

Common Scenarios for Contacting the System Navigator

Scenario: There is a communication barrier between a school in your district, or the district and a public system.

The system navigator can connect the school district with system partners (DCFS, Juvenile Court, Mental Health Providers, etc), and also knows who to involve to resolve a dispute, get people talking again, or solve technology or paperwork issues that might be hindering the communication process.

Scenario: Parents of child who are multi-system involved, with no abuse or neglect, are stating that they are overwhelmed and cannot care for a child anymore.

When a family is stressed or frustrated to this point, it is advisable to bring in additional support. The system navigator can help link the family to resources or support which may include a community and system partners that will focus on what needs to happen to relieve the burden on the caregivers, and address a child's needs.

Scenario: A child is experiencing repeated hospitalizations, or truancy concerns.

You can consult the System Navigator for advice on working with the hospital system, determining the best options for the child, or working with the family to determine what supports or services can be added to reduce hospital visits. The System Navigator can participate on the Absence Intervention Team to help develop a plan to remove the barriers or issues related to the truancy.

Scenario: A child is experiencing multiple suspensions, or expulsions.

The system navigator can assist with working with the school district, or parent to explore needs of the youth and provide linkage to services or supports for the youth.

Scenario: There is a communication barrier between your school district and another public system.

A system navigator can mediate between the district and the systems to resolve barriers. The system navigator is connected to all county child serving systems, and knows who to involve to resolve a dispute, get people talking again, or solve technology or paperwork issues that might be hindering the communication process. Some examples: A family's Medicaid application has been pending for several months with no resolution, Unsure who is working with the family, Contacted a system or agency and they haven't returned the call, etc.

Scenario: The school has exhausted all their resources, and the youth or family is still struggling.

The system navigator can assist with problem solving and share resources. A liaison can help you with referrals or navigating what is offered by other systems.

Scenario: The child has had multiple mental health, or and service providers and the youth's behavior continues to escalate.

A System Navigator assist with connecting to the right system and then the right service, tool, resource or program to meet the family team's need.

Scenario: A youth/family is asking for help or support services from the school district, however the need is directly related to system work.

A system navigator can explore with the youth/family services and supports to meet their needs.

Scenario: A school district/building team is meeting to review data to discuss possible interventions or supports for a youth with behavioral concerns.

A system navigator can consult with the team to explore interventions, supports and possible referrals.