

Service Navigators and populations served

Violeta Garcia Sanchez	Hispanic-Latino
Lakeisha McCullough	African-American
Valerie Huezo	Slavic

Contact Persons

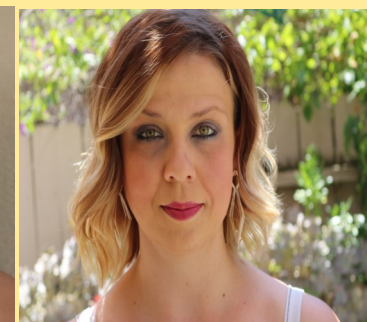
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The Peer Parent/ Service Navigator Program

Is presented by

*Alta California
Regional Center
(ACRC) and
Warmline Family
Resource Center
(WLFRC)*



Together We Hold Each Other Up



What is a service navigator?

— A SERVICE NAVIGATOR IS AN INDIVIDUAL WHO DOES THE FOLLOWING:

- Helps the service coordinators (SCs) educate the families about ACRC services
- Assists the Early Start families in understanding available services
- Assists the SCs in explaining day program, employment, independent living, and other alternative living arrangements for their adult client
- Assists the families in learning about generic services such as Medi-Cal In-Home Supportive Services, medical and public transportation and other public resources
- Assists families in transitioning their adult child from school district to regional center services
- Assists in document translation and interpretations

Who receives navigation services

Clients and/or their families will be referred to a service navigator by the individual service coordinator to provide education, support, and navigation of community-based and regional center funded services. The families could be experiencing language barriers, social and economic limitations and needs help in advocating for their child/siblings with developmental disabilities

Goals of the navigation program

ACRC collaborates with Warmline Family Resource Center, a community-based organization (CBO) to provide navigation/peer parent service to families of African-American, Hispanic, and Slavic ethnicities. The program hopes to establish trust and bridge the communication and cultural gap that exists between families served by ACRC and the service coordinators that manage and coordinate their services. The end goal of the program is to increase families' knowledge of ACRC services and increase utilization of appropriate services that meet the client's needs.

Implemented by

ACRC and Warmline Family Resource Center