Trillium HEALTH RESOURCES
Transforming Lives. Building Community Well-Being.

NC INNOVATIONS
Individual & Family-Directed Supports Fact Sheet

Community Navigator Services

Agency with Choice (AWC) or Employer of Record (EOR) Option

One of the key "Supports" for success of Individual & Family-Directed Supports is the Community Navigator. This individual is responsible for ensuring the person's plan is implemented to meet the individual's life goals and staff is identified to carry out the plan. The Community Navigator does not provide the actual supports. Instead, s/he works as the "hands on" guide with the individual/family.

INDIVIDUAL & FAMILY-DIRECTED SUPPORTS TASKS COMPLETED BY THE COMMUNITY NAVIGATOR INCLUDE:

- Providing required training on the Individual and Family Directed Supports Options
- Guidance with the management of the Self Directed Budgets
- Providing on-going information to assure that individuals and their families/representatives understand the responsibilities involved in Individual and Family Directed Supports, including reporting on expenditures and other relevant information and training
- Assisting with understanding staff qualifications and record keeping requirements
- Assisting with developing schedules and outlining duties of staff
- Providing information on recruiting, hiring, managing, training, evaluating and changing support staff
- Coordinating services with the Agency with Choice providers or Financial Support Agencies
- Providing updates to the Care Manager to assist in the coordination of service

A SUCCESSFUL COMMUNITY NAVIGATOR:

- Is committed to and understands self-direction
- Is compelled to act and knows how to lead and listen
- Has common sense, as well as a sense of joy
- Has the courage to take a stand on behalf of the person they support
- Is connected to their community
- Has respect for cultural values of others
- Is willing to transfer control and to work independently

How will my Community Navigator Services change under the Individual/Family Direction Model if I already have a Community Navigator?

If an individual already has Community Navigator Services, the current Community Navigator will be able to assist the individual and/or Legally Responsible Person in the implementation of Individual & Family-Directed Supports. If an individual does not currently have Community Navigator Services, the Care Manager will assist in adding Community Navigator Services to the Individual Support Plan and selecting a provider.

An individual and/or Legally Responsible Person must have a Community Navigator to provide the required training on Individual & Family-Directed Supports. Community Navigator Services are provided as an "add-on" or a non-base budget service to the person's Individual Base Budget. A Community Navigator may not function as the Qualified Professional for individuals directing their own services.