

Assessing Organizational Ability to Provide Navigation Services: Resource List

Resources for Integrated Care (RIC) Resources

1. Navigation Services in Behavioral Health – Organizational Assessment Tool

The assessment tool is designed to assist behavioral health organizations in providing navigation services to clients managing serious mental illnesses. Ensuring that clients receive appropriate and coordinated care is the responsibility of front-line staff, providers, and administrators. This tool allows organizations to assess their capacity for delivering navigation services and to connect identified gaps to tangible next steps in the form of a customized action plan.

This tool is located here:

https://resourcesforintegratedcare.com/Behavioral_Health/Navigation_OAT

2. Approaches to Navigation Services for Individuals with Severe Mental Illness

This guide was developed to assist behavioral health agencies and providers adopt navigation services. This guide offers resources that may assist providers seeking to develop navigation programs by introducing components of navigation, providing examples on how organizations implemented navigation components, and includes tools and other resources to help providers get started.

This concept guide is located here:

https://resourcesforintegratedcare.com/behavioral_health/integrating_care/concept_guides2

3. Tip Sheets for Navigators

These six tip sheets were created to assist navigation staff in supporting clients in their management of specific conditions and serious mental illness (SMI). The tip sheets augment navigators' understanding of the standards of care for those conditions, and are available in both English and Spanish. Tip sheets are provided for the following chronic conditions:

- Asthma/COPD and Serious Mental Illness
- Congestive Heart Failure and Serious Mental Illness
- HIV/AIDS and Serious Mental Illness
- Hypertension and Serious Mental Illness
- Smoking and Serious Mental Illness
- Type 2 Diabetes and Serious Mental Illness

These resources are located here:

https://resourcesforintegratedcare.com/behavioral_health/navigation/tipsheet/overview