

SERVICE NAVIGATOR PILOT PROGRAM

KEY ACTIONS FACT SHEET



HOW IT WORKS

The York Region Service Navigator Pilot Program supports the Region's Community Safety and Well-Being (CSWB) Plan by promoting and strengthening service access and navigation tools to improve awareness and access to available supports

In alignment with the CSWB Plan, the pilot program supports the four identified geographic focus areas within the Regional Municipality of York:

1. Northern Georgina
2. Central Newmarket
3. South-central Markham; and
4. South-central Richmond Hill (including the City of Vaughan)

The pilot program serves all residents, especially children, youth and young adults ages 6-26 years old who are Indigenous, Black, young women, LGBTQ2S+, immigrant and/or refugee youths.

After two years, a program evaluation and impact assessment will be conducted to inform ongoing program needs.

The Service Navigator pilot program provides a single, trusted contact person for vulnerable individuals and families to assist them in accessing whichever supports they need without judgement or criticism. The role of the Service Navigator includes helping clients navigate barriers to accessing services, providing emotional support to clients and families, explaining terminology, referring patients to additional services, coordinating with providers and responding to individual client needs.

The Service Navigator pilot program has an open referral policy and receives referrals from organizations such as local hospitals, school boards and police. Drop-in clients are also welcome.

Service Navigators are selected based on those who have cultural connections, community connections or lived experience with priority risks, because they possess an increased ability to provide relevant and acceptable support and guidance to clients. The Service Navigator uses a family-centered approach that offers supports to both clients and caregivers.

The pilot program has two goals:

1. Increase awareness of available services and supports
2. Increase number of individuals connected to appropriate services



BENEFITS

- Reduces barriers to access services and supports
- Increases client satisfaction and provider satisfaction by getting connected to the right services
- Supports offered to both patients and caregivers
- Increases coordination within the system
- A consistent point of access to available services for youth and families

WHAT IS A SERVICE NAVIGATOR?

A Service Navigator is a trained professional in a wide range of support service systems who helps individuals and families find the help they need when they need it.