

CHANCES Community Navigation:

Empowering young families through person-centered support

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Background

- CHANCES is a non-profit, charitable organization that provides a comprehensive continuum of child development and parental support to children under 11 years old and their families.
- Services include: pre- and post-natal care, parenting sessions, a home visitation program (Best Start), Drop n Play sessions, and a Nurse Practitioner (NP)-led Family Health Clinic (FHC).
- CHANCES supports over 6000 individuals each year, including 657 patients through the FHC.
- **Supporting the navigational and social support needs of clients has been identified as a considerable challenge within the organization.**

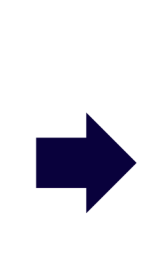
Objectives

- **Project Objectives:** To develop, implement, and evaluate a navigation program within CHANCES' continuum of support.
- **Program Objectives:** To facilitate integrated support pathways by connecting families to existing services and programs.

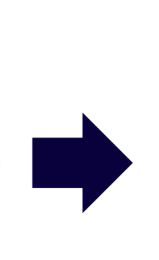
Design

- Three-year, community-based program developed and monitored in collaboration between CHANCES staff, clinicians, and UPEI researchers.
 - **Year 1 (2023-24):** Development and launch
 - **Year 2 (2024-25):** Ongoing data collection
 - **Year 3 (2025-26):** Program evaluation
- Led by a Community Navigator (CN) who works with clients to identify and prioritize goals through a strength-based approach.

In-take and Assessment



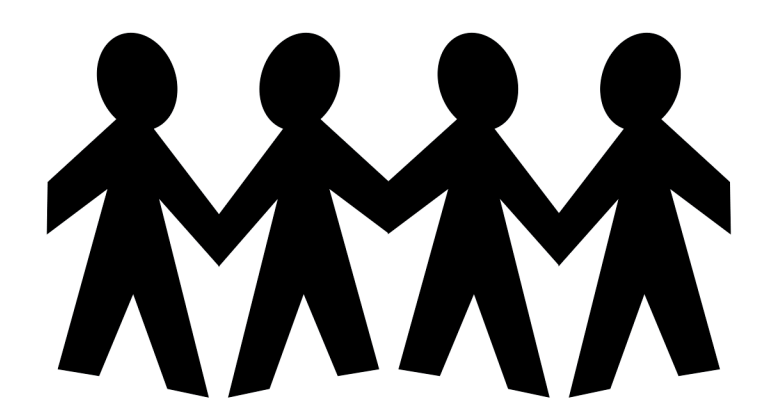
Navigational Support



Disenrollment, Exit Survey

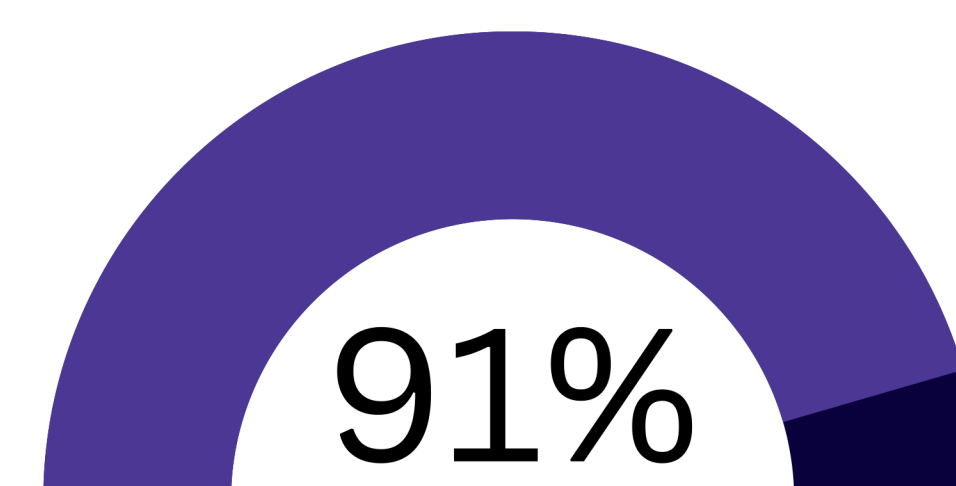
- **Program evaluation:** Referrals, goals, communication, satisfaction surveys, and interviews.

Preliminary Results

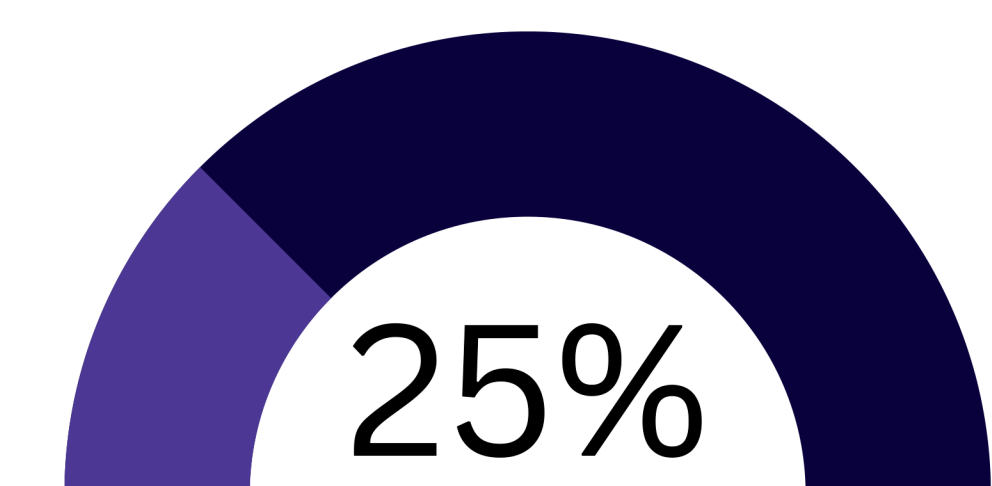


- Program launched in August 2023
- Has provided services to 32 clients as of March 2024
- Continuous adjustments are being made to enhance referral pathways and increase client intake.
- Referrals to the program primarily derive from the CHANCES FHC and Best Start, offered in partnership between CHANCES and PEI Public Health Nursing.

Referrals to the Program

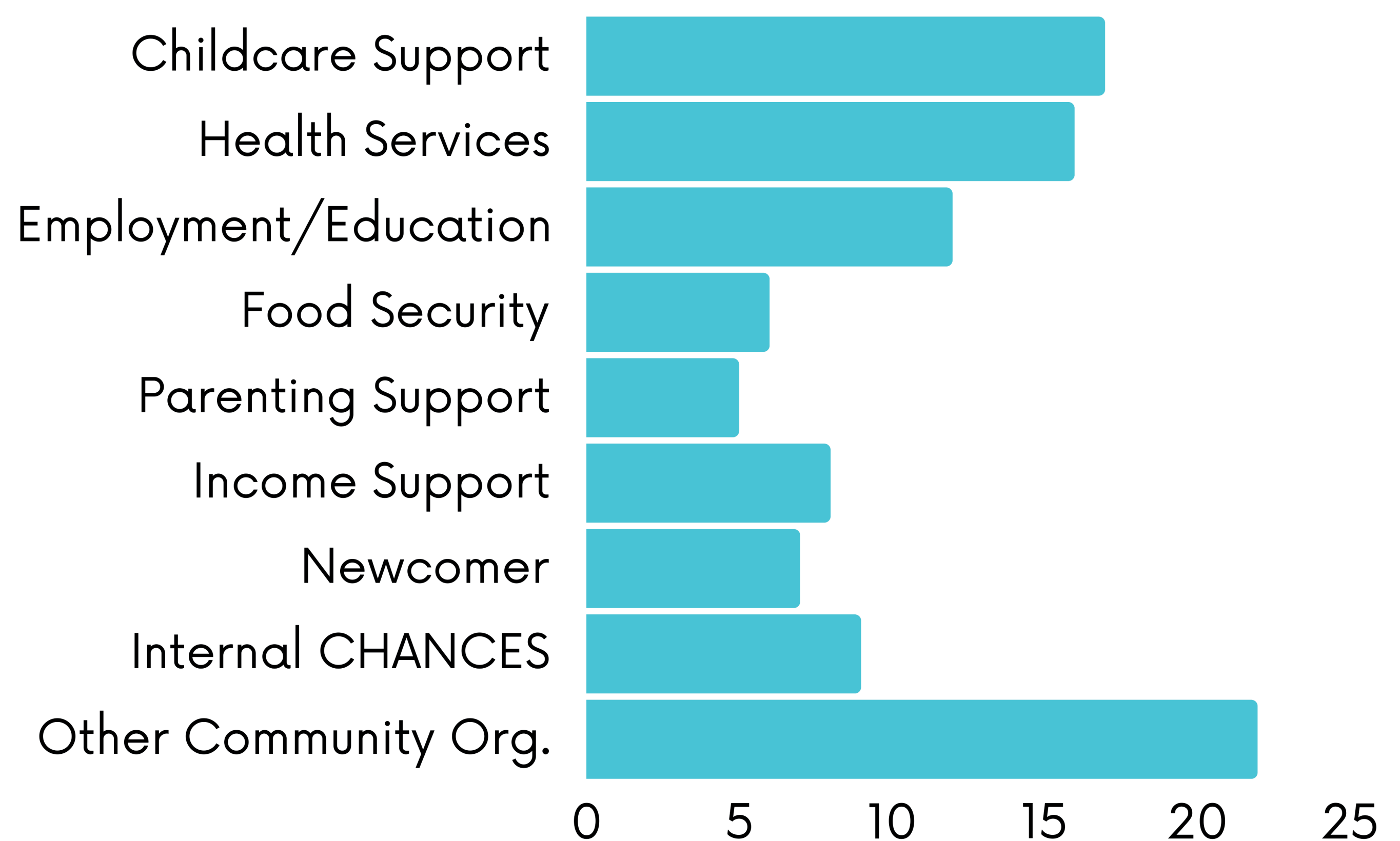


Primarily referred from the CHANCES Family Health Clinic



Present with emergency support needs

Referrals from the Program



Conclusions and Next Steps

This project is generating knowledge that will continue to encourage cross-sector collaboration related to navigational support to increase the well-being of families in PEI and beyond.

This approach provides a structured pathway to address the social determinants of health among vulnerable populations.

Next Steps:

- Integration of a client satisfaction survey in year 2.
- Commencement of interviews in year 3.

