

# NAVIGATE: Coordinated Specialty Care (CSC) Program

## Here's How NAVIGATE Works:

When individuals are enrolled in the program, they and their families first meet with the Program Director, who explains the program and answers any of their questions. The program director then introduces them to the other team members, and first appointments are set up with each of them. The individual then begins to work with the prescriber to evaluate the role of medication, with the Individual Resiliency Trainer (IRT) to promote individual resiliency by enhancing illness management and building strengths, with the Family Education (FE) clinician to learn how to work together as a family to support the individual's recovery, and with the Supported Employment and Education (SEE) specialist to pursue employment and educational goals.

On average, individuals and families usually work closely (e.g., weekly) with one or more members of the team for 6 to 12 months, followed by less frequent services (e.g., monthly for 12-18 months). After two years, the team, the individual and his or her family usually work together to decide on the next best steps to continue their recovery. Some individuals stay with the NAVIGATE team at the same levels or a less intensive basis (e.g., monthly check-ins), some transfer treatment to a non-NAVIGATE team, and others may no longer be involved in treatment.

## NAVIGATE is a team-based approach, including the following members:

- **Program director**, who educates the community, recruits individuals who have begun to experience psychosis, and leads the team.
- **Prescriber**, trained in using low doses of medications and addressing special issues of clients with first episode psychosis
- **Individual Resiliency Trainer (IRT)**, who helps individuals identify and work towards their goals, teaching them strategies and skills to build their resiliency in coping with psychosis while staying on track with their lives
- **Family Education (FE) Clinician**, who helps the whole family learn about psychosis and how to manage it, and also how to support each other and build family resiliency
- **Supported Employment and Education (SEE) Specialist**, who helps people identify and achieve their educational and/or employment goals
- **Case Management**, provided either by a separate case manager or by a specified NAVIGATE team member

**Materials:**

**Team Member Guide:** Everyone on the team should read this manual for an overview of the NAVIGATE program and how it works, the logistics of staffing, role responsibilities for each team member, team meetings, and how the team works together in a collaborative, person-centered way.

**Program Director Manual:** The NAVIGATE director will find information on starting up the program, outreach and recruitment, forming and leading the team, conducting team meetings, and conducting IRT and SEE supervision.

**Family Education Manual:** This manual guides the family clinician in how to help relatives gain the necessary knowledge base, attitudes, and skills to cope effectively and to support their loved ones progress towards recovery; the manual includes handouts for family members and clinical guidelines for the Family Clinician.

**Individual Resiliency Trainer (IRT) Manual:** This manual gives an overview of IRT, which is a modular-based intervention for helping individuals identify and enhance their strengths and resiliency factors, increase their illness management skills, and learn skills to increase their success in achieving personal goals, such as employment, education, and positive relationships; each module contains handouts for the clients and clinical guidelines for the IRT.

**IRT Training Videos:** This is a series of sixteen brief (5 to 10 minute) videos to help clinicians learn the skills for providing IRT, with one vignette for each of the 14 IRT modules (e.g., how to conduct an orientation session, how to help individuals set personal goals, teaching basic facts about psychosis, etc.) as well as an introduction to IRT and an overview of the structure of IRT sessions.

**Prescriber Manual:** This manual provides strategies and skills for working with individuals with first episode psychosis, such as engagement, assessment, medication management, medication adherence, identification and management of side effects (including hyperprolactemia, and metabolic and cardiovascular side effects).

**Supported Employment and Education (SEE) Manual:** This manual teaches the principles of Supported Employment and Education and provides strategies and skills for the SEE specialist for engagement, assessment, addressing illness-related challenges to work and school, disability benefits, the pros and cons of disclosure, conducting a school and/or job search, providing follow-along supports; several useful forms and handouts are provided for each aspect of providing SEE.