



Community Navigator

By: Caroline Racine, Program Specialist

Lori Hebert, Granite Pathways Program Director

Amanda Durand, Granite Pathways Community Navigator



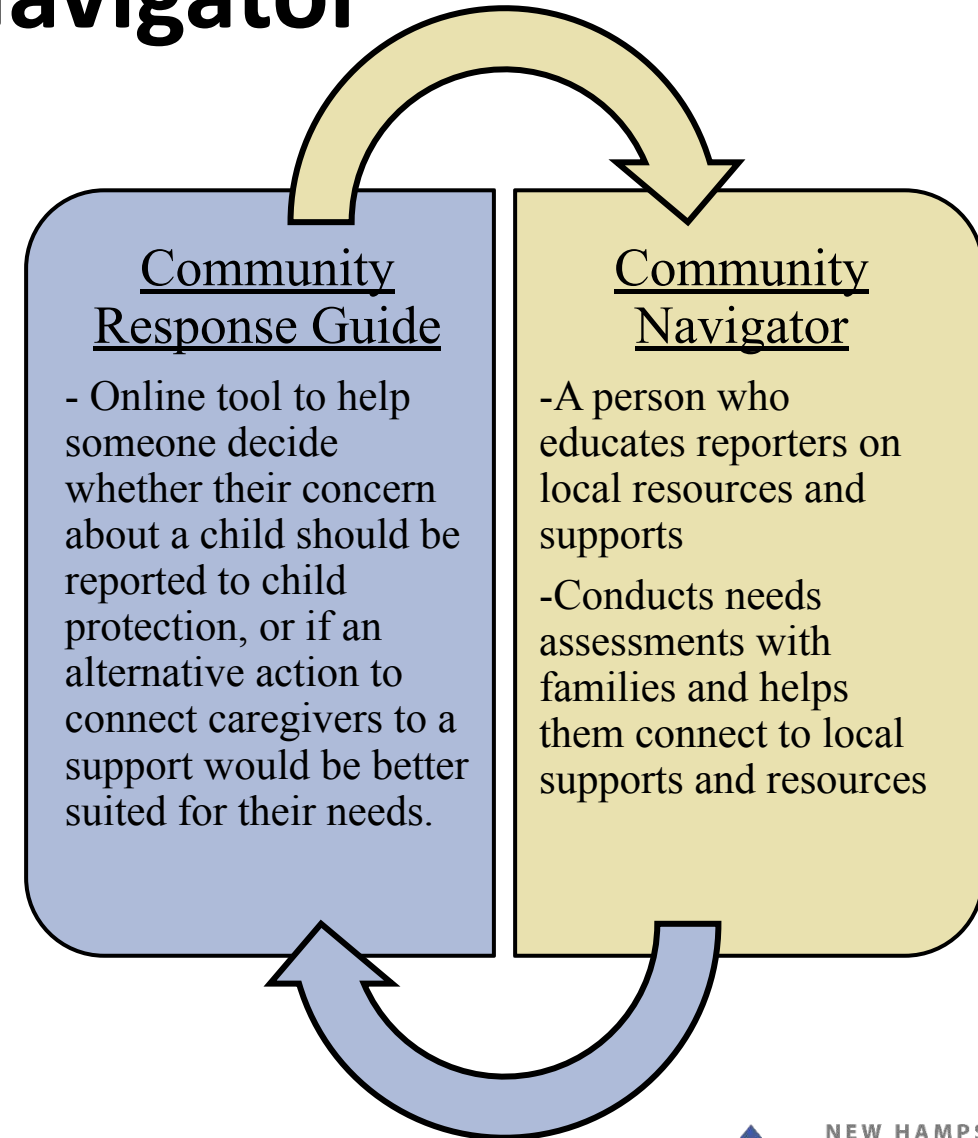
Why Community Navigator?

- DCYF envisions a child-and-family-serving system where families are supported in a variety of ways to include being connected to appropriate supports and community resources without being involved with DCYF. **Families should receive the right services at the right time and place to meet their needs.**
- An early focus in the transformation of our child and family serving system has been to find ways to ensure that the right intervention is made available when concerns about a family are made to the child abuse and neglect hotline.
- New Hampshire's hotline historically provided a binary response to concerns of abuse or neglect: calls were either screened-in or screened-out. Recognizing that a child protection investigation is not always the best intervention and may in fact result in families turning away from supports, work was initiated to identify the types of concerns that tend to result in low risk/unfounded assessments.



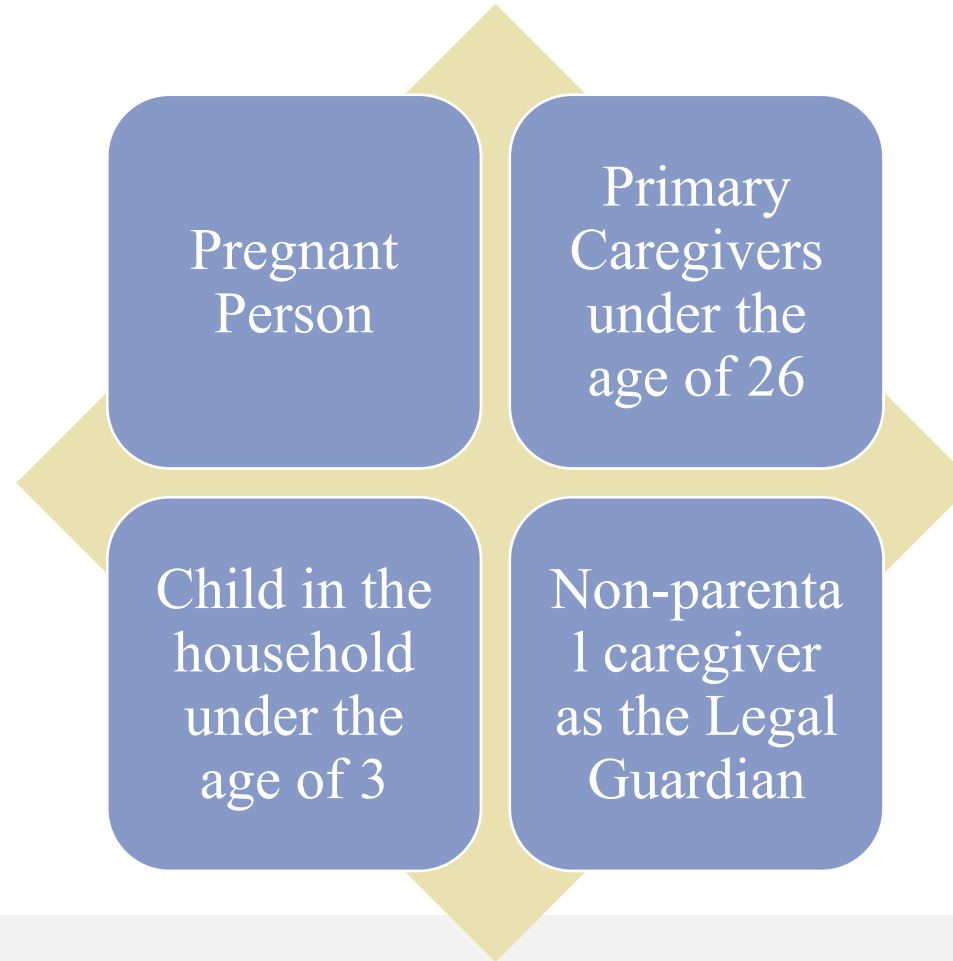
The Future of Community Navigator

The Department anticipates a second phase of the Community Navigator Program to include calls from individuals who accessed the web-based Community Response Guide and were led to a Community Navigator with expertise in connecting families with local resources.



Target Population

- The primary target population for the Community Navigator program includes families who are reported to DCYF Central Intake but do not meet the state criteria for a formal assessment and as a result has been screened out but could benefit from continued community supportive services referrals by the Community Navigator program.

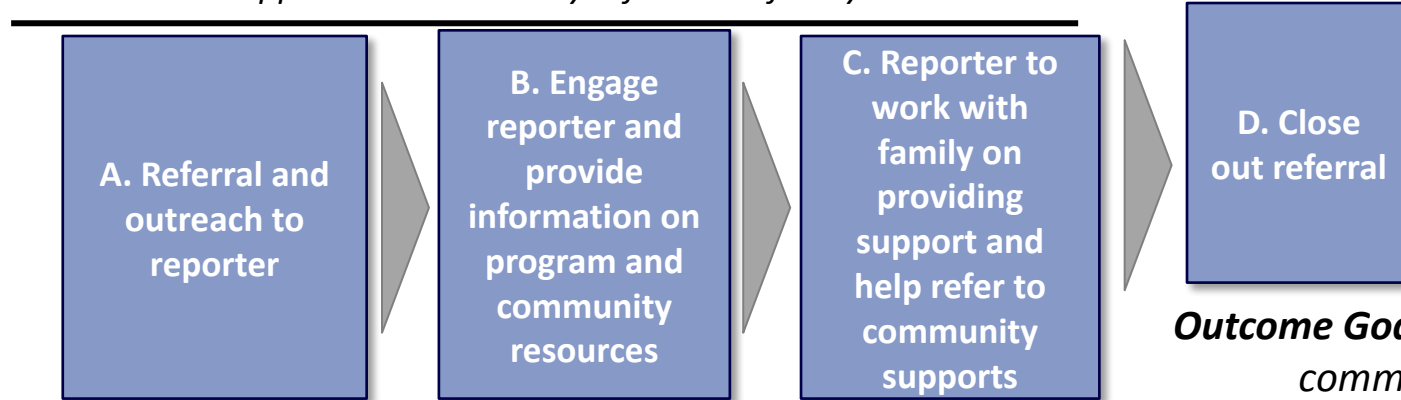


Community Navigator

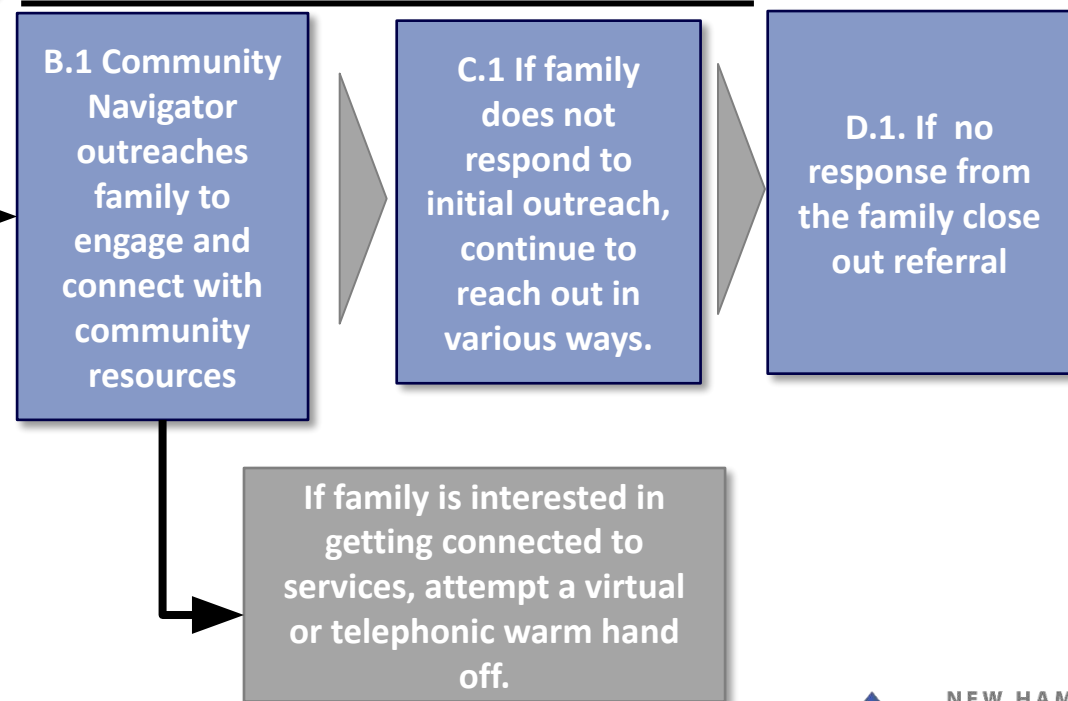
Purpose	Outcomes
Outreach/Educate Reporters	<ul style="list-style-type: none">☐ Enhance their knowledge of appropriate community services and resources available to help families in need.☐ Provide them with a skillset to work directly with families in need. Help shift their role from just reporting concerns to actively supporting families in need.
Outreach Families	<ul style="list-style-type: none">☐ Help families navigate and engage with available community resources.☐ Address disproportionality amongst increased reporting on families of color.<ul style="list-style-type: none">❖ Disproportionality can be reduced if families are able to know what is available, access the necessary resources and engage with supportive services.



Outcome Goal 1: Encourage and educate reporter to provide support and community referrals to family



Outcome Goal 2: Connect families to community resource(s)



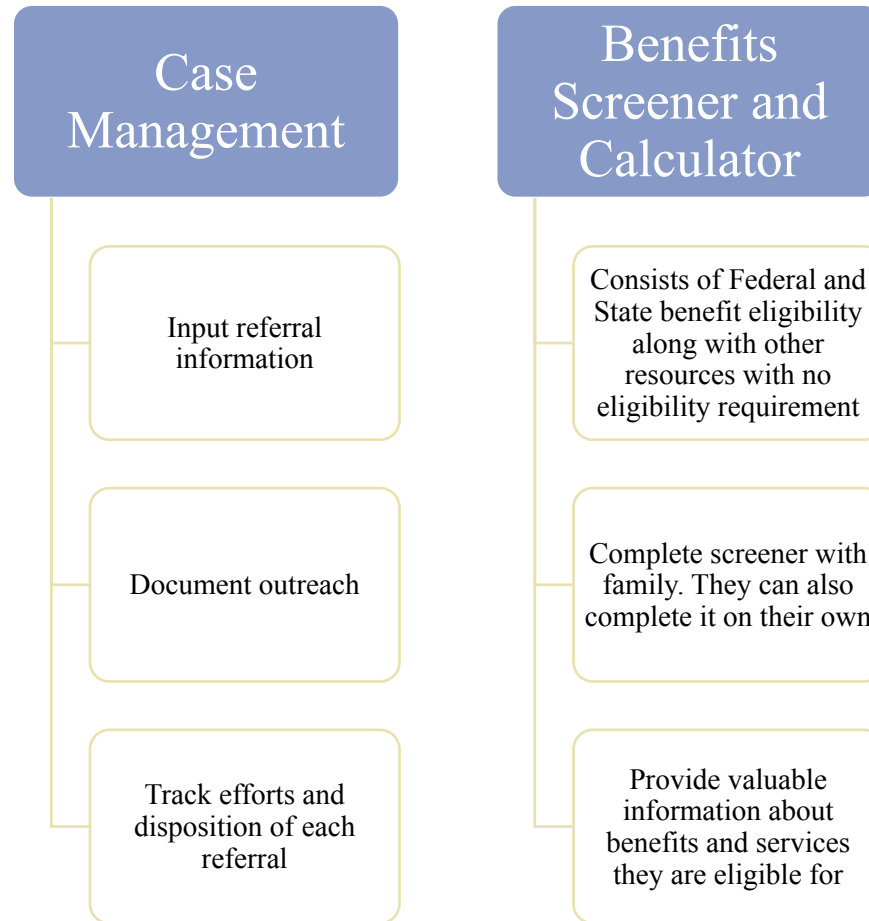
If reporter does not wish to engage the family and opts to have the Community Navigator engage the family.

If family is interested in getting connected to services, attempt a virtual or telephonic warm hand off.

If a reporter does not want to speak with the Community Navigator, the Navigator will only outreach the family

Single Stop

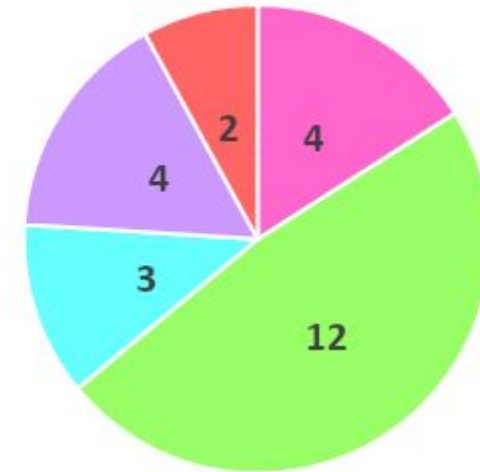
- Aims to reduce poverty and promote economic mobility in the U.S. by connecting people to available government and nonprofit programs, benefits and services through coordinated “one-stop-shop” solutions.



Data since the 7/31 Soft Launch

Reason Screen Out Report is Eligible for Community Navigator	Running Sum
A primary caregiver under the age of twenty-six (26) years old	4
A child in the household under the age of three (3)	12
A primary caregiver who is the legal guardian of minor(s) in the residence (non-parental caregivers with legal guardianship of child(ren))	3
A pregnant person	4
Other reason	2
TOTAL	25

Screen Out Eligibility for Community Navigator



- A primary caregiver under the age of twenty-six (26) years old
- A child in the household under the age of three (3)
- A primary caregiver who is the legal guardian of minor(s) in the residence (non-parental caregivers with legal guardianship of child(ren))
- A pregnant person
- Other reason





Questions?