



Inputs

Navigator training

Manual development, teaching tool

Involvement internal service providers

Engagement external partners

Activities

Clients are referred to Navigator

Navigator engages in client needs assessment, identifies gaps and barriers

Navigator sets up regular meetings with client, follow up

Referral to social work

Working closely with partners

Referral community services, support groups, etc.

Outputs

Clients are linked to all organizational services

Staff and external partners work closely to serve client

Clients get support from partners

Short-term Outcomes

Navigator has increased knowledge and self confidence

Clients have self satisfaction with Navigator services, internal and external services

Internal service providers and partners are satisfied with collaboration and service coordination

Intermediate Outcomes

Clients receive better information to make right decisions

Clients adapt to changes

Clients seek clinical, mental and social support as relevant

Long-term Outcomes

Reduction in the number of clients not having adequate access to services

Closure of indentified gaps in the system

Demonstrated cost effectiveness