



# Health Net

## OF WEST MICHIGAN

Navigating Care. Connecting Resources.



# Partnering with Trusted CBOs to Build a Community Health Navigator Network

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# Session Description

*Explore the strategies, successes, and challenges of implementing a Community Health Navigator Network in Kent County, aligning grassroots community-based organizations, a bridge organization, and the local health department toward shared funding streams, common training standards, and use of best practices for empowerment-based navigation promoting health equity.*

*Presenters will share the model for co-creation and capacity-building of the network, with an overview of impact at the individual, organizational, and systemic levels.*

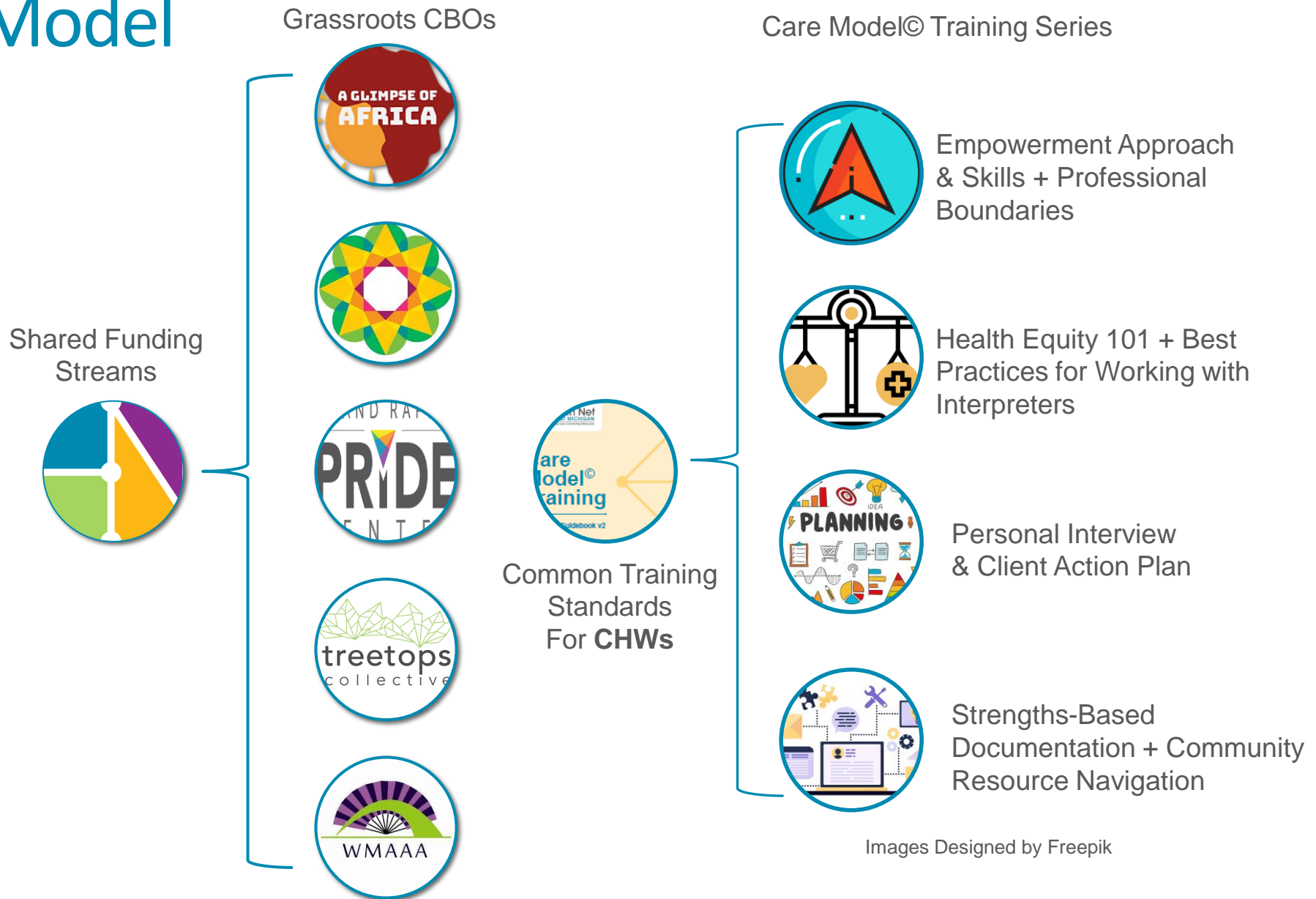
# A Global Pandemic

- Kent County Health Department funded in 2021 by the Advancing Health Literacy Initiative (USDHHS)
  - Started Community Health Navigator (CHN) project
  - Six trusted community-based organizations (CBOs) hired navigators
  - Developed and delivered culturally and linguistically appropriate COVID-19 messaging
  - Focused on racial and ethnic minority populations in zip codes with high social vulnerability index
  - As pandemic stabilized, navigators were well positioned to assist community members with additional social and healthcare needs

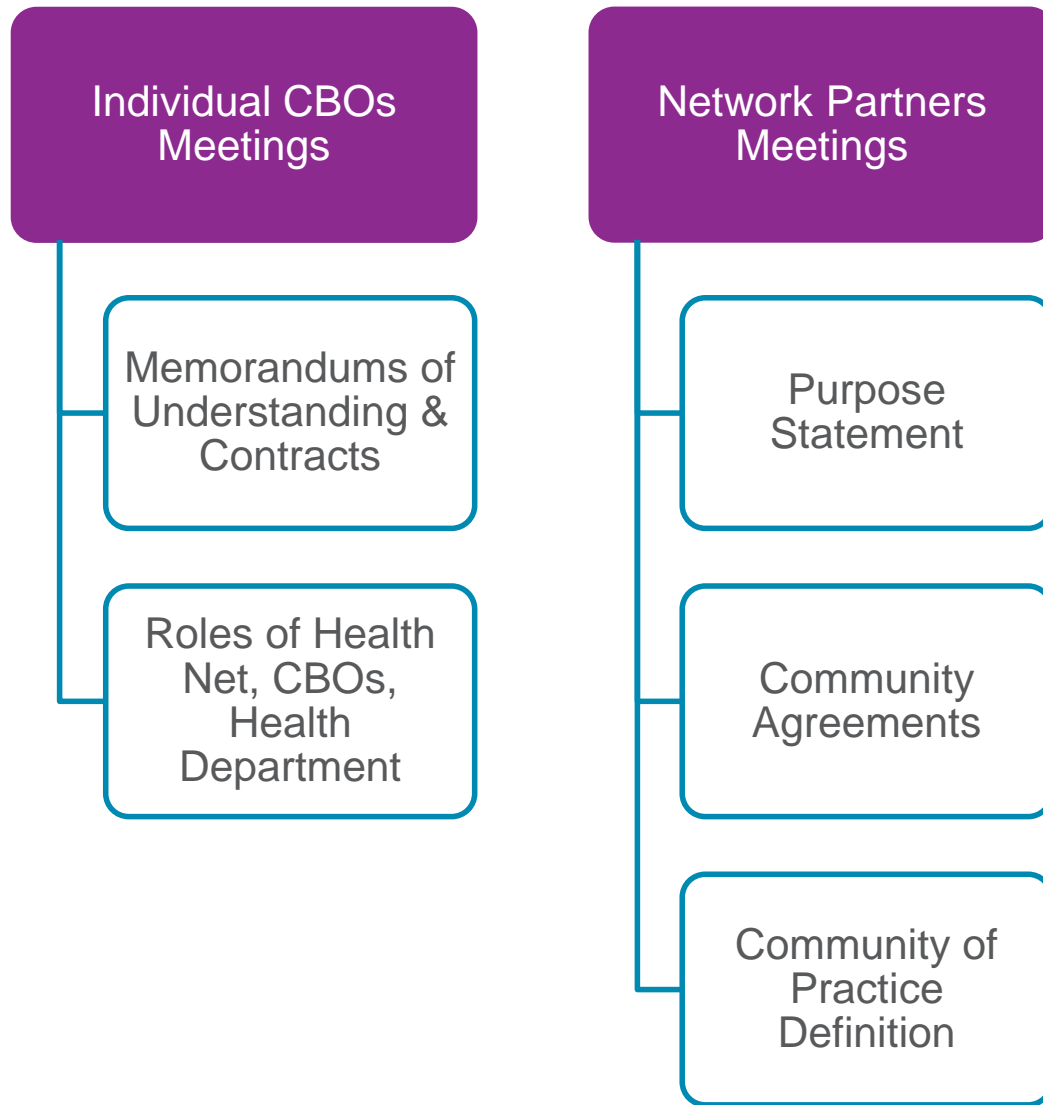
# Continuation

- Health Net of West Michigan partnered to continue CHN funding and build network, starting in 2023
- Goals:
  - Find new & sustainable funding to preserve navigator positions
  - Co-create and build common processes, knowledge, and skills to expand navigator expertise and reach
  - Build capacity within participating CBOs
  - Create a network of sustainable organizations using best practices for navigation of SDoH services across the community

# Model



# Convening



# Funding

Wege  
Foundation



West Michigan  
Perinatal Quality  
Collaborative (WMPQC)



Ready by Five Millage  
Outreach & Navigation  
Services



MDHHS SDoH  
Hubs/ United Way  
Food Delivery Pilot



## Contracts with Health Net of West Michigan

- Responsibilities (realistic for CBOs)
- Allocation of money (equal/equitable discussion)



# Training



- SDOH Screening & Referral Onboarding



- Care Model© Training
- Supervisor Learning Cohort



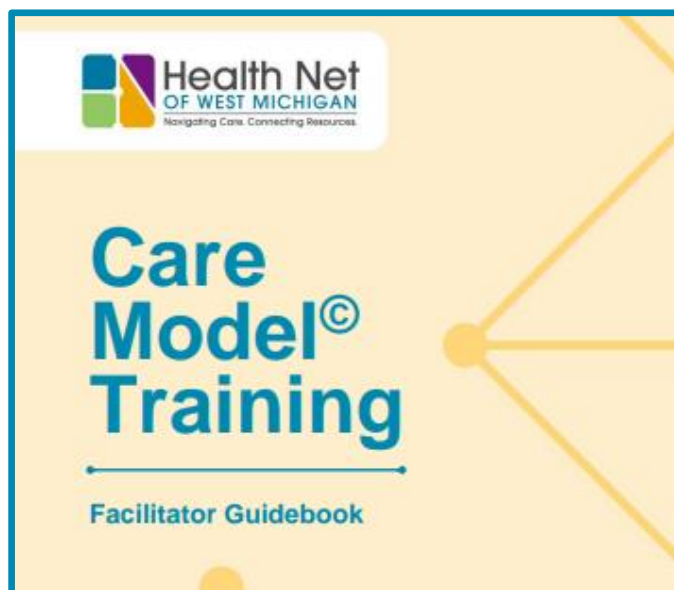
- Safe Sleep Training



- CHW Certificate Training

# Technical Assistance

- Care Model Licensed Materials



- CHW Certificate Training funding



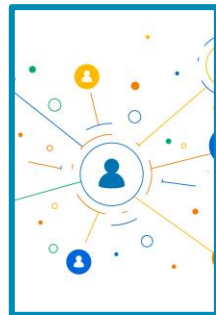
# Evaluation Tools

- Logic Model
- Metrics/Requirements Grid
- Reporting Form

# Impacts



Individual level



Organizational level



Systemic level

Images Designed by Freepik

# Application

- How might this project/our learning assist you with any new or developing collaborations in your community?
- Considering that collaboration “moves at the speed of trust,” how are systems set up to support and/or hinder trust-building?