

What is family navigation?

Families of children with special health care needs can often benefit from additional support navigating health care systems and community resources. [Family navigation](#) is available through multiple Child Health Specialty Clinics (CHSC) programs.

CHSC family navigators are also the parent or primary caregiver of a child with special health care needs. They are trained as Family Peer Support Specialists and can assist with medical appointments and transportation, insurance, waivers, and other applications. CHSC Early ACCESS service coordinators are family navigators and may provide family navigation to children and families in Early ACCESS.

Who might be eligible for family navigation?

Children in Early ACCESS that may benefit from family navigation in addition to service coordination must meet the following criteria:

- Have an active Individualized Family Service Plan (IFSP)
- Be assigned a dual-role service coordinator
- Answered yes to four or more of the following questions from the intake section:
 1. Does the child see any medical specialists?
 2. Does your child have a medical diagnosis?
 3. Has your child been hospitalized?
 4. Has your child had any surgeries?
 5. Is your child on any medications?
 6. Does your child have a documented delay in any area of development?
 7. Does your child use any special equipment to help them communicate, eat, move or interact in the home or community?

If the child resides within an area served by a CHSC Early ACCESS service coordinator, service coordination can be transferred to CHSC. The CHSC service coordinator may also be a resource to the team regarding medically complex cases if they have specific questions and/or if the child is served by a dedicated service coordinator.

How is family navigation documented in the IFSP?

CHSC Early ACCESS family navigation is included as “medical or other service” in the IFSP and does not require a modification. The CHSC Early ACCESS family navigator will complete the documentation in this section:

- Type of Service: family navigation
- Agency Name: CHSC
- Date Requested: date the family was contacted
- Estimated Completion Date: 3 months from the date contacted, edit as needed
- Referral Date: the date the family navigator was notified of the referral via e-mail



Additional CHSC Early ACCESS family navigation details:

- Services are provided primarily over the phone or virtually.
- Contacts and notes are documented in ACHIEVE in the family contact log.
- There is not an outcome linked to family navigation.
- Monthly or more frequent contacts are initiated for a minimum of three months.
- The need for continued support is reviewed during periodic and annual reviews.

The CHSC Early ACCESS service coordinator will enter referral information in the CHSC medical record along with the Early ACCESS Consent to Exchange and Release Information to CHSC/Iowa Health Care. Additional documentation in the medical record will be completed as appropriate to communicate with healthcare providers.

Steps to request CHSC Early ACCESS family navigation:

1. Notify the family that the child qualifies for CHSC Early ACCESS family navigation.
2. If the family is interested in additional support through family navigation, obtain a signed Early ACCESS Consent to Exchange and Release Information to CHSC/Iowa Health Care in ACHIEVE.
3. Share the case with Tonya Krueger in ACHIEVE. She is listed under the provider section, not the service coordinator section. Search by her last name, do not search by AEA.
4. E-mail Tonya Krueger at tonya-krueger@uiowa.edu with the initials of the child being referred for family navigation.
5. Tonya will review the referral and share the case with the appropriate CHSC Early ACCESS service coordinator for family navigation. Children that have a diagnosis of autism or are awaiting an autism evaluation may receive family navigation through the Regional Autism Assistance Program (RAP).