



Community Navigator for Addiction

Overview

The community navigator for addiction assists people in finding the help they or a loved one needs for substance use disorders. The navigator is an agent of support, information, and referral, enhancing communication and providing a personal connection between the individual and service provider.

In May of 2018, Dakota Medical Foundation (DMF) provided initial funding for the 2-1-1 clearinghouse/community navigator pilot, and community navigator Jennifer Holtz was hired in August of 2018. On September 25, 2018, the launch of this new community resource was publicly announced during a press conference held at DMF.

Dial 2-1-1 or (701) 235-7335 to get connected with help and resources.

I. The Navigator Addresses Community Needs

- Clear point of contact for those seeking help for addiction
- Knowledgeable of insurance details/provider options
- Knows real-time availability of treatment providers and other resources
- Well-informed about services beyond addiction treatment
- Informed, need-based referrals ensure adequate utilization of available resources
- Potential diversion from EMS and Law Enforcement

II. The Navigator Intervenes

- Connects caller to treatment providers, and multiple other resources, including support meetings, food, housing, etc. within the same or next business day
- Utilizes comprehensive database to provide information and referral
- Is one point of contact for those in need, including families, schools, healthcare providers and other community members
- Trained call specialists available 24/7; Community Navigator available for consultation, coordination and direct phone support M-F 8a-5p
- Determines referrals according to need, availability, financial eligibility
- Evaluating outcomes and identifying needs specific to our community

III. The Navigator Is Unique

- Uses motivational interventions to explore values, goals identify strengths and barriers
- Trained, experience in Behavioral Health with adolescents and adults
- Collaborative approach to resource information and sharing; offers a bridge between complex systems of care
- Provides support, education about resources to stop or prevent overdose or death
- Provides support and advocacy to eliminate frustration from getting shuffled between systems
- Conducts follow up phone calls to evaluate effectiveness of interventions and offers additional support