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# PARENT NAVIGATORS TO INCREASE SERVICE ACCESS IN A GENERAL PEDIATRICS CLINIC

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# Today's Objectives

- Understand common barriers to connection to the Regional Center
- Describe the creation of the Parent Navigator program
- Discuss how our navigation model has facilitated service access
- Review project success stories

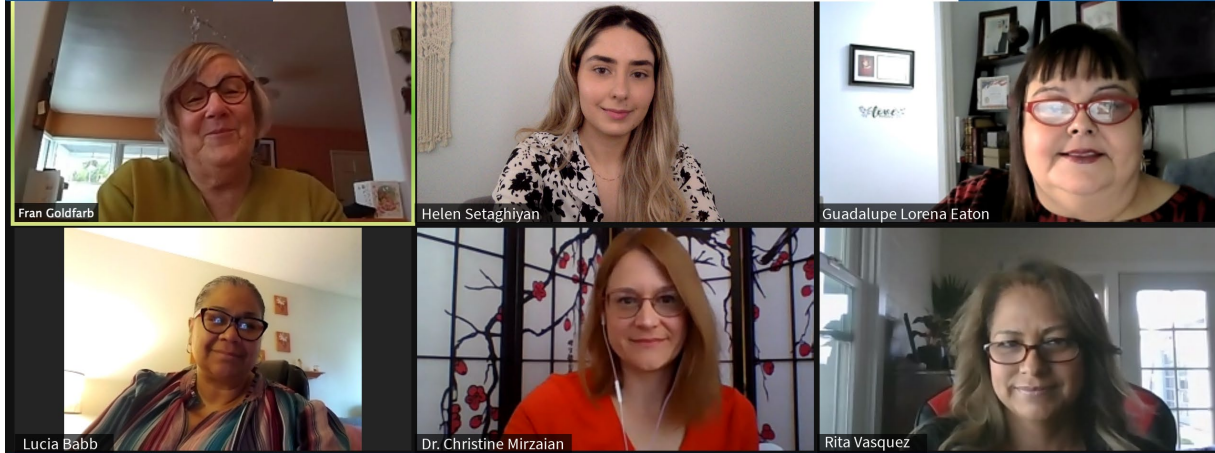
- Referrals from AltaMed General Pediatrics clinic at CHLA
  - 2,795 children served so far
  - Majority low-income
  - 52% Spanish Speaking
- Serve families from all 7 LA County Regional Centers

# Barriers to Connection to the Regional Center

Families face many challenges:

- Practical barriers
- Communication and language barriers
- Socioeconomic barriers

# The Parent Navigator Project



Created to assist with service linkage for children with developmental disabilities or delays

## 3 Parent Navigators (PNs)

- PNs are parents themselves of a child with a developmental disability
- Extensive experience in system navigation, community-based resources, and advocacy for families
- Bicultural and bilingual

Families are referred to the PNs by healthcare providers

- Referrals for children who need help connecting with the Regional Center, increasing existing services, obtaining generic services, etc.

# The Parent Navigator Project

## How PNs help families

- Working remotely during the COVID-19 pandemic
- Help family with intake process, filling out forms
- Coach family how to make calls, how to leave a message
- Trouble shoot issues - reach out to service coordinators
- Act as point of contact for families whose language barriers/lack of access to telephone or email may be preventing them from communicating effectively with their service coordinator

# Project Outcomes

## July 2018 - March 2021

2,795 children served so far  
8,385 individuals impacted



### Early Start Program

- 749 new referrals to Early Start services
- 483 (65% of those referred) were evaluated for services
- 443 (92% of those evaluated) were found eligible

Our Early Start success rate of 65% is much higher than literature rates of evaluation of 20-40% of those who are referred for Early Intervention services (Moore, 2017).

The following data is based on parent report and is being presented for QI purposes.

Reference: Moore C, Zamora I, Gera MP, Williams ME. Developmental Screening and Referrals: Assessing the Influence of Provider Specialty, Training, and Interagency Communication. Clinical Pediatrics. 2017;56(11):1040-1047. doi:10.1177/0009922817701174

### Lanterman Program

- 444 new referrals to Lanterman Act services
- 165 (37% of those referred) were evaluated
- 104 (63% of those evaluated) were found eligible

The following data is based on parent report and is being presented for QI purposes.

Reference: Moore C, Zamora I, Gera MP, Williams ME. Developmental Screening and Referrals: Assessing the Influence of Provider Specialty, Training, and Interagency Communication. Clinical Pediatrics. 2017;56(11):1040-1047. doi:10.1177/0009922817701174

## Parent Training Sessions

- In the past six months, 9 sessions provided live in both English and Spanish
- Total of 165 attendees

## Training Session Topics

- Regional Center System
- Mental Health During COVID-19
- Individualized Education Program (IEP)

Through the COVID-19 Pandemic, Parent Navigators were able to respond to the changing needs of families

## **Assistance with Generic Services since April 2020:**

- 117 families with IHSS
- 96 families with SSI
- 46 with housing needs
- 63 with food insecurities
- 59 with legal resources
- 206 families with other services such as COVID-19 supplies and PPE

**175 Family Members registered for COVID-19 vaccination appointments**

1. Helping parents who are illiterate in all languages apply for Regional Center services
2. Food insecurities during COVID-19 for Spanish speaking family with a broken refrigerator
3. Connecting families who have limited access to technology with the virtual world
4. Advocating for families during IEP (Individualized Education Program) meetings

- Parent Navigators form **trusting relationships** with families, investigate the unique barriers they face, and **advocate** on many fronts
- For our new grant year, brainstorming ways for more effective **outreach** to **Black and African American communities**
- We want to continue fostering **partnerships** with the multiple community-based agencies and Regional Centers we get to collaborate with!



Questions?