

Service Navigation for Individuals with Neuro-developmental Disability: Toward an Accessible, Efficient and Sustainable Service Navigation Network

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Background

- Navigating services is challenging for individuals with neuro-developmental disabilities (NDD) and their families
- Services are insufficient relative to support needs
- Strong partnerships across Alberta have been developed to address this issue including individuals/families, service providers, advocates trainees, policy makers and researchers
- Peer support and online navigation is beneficial
- Systems-level change is sought
- Attention to Equity, Diversity and Inclusion is needed, including equitable service accessibility across regions
- Training modules are needed for advocates, navigators and service providers.

Methodology

- **Community-based Participatory Research:**
 - Engaging with reciprocal partnerships
 - Co-developing strategies for moving forward in ways that work for partner organizations

Community Engagement

- Met with over 200 families, self-advocates and service providers
- Hosted over 30 community conversations
- Facilitated 22 parent peer support groups and 3 self-advocate groups
- Moving forward to advance Integrated Navigation Support in NDD

Training Modules Developed for NDD Navigators

Findings: Needed Navigation Support:

1. Resource Information
2. Peer Support
3. In-person Navigation Services

Personalized Service

- Navigators
- Support & advocacy, as needed

Peer Navigational Support

- System to train and connect peers
- Liaison/engagement with community resources

Resource Information

- Online regional and province-wide NDD resource information offering navigational support for services and resources

- Integrated services based on need
- Training
- Coordination of services
- Linked networks
- Stigma reduction
- Lifespan approach
- Universal to complex care, based on need

Key Messages from Community Members



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