

Smart Solution Template

Family Navigation

Family Navigation is a service for parents/guardians prenatally and with children birth to 5 years old that connects them to community resources. Family Navigation services are provided #Field 1. Families participating will complete an initial intake to assess family needs and interests using a screening tool that considers Protective Factors. Families will receive services in-house or referrals as needed for other services and non-monetary concrete supports for basic needs and general services. Family Navigation staff will follow up with participating families at least once to confirm connection to resources and a maximum of 12 times for ongoing connection to resources. If participating families need more than 12 contacts per year, they will be referred to an in-house program or agency that provides family development, case management or goal planning services. There will be a Documented Guidelines Manual that explicitly describes guidelines, policies and procedures for family navigation activities and services. NCPC requires all staff to have training in the Standards of Quality for Family Support and Strengthening.

#Field 1

- In-person
- Virtually
- Multiple families will participate in this program, some will be in person and others will be virtual