



TRILLIUM FAMILY
NAVIGATOR

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Critical Time for Caregivers

Family Caregiving is, or will be, an issue that touches nearly every one of us in some way it is a complex role that requires support.

Truths about Caregiver Role

- Caregiving is a public health issue that deserves recognition.
- Caregiving is complex, and caregivers need assistance with navigating complex systems.
- Including caregivers and people with lived experience adds value to systems, processes, and teams of care
- Supporting caregivers is a crucial component of reducing care costs
- Meaningful change requires intentionally engaging people with lived experience and caregivers in system design and processes

What is a Family Navigator?

Family Navigators are people who have lived experience, either 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 ever changing systems including health plans like Trillium and other systems.

Family Navigator is a sister service designed much like the Peer Support Medicaid definition 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.

Benefits of a Family Navigator

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

Trillium funded 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

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 are the outcomes so far since implementation

Approved as an in lieu of service making it a Medicaid Entitlement in the Trillium Health Plan.

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 of 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.