent
- Members need for out of home residential or treatment services is avoided
- Members access to medical services and annual physical and dental exams are increased



What else is important to know as you consider requesting to add this to the system?



- Family Navigators are important, but even more so as we look towards Medicaid Transformation.
- Family Navigators can function as extenders of the Care Management work force.
- Family Navigators provide a service that is cost effective yet adds significant value to the care that a member receives.
- Helps prevent members from going into the highest levels of care such as institutional levels of care by providing intervention and support at crucial moments in a member and family's journey.

A TEAM YOU AND YOUR FAMILY CAN COUNT ON

Intellectual / Developmental Disabilities (I/DD) Support



Casey Whitted, CCLC
CCLCF I/DD Care Coordinator
910.612.9635

I will help you:
Assess your child's needs
Link you with I/DD services/support
Partner with your doctor to enhance your visit experience



Ashley Smith
CCLCF I/DD Family Navigator
910.612.6181

With my experiences, I offer:
Valuable life lessons for I/DD Family Navigation
Advocacy and improved communication with providers
Coaching on how to create opportunities for your child



Richard Berg
CCLCF Program Coordinator
910.212.4123

*Wondering who else you can contact?
Call me for further assistance.*



Carolina Pediatrics of Wilmington

