COMMUNITY NAVIGATOR

Caroline Racine, DCYF Program Specialist IV
Amanda Durand, Granite Pathways Community Navigator

WHY COMMUNITY NAVIGATOR?

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.

TARGET POPULATION

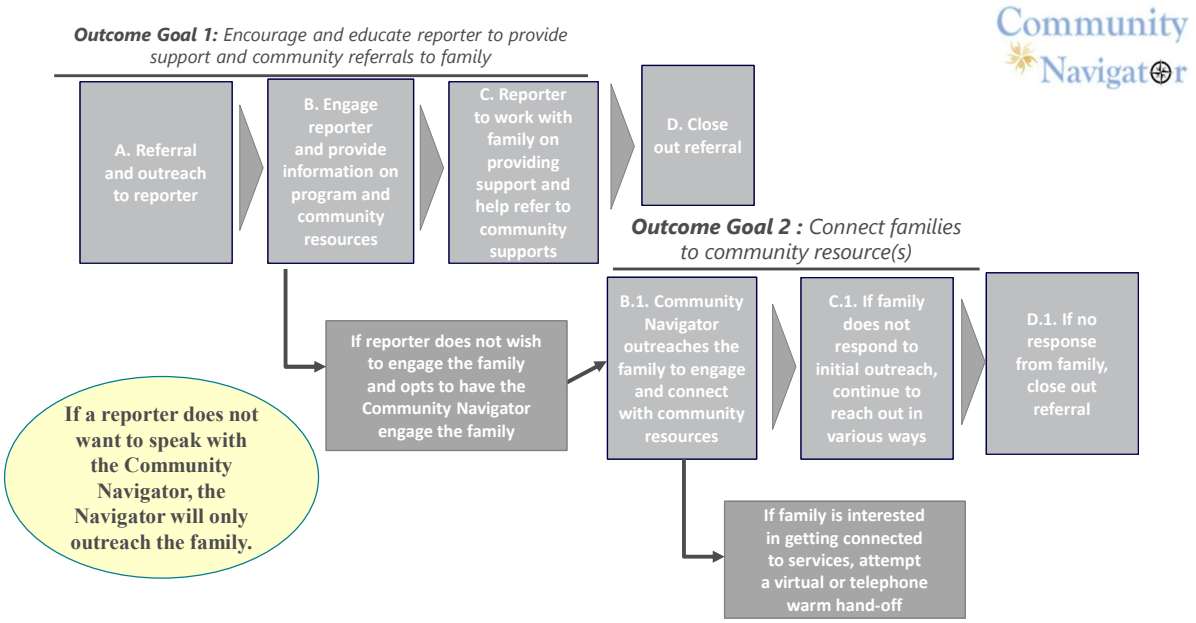
Community Navigator

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; as a result, these families have been screened out but could benefit from continued community supportive services referrals by the Community Navigator program.

COMMUNITY NAVIGATOR

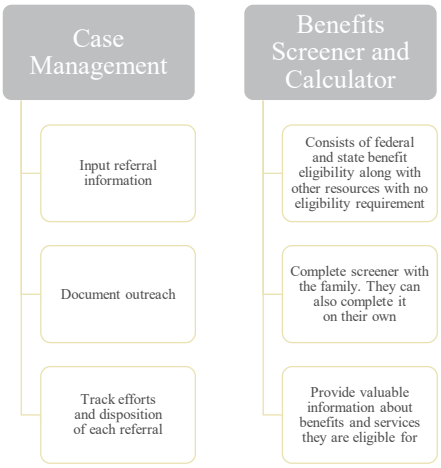
Community Navigator

Purpose	Outcomes
Outreach/educate reporters	➢ Enhance their knowledge of appropriate community services and resources available to help families in need. ➢ Provide them with a skill set to work directly with families in need. Help shift their role from just reporting concerns to actively supporting families in need.
Outreach families	➢ Help families navigate and engage with available community resources. ➢ Address disproportionality among increased reporting on families of color. ❖ Disproportionality can be reduced if families are able to know what is available, access the necessary resources, and engage with supportive services.



SINGLE STOP

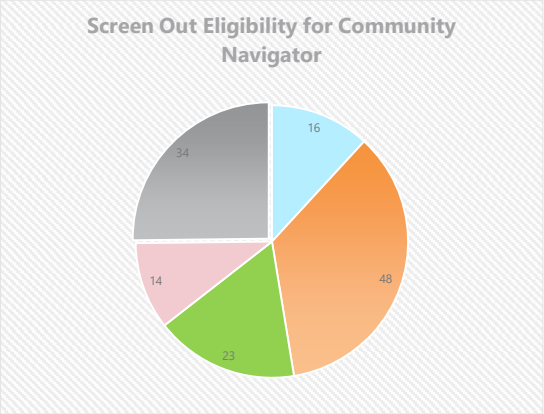
Granite Pathways has partnered with Single Stop in an effort to reduce poverty by helping families overcome economic barriers. Through this partnership, we are connecting families to available government and nonprofit programs, benefits, and services through coordinated "one-stop-shop" solutions.



GRANITE PATHWAYS
a member of THE FEDCAP GROUP

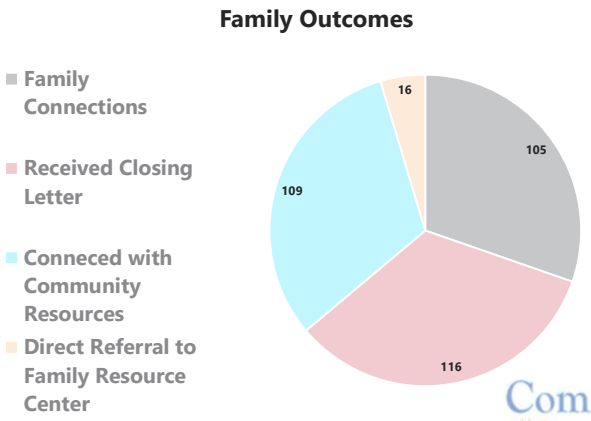
REFERRAL DATA
JULY 31, 2023 – JANUARY 31, 2024

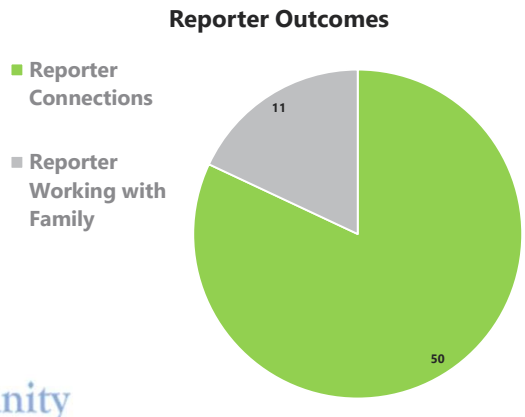
Reason Screen Out Report is Eligible for Community Navigator	Running Sum
A primary caregiver under the age of twenty-six (26) years old	16
A child in the household under the age of three (3)	48
A primary caregiver who is the legal guardian of minor(s) in the residence (non-parental caregivers with legal guardianship of child(ren))	23
A pregnant person	14
Other reason	34
TOTAL	135



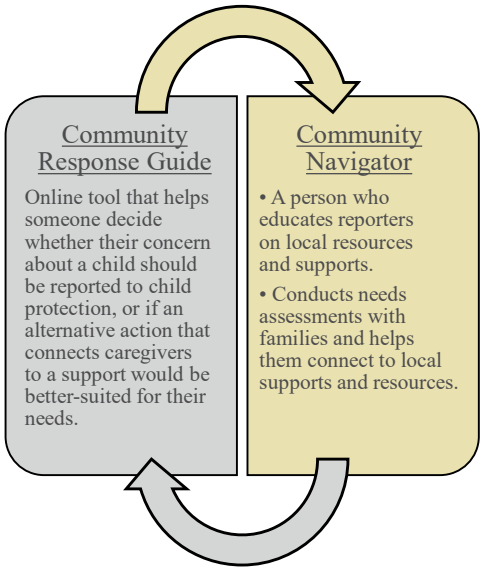
Community Navigator

OUTCOME DATA
JULY 31, 2023-JANUARY 31, 2024





Community Navigator

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.