Service Navigation for Individuals with Neuro-developmental Disability: Toward an Accessible, Efficient and Sustainable Service Navigation Network R.T. Zulla¹, A. Seth^{1,2}, D.B. Nicholas^{1,3}, G. Dimitropoulos^{1,3}, D. Badry¹, P. Arnold^{3,4}, J. Zwicker^{2,5}, and over 40 partners across Alberta

Background

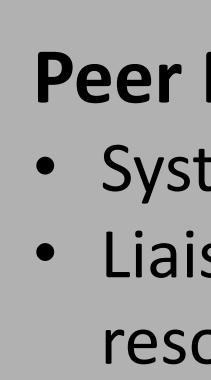
- Navigating services is challenging for individuals with neuro-developmental disabilities (NDD) and their families
- Services are insufficient relative to support needs • Strong partnerships across Alberta have been developed to address this issue including individuals/families, service providers, advocates 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.

Findings: <u>Needed Navigation Support</u>:

1. Resource Information

2. Peer Support

3. In-person Navigation Services



Resource Information •Online regional and province-wide NDD resource information offering navigational support for services and

resources Funding gratefully acknowledged:



¹University of Calgary colleagues: ¹Social Work, ²School of Public Policy, ³Mathison Centre, ⁴ Cumming School of Medicine, ⁵ Kinesiology

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

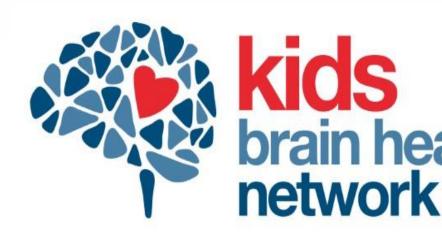
Personalized Service

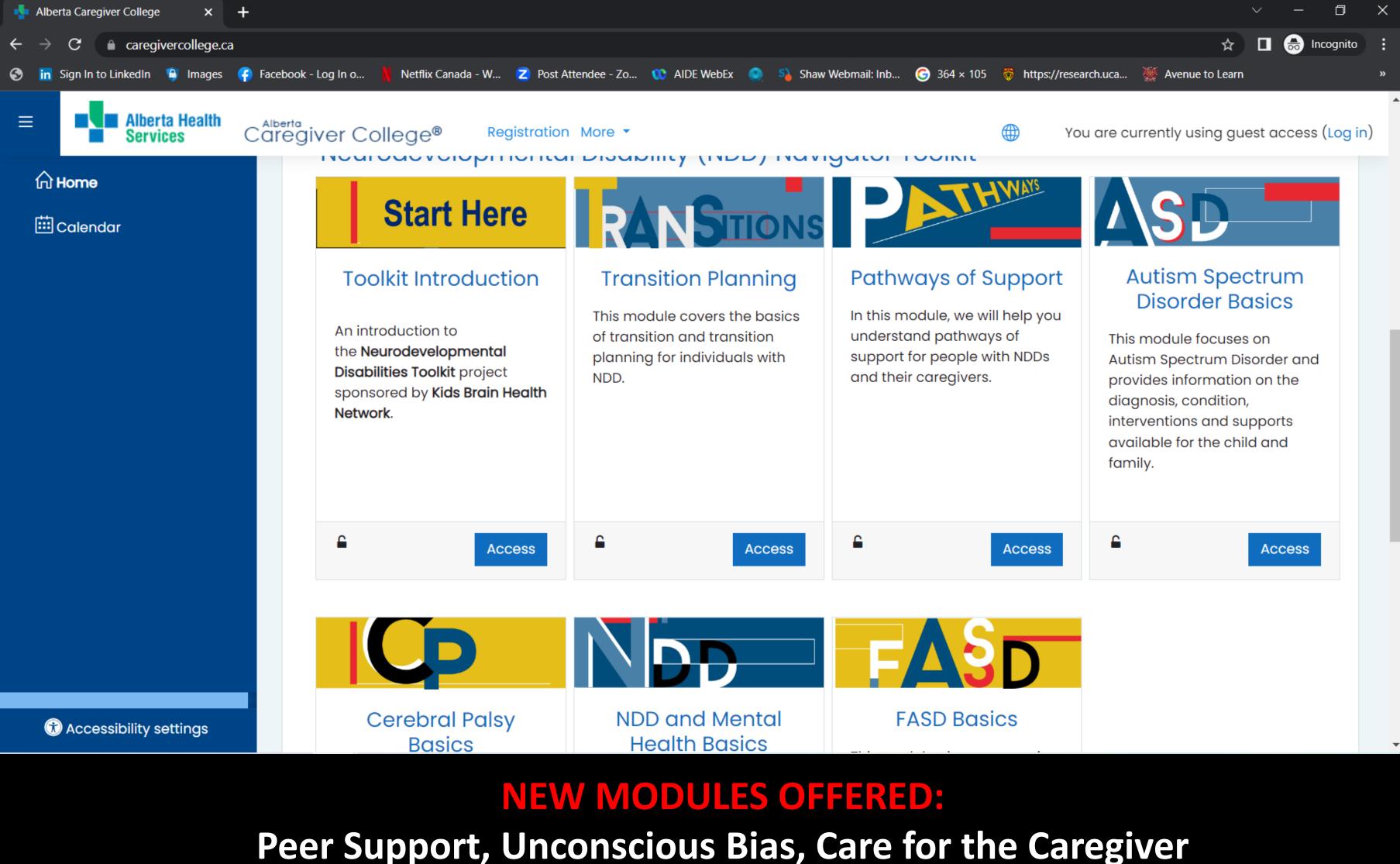
- Navigators
- Support & advocacy, as needed

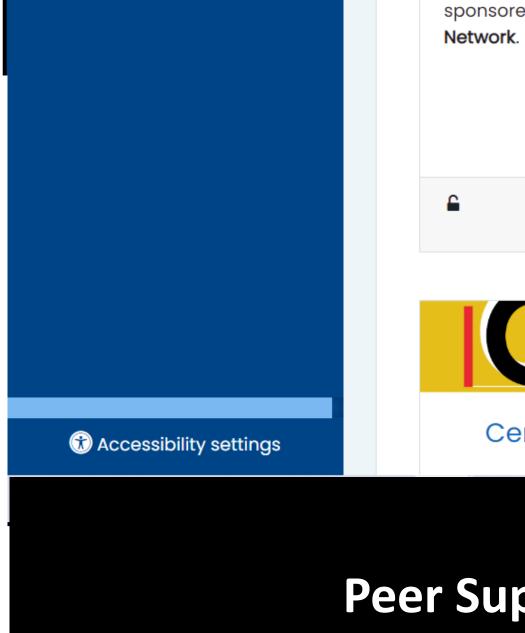
Peer Navigational Support

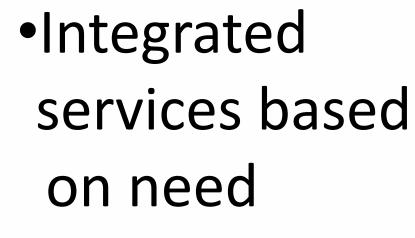
• System to train and connect peers Liaison/engagement with community resources











- •Training
- Coordination of services
- •Linked networks
- Stigma reduction
- •Lifespan approach

•Universal to complex care, based on need

Key Messages from Community Members









Training Modules Developed for NDD Navigators

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