

DELAWARE

Fun Fact: 67.5% of Fortune 500 companies are Delaware entities

Reaching Marginalized Populations via Family Navigation:

- 1) Outreach to specific communities – being present and visible in the community with other agencies to build trust
- 2) Serving on specialized committees in marginalized communities
- 3) Hosting events in the community

Enhancing Cultural Perspectives and Engagement Among Diverse Community-Based Providers:

- 1) Having bilingual family navigator staff to communicate with provider liaisons
- 2) Development of stakeholder groups to collaborate and share resources

Strategies/Issues to Sustain Family Navigation Activities:

- 1) Finding qualified family navigation providers that are bilingual (Spanish) and/or well connected to the marginalized community
- 2) Having funding for interpreters
- 3) Access to services for families – communities that are geographically spread out and do not offer public transportation



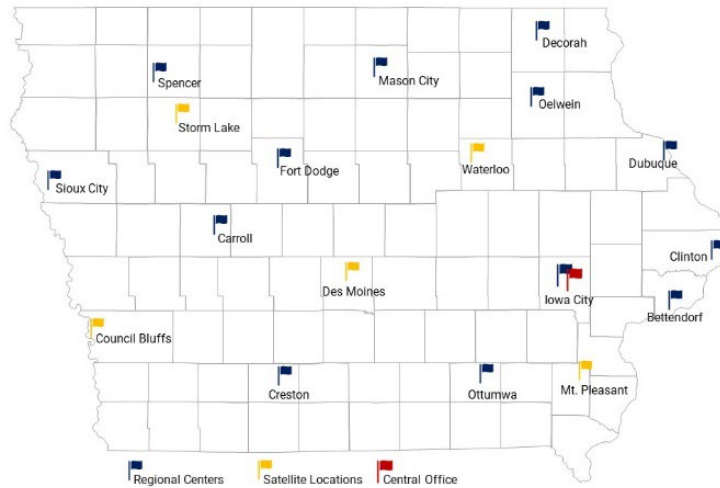
IOWA

What is one interesting thing about your state?

Iowa is home to the *American Gothic* house. In 1930, artist Grant Wood took a tour of Eldon, Iowa and spotted a little white house with a large Gothic window. The house still stands, and its exterior is viewed by thousands of visitors each year.



Strategies to Sustain Family Navigation Activities



- ✓ We have Family Navigators located across the state and they are funded by a number of different grants and contracts.
- ✓ We have developed several training programs, including the Iowa Family Leadership Training Institute, that helps family members develop their leadership and advocacy skills. A couple of previous training participants have gone on to work as Family Navigators.
- ✓ As part of the University of Iowa Hospitals and Clinics, we are always promoting family-driven care. The Neonatal Intensive Care Unit (NICU) has just hired their first Family Navigator.

Enhancing Cultural Perspectives and Engagement Among Diverse Community-Based Providers

Our Marshallese Family Navigator partnered with Crescent Community Health Center in Dubuque, Iowa to hold an online question and answer Zoom for Marshallese families about the COVID vaccine. This session was co-sponsored by Heartland Genetics and a Marshallese physician from the University of Arkansas.

Reaching Marginalized Populations via Family Navigation

- ✓ Two native Spanish-speakers Family Navigators work with Spanish-speaking families in western Iowa.
- ✓ One Marshallese Family Navigator works with Marshallese families in northeastern Iowa.
- ✓ One staff member who is also the mother of a transgender teen has been designated as our organization's LGBTQ+ Outreach Coordinator.

Minnesota

There are 69,200 miles of rivers and streams in Minnesota. That's enough to circle the equator 2 ¾ times! Minnesota has contributed many inventions in various fields, including medicines and apparel. Its notable achievements include Scotch tape, Better Business Bureau, automatic pop-up toaster, in-the-ear Hearing Aid and more.

Enhancing Cultural Perspectives & Engagement Among Diverse Community-Based Providers

- **Creating culturally responsive and accessible supports and services**, intentionally targeted for marginalized communities, who are often underserved by programs and services
- **Build trust with minority communities** and provide the whole-person/ whole-family system approach
- **Develop with and disseminate culturally-grounded resources that are meaningful to each community**, e.g., Tele-intervention for families in underserved BIPOC/Refugee/Immigrant communities and rural MN communities facing geographic barriers to access care for children.
- **Partner with culturally specific advocacy & peer to peer navigation organizations** at resource fairs and conferences
- **Provide free or low-cost trainings**, in person or via webinar to reach our diverse group of providers



INSTITUTE on
COMMUNITY INTEGRATION

UNIVERSITY OF MINNESOTA
Driven to DiscoverSM

Reaching Marginalized Populations via Family Navigation

- Having peer navigators that represent the communities they serve.
- Translating materials into several different language and offering interpreter services at community engagement events.
- Having peer navigators across the state for people to connect regionally.
- Utilizing the person-centered planning tools from [Charting the Lifecourse](#).



Strategies to Sustain Family Navigation Activities

We currently **link families to peer-to-peer navigators** through organizations, like Family Voices of MN and Learn the Signs Act Early, by sharing this information on the [MN Autism Resource Portal](#) and on our [Pathway to Services and Supports](#) resources. We also **offer State grant funding to sustain these family support organizations**, who help families navigate the service system.

We also have a **Family Coordinator at the MN Department of Human Services** that coordinates across children's services and these community organizations.

We also have **Family Training and counseling embedded into our early intervention program** so that families can come together in a group setting and provide support to one another and learn from each other's lived experiences. This sustains family navigation since it's a Medicaid reimbursable service and families can receive support from those within their same communities and from similar cultural and socio-economic backgrounds.

University of Minnesota has care navigators from the Masonic Institute for the Developing Brain ([MIDB](#)) and affiliated clinics, who support families to help locate and access services. Includes referral to open studies that may be of interest to families. **AutismFIRST study includes remote ASD evaluation and caregiver coaching via telehealth.** If families are struggling with other needs, they help them get connected to additional resources.

TELEOUTREACH
CENTER

ADDMM
Minnesota Autism Developmental
Disabilities Monitoring network

MINNESOTA
AUTISM RESOURCE PORTAL

OHIO

- Ohio has 74 Sensory Inclusive Kulture City destinations including: National Veteran's Memorial, Columbus Zoo and Aquarium, Imagination Station, Pro Football Hall of Fame, Cleveland MetroParks Zoo, Rock and Roll Hall of Fame
- Home of the longest wooden roller coaster, *The Beast*, at Kings Island and the tallest, fastest, hybrid roller coaster, *Steel Vengeance*, at Cedar Point



What Area(s) will we target reaching via Family Navigation?

Nationwide Children's Hospital- Toledo

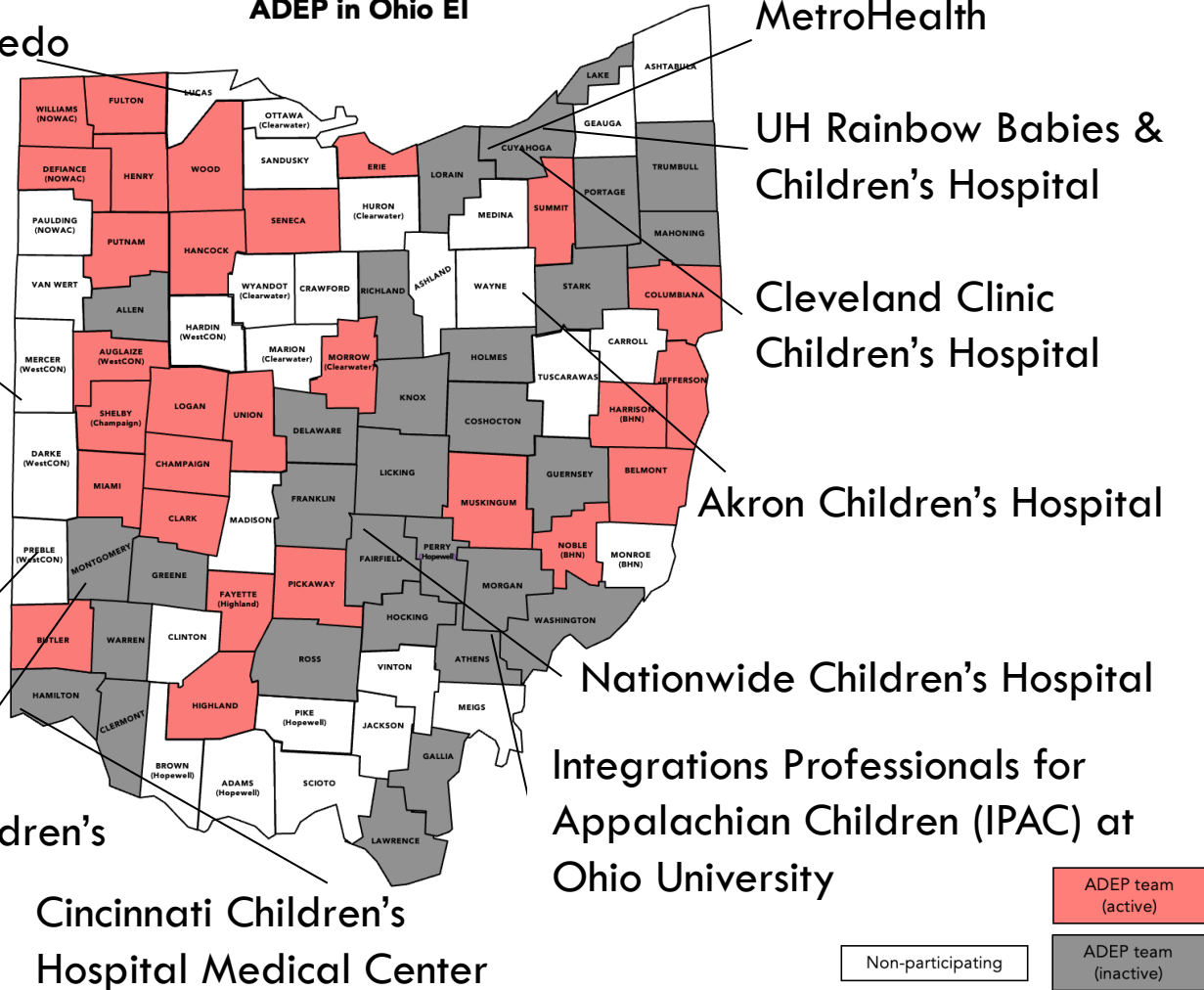
Mercer Health

New Leaf Center

Dayton Children's Hospital

Cincinnati Children's Hospital Medical Center

ADEP in Ohio EI



MetroHealth

UH Rainbow Babies & Children's Hospital

Cleveland Clinic Children's Hospital

Akron Children's Hospital

Nationwide Children's Hospital

Integrations Professionals for Appalachian Children (IPAC) at Ohio University

Non-participating

ADEP team (active)

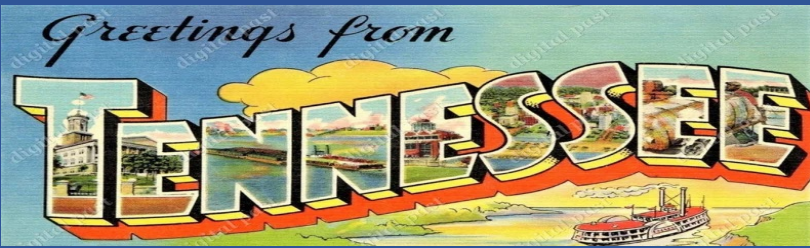
ADEP team (inactive)

Our Ideas to Enhance Cultural Perspectives and Engagement Among Diverse Community-Based Providers:

- Cultural Bias and Impact Training
- County needs specific trainings
- Act Early Ohio (Our Tribe, Autism and We, Promotoras, Autism Doulas, & others)
- Ohio Coalition for the Education of Children with Disabilities (OCECD)
- Family 2 Family & Parent 2 Parent

Our Strategies for Sustaining Family Navigation:

- Community Assessment Mapping
- Identify and leverage existing family navigation programs
- Promote "buy-in" across state and child serving systems
- Engage, build and facilitate public-private partnerships and collaboration



Fun fact: Graceland is the most-visited home in the country aside from the White House.



Learn more about TN Cares here!



Reaching marginalized populations via Family Navigation

Building and sustaining community partnerships

- Working with Meharry Medical College to understand disparities facing Black, African-American, and multiracial families
- Coordinating with Camino Seguro to support linguistically and culturally competent care

Supporting Spanish- and Arabic-speaking Families

- Spanish- and Arabic-speaking family navigators offer input on cultural appropriateness of materials while directly supporting Spanish- and Arabic-speaking families
- In a sample of 257 English proficient (EP) and Limited English proficient (LEP) Latinx caregivers receiving Family Navigation, half of families not receiving any services at baseline went on to receive at least one service, regardless of language spoken. By the end of Navigation, disparities between groups decreased. (Work led by Lavanderos)

Table 1. *Navigation network demographics at the end of Year 3*

	Whole sample (n=2374)*
Race	
Asian	56 (2.8%)
Black or African-American	397 (20.1%)
American Indian or Alaska Native	9 (0.5%)
Native Hawaiian or Other Pacific Islander	8 (0.4%)
White	1290 (65.3%)
Ethnicity	
Hispanic/Latino	331 (17.3%)
Not Hispanic/Latino	1447 (75.6%)
Living in MUA/MUP (%)	1843 (77.6%)
Living in Rural/Partially Rural Areas (%)	784 (33.0%)

Connecting with existing teams doing this important work

- Asking community stakeholders what *we* can do to support *them*
- Presenting to and holding conversations with:

TN Department of Health
 State Part C early intervention providers in rural catchments
 Community pediatricians serving multilingual patients
 Other MCH-funded teams (Healthy Start TN, LEND)
 TN Governor’s Council on ASD

A focus on sustainability

Primary Care Outreach and Training

- Partnerships with VUMC Dept of Pediatrics (attending, resident, and community PCPs)
- Community of Practice supports PCPs in enhanced screening/diagnosis protocols as well as post-diagnosis care coordination supports and resources
- Training “clinical champions” at identified practice locations to provide navigation
- Received additional funding to study how to best use electronic health records to guide clinical decision making related to autism care coordination

Part C Partnership

- Community of Practice that engages Part C Developmental Therapists and Service Coordinators in telemedicine evaluations and post-diagnostic family support programs
- Prepares early intervention providers for their role providing important information and supporting the family before, during, and after evaluation

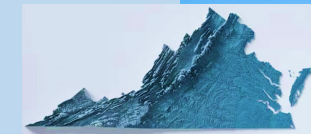
LEND Trainees as Family Navigators

- Partnering with the Vanderbilt Consortium LEND team to create a four-month guided navigation program for LEND trainees.

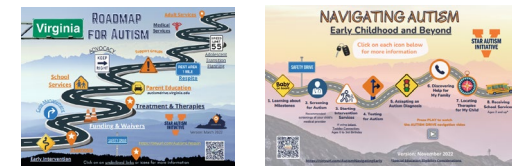
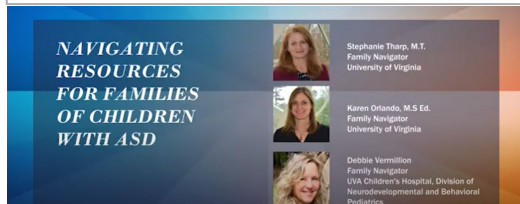
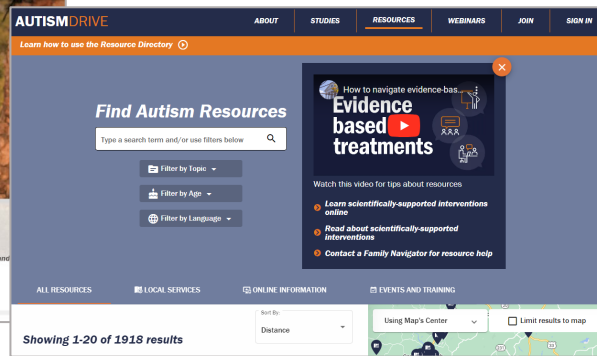
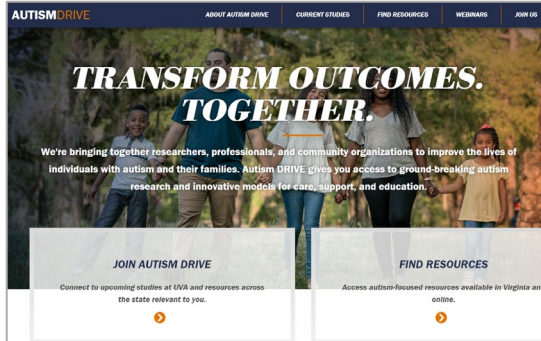


VIRGINIA

Virginia's geography ranges from the Blue Ridge Mountains in the west to the Tidewater region in the east. Natural Bridge in Lexington, Virginia, is over 500 million years old and one of the Natural Wonders of the World.



Strategies to Sustain Family Navigation Activities



Training, Partnerships & Technical Assistance

- Partnerships with community organizations
- Coordinating Family Navigation (FN) services
- Training & support for new FN teams
- Seeking sustainable hospital/clinic funding

Online Platform for Resource Navigation

- Family registry
- Searchable resource directory
- Mapped local resources
- Online toolkits and guides
- Videos and recorded webinars



Reaching Marginalized Populations via Family Navigation

Tiered Family Navigation Process

- Individualized level of support
- Responsive to family needs

Community Engagement

- Community Asset Mapping
- Partnering with clinics in underserved communities
- Partnering with local organizations



Support for Spanish-Speaking Families

- Webinars & materials in Spanish
- Support groups
- Partnerships with organizations



Enhancing Cultural Perspectives and Engagement Among Diverse Community-Based Providers

Provider Training & Support

- Mentorship for providers in underserved communities
- Case-based learning, diverse cases
- Incorporating lived experience & family navigation



Wisconsin



The term “cheesehead” actually started as a term the German soldiers used to insult the Dutch during WWII. These days, the term is used in a bit more endearing way to describe cheese-lovin’ Wisconsites. The first cheesehead was worn at a Brewers game and was a couch cushion with holes burned in the foam and painted yellow.

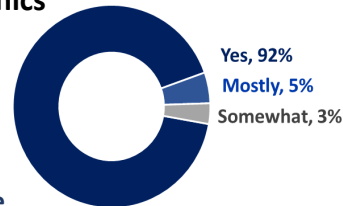


Reaching Marginalized Populations via Family Navigation

In the absence of sustained funding for uniform and widely available family navigation, a patchwork of service navigation supports are available. Because of this, the Wisconsin Care Integration Initiative (WiCII) focuses on: 1) providing family navigation to medically underserved families, 2) increasing the capacity of a range of providers to offer culturally and linguistically responsive family navigation services, and 3) supporting the expansion of culturally and linguistically congruent support led by medically underserved family leaders.

Increase Access to Family Navigation through Participating Clinics

- Participating clinics have access to training, coaching, and case-based learning.
- Clinics refer families they do not have capacity to support to WiCII family navigators.



Families reporting more confidence accessing services, n=61

Supporting Culturally and Linguistically Congruent Peer-to-Peer Family Support

- WiCII prioritizes supporting BIPOC family leaders who wish to develop and lead family navigation and peer-to-peer support options themselves.
- **Padres e Hijos en Acción:** Provide training, grant-writing support, and collaboration to a family-led nonprofit organized by and for Spanish-speaking families of CYSHCN.
- **Sankofa Midwest:** Partnered with Black family leaders to identify, pilot, and expand a family support model developed by and for Black families of CYSHCN.



Enhancing Cultural Perspectives and Engagement Among Diverse Community-Based Providers

Build Capacity of Community-Based Providers

- Monthly online “Idea Exchange” piloted Sept 2022 – April 2023
- Used all-teach-all-learn approach and case discussions
- Open to care coordinators, I&R staff, family navigators, community health workers
- Build participants’ capacity of provide culturally and linguistically responsive support
- Launching Idea Exchange series with expanded content by the end of 2023

Partner with diverse community partners to develop trainings and resources.

- We intentionally recruited and paid a diverse group of community-based family navigators to attend and provide feedback on the “Idea Exchange” pilot.
- We are adapting provider trainings to provide more guidance on cultural and linguistic considerations for providing best practice, accessible care.



Strategies to Sustain Family Navigation Activities

We are building on increased capacity to sustain family navigation activities by:

- Identify and promote successful family navigation efforts across the State
- Build connections between efforts through the WI Act Early State Team
- Support the spread of successful efforts through information sharing and collaboration.

North Carolina

The University of North Carolina is the first American public University (chartered in 1789).



Strategies to Sustain Family Navigation Activities

- Work directly with Care Managers in practices to enhance their family navigation skills and resource knowledge.
- Practices continue to use Excel tracking tool to follow referrals.
- The website (ncfamilynavigation.org) utilizes a “decision tree” model and offers extensive resources from reputable sites that are consistently updated.
- Website will be housed/maintained by the Family Support Program at UNC School of Social Work.
- We have trained 389 family navigators in the current grant year. We will hold train-the-trainer sessions to ensure new staff can be trained in agencies in the future.
- Build self-efficacy of families through *Learn the Signs, Act Early.* and other workshops.



Enhancing Cultural Perspectives and Engagement Among Diverse Community-Based Providers

- Include culturally diverse and family-member diverse staff and community providers on team.
- Committed to diverse representation on the steering committee, including family advocates and self-advocates as well as diverse cultural perspectives.
- Include culturally responsive information throughout website. Hope to translate in Spanish next year!

Reaching Marginalized Populations via Family Navigation

- Partnering with 13 pediatric practices serving medically underserved areas and populations.
- Help participating providers develop strategies to follow up children who have been referred.
- Provide *Learn the Signs. Act Early.* and other materials in Spanish.