



SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services
910-673-9111 (FAX) 910-673-6202 www.sandhillscenter.org Victoria Whitt, CEO

Sandhills Center B-3 Community Navigator-Monthly

Consistent with the NC MH/DD/SA 1915(c) waiver program Community Navigator definition and limitations, as described below.

The purpose of Community Navigator Services is to promote self-determination, support the individual in making life choices, provide advocacy and identify opportunities to become a part of their community. Community Navigator provides support to individuals and planning teams in developing social networks and connections within the community. Community Navigator Services also emphasizes, promotes and coordinates the use of generic resources to address the individual's needs in addition to paid services. Community Navigator will have an annual informational session on Self Determination and Self-Direction. Individuals and legal responsible persons may choose to opt out of this requirement.

This service also supports individuals, representatives, and Managing Employers by providing assistance to those that direct their own waiver services. Community Navigator is mandatory for all Employers of Record until competence in directing service is demonstrated. Community Navigator Services may be intermittent and will fade as community connections develop and skills increase in self-direction. Community Navigators assist and support (rather than direct and manage) the individual throughout the service delivery process. Community Navigator Services are intended to enhance, not replace, existing natural and community resources.

If the individual requires paid supports to participate / engage once connected with the activity, Community Networking is the appropriate service to utilize to refer and link the individual.

Specific functions are:

Informational Session (Optional)

1. Annual Informational Session on Self-Direction
2. Annual Informational Session on rights and self determination

Self Determination

1. Encourage exploration of possibilities related to life goals, defining what those are and the steps that they need to take in order to have those met.
2. Support an individual to make decisions that are important to them.
3. Promote choice making to support the individual's strengths and interests.
4. Provide education on decision making, risk taking, and natural consequences.
5. Provide education which guides the individual in problem solving, decision making and navigating multiple state systems.
6. Promote advocacy and collaborating with other individuals and organizations on behalf of the individual.
7. Guidance with managing their individual budget.

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8. Supporting the individual in preparing, participating in and implementing plans of any type (IEP, ISP, or service plans outside of NC Innovations).
9. Supports the person in the person centered planning process (i.e. development of ELP, MAPs, Circles, etc.).
10. Assistance with guardianship or establishing alternatives to guardianship, restoration of rights, Supplemental Security Income issues, disability determination issues, Division of Social Services issues, and financial / legal planning.
11. Provide education about appropriate accommodation needs.
12. Supports the individual in devising / negotiating roommate agreements.
13. Supports and Educates the individual in preparing and participating in staff interviews.
14. Assistance with the development of Life related emergency plans.

Community Connections

1. Support the individual in identifying resources in his/her community and determine the steps needed to increase the individual's opportunity to expand valued social relationships and build connections within the individual's local community through unpaid supports.
2. Assist with locating and accessing non-Medicaid community supports and resources that are related to achieving the individual's life goals.
3. Assist with locating options for renting or purchasing a personal residence, assisting with purchasing furnishings for the personal residence.

Self-Direction

1. Provide initial training on the Individual and Family Directed Supports Options, if the individual is considering directing services and supports (Agency With Choice and Employer of Record Models).
2. Provide intermediate to long term training as needed on the Individual and Family Directed Supports duties to ensure Employer is competent in the skills to carry out responsibilities of Employer (Agency with Choice and Employer of Record Models).
3. Coordinate services with the Financial Support Services provider such as guidance on use of the Individual and Family Directed Budget (Employer of Record Model).
4. Provide information/coaching/technical assistance on recruiting, hiring, managing, training, evaluating, and changing support staff (Agency With Choice and Employer of Record Models).
5. Provide information/coaching/technical assistance with the development of schedules and outlining staff duties (Agency With Choice and Employer of Record Models).
6. Provide information/coaching/technical assistance to understand staff financial forms, staff qualifications and employee record keeping requirements (Agency With Choice and Employer of Record Models).
7. Provide information/coaching/technical assistance support to Employer Of Record to write short-range goals and task analysis strategies per established guidelines.
8. Provide information/coaching/technical assistance for the Employer of Record to perform review of service documentation to ensure data is collected per established guidelines. Assist as needed to update/modify Short Range Goals.
9. Provide information/coaching/technical assistance on maintenance of records in accordance with the Employer of Record Model (Employer of Record Models).
10. Coordinate services with the Agency with Choice if the individual is directing services under the Agency with Choice Model.
11. Provide information/technical assistance to the individual on setting staff pay rates (Employer of Record).

Tenancy Support

1. Develop an independent housing plan based on the participant’s preferences and possible barriers.
2. Assist with housing search process.
3. Assist with housing application process, including assistance with applying for housing vouchers/applications.
4. Identifying resources to cover expenses.
5. Assisting the individual to create a budget to cover expenses.
6. Ensure that living environment is safe and move-in ready.
7. Developing a housing support crisis plan that includes prevention and early intervention services when housing is jeopardized.
8. Assistance with finding and establishing a relationship with a housemate.
9. Assistance with obtaining and identifying resources to assist the participant with financial education and planning for housing.
10. Assistance with budgeting for housing and living expenses.
11. Assistance with coordinating resources to complete the move.
12. Training on how to be a good tenant.

Populations Eligible	Children ages 3-21 and adults who are functionally eligible, but not enrolled in the NC Innovations 1915(c) waiver program.		
Exclusions	<ul style="list-style-type: none"> • This service does not duplicate care coordination. Care coordination under managed care includes the development of the ISP, completing or gathering evaluations inclusive of the re-evaluation of the level of care, monitoring the implementation of the ISP, choosing service providers, coordination of benefits and monitoring the health and safety of the beneficiary consistent with 42 CFR 438.208(c). • A provider agency that is an Agency with Choice may provide all Agency with Choice services, Community Navigator, Community Transition, Financial Support Services, Individual Goods and Services, and Primary Crisis Response Services to the same individual. • The Community Navigator Self-Directed activities listed above, can only to be used to provide support to the individual under Individual and Family Directed Supports: Employer of Record and Agency with Choice Models, as approved in this Waiver. <p>The creation and the facilitation of the Individual Support Plan is the responsibility of the Care Coordinator. The Community Navigator can assist the individual with preparing for the Individual Support Plan.</p>		
Service Delivery Method	<ul style="list-style-type: none"> ▪ Provider Managed 		
Provider Type	License	Certification	Other Standard
Provider Agencies		NC G.S. 122C, as applicable	Must meet requirements of NC General Statute 122C, as applicable.

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		<p>Approved as a provider in the PIHP provider network:</p> <ul style="list-style-type: none"> • Are at least 18 years old. • If providing transportation, have a valid North Carolina or other valid driver's license, a safe driving record and an acceptable level of automobile liability insurance. • Criminal background check presents no health or safety risk to participant. • Not listed in the North Carolina Health Care Abuse Registry. • Staff that work with participants must be qualified in CPR and First Aid. • Staff that work with participants must have a high school diploma or high school equivalency (GED). • Staff that work with participants must be qualified in the customized needs of the participant as described in the ISP. • Paraprofessionals providing this service must be supervised by a qualified professional. Supervision must be provided according to supervision requirements specified in 10A NCAC 27G.0204 (b) (c) (f) and according to licensure or certification requirements of the appropriate discipline. • Upon enrollment with the PIHP, the organization must have achieved national accreditation with at least one of the designated accrediting agencies. The organization must be established as a legally
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			<p>constituted entity capable of meeting all of the requirements of the PIHP. Meets community navigator competencies specified by the PIHP.</p> <p>Tribal providers are not subject to licensure but substantial equivalency.</p> <p>Community Navigator services cannot be provided by a legally responsible person or a relative or legal guardian.</p>
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