


North Shore Solutions Navigators

A North Shore pilot program



About this Program

Generously funded through the province and administered by UBCM, this pilot is intended to compliment and fill gaps where other supportive navigator programs are at capacity.

This program aims to provide low-income individuals facing challenges and barriers with one-to-one support to identify needs, goals, and assist them in accessing community resources and support from existing service providers.

This program is responding directly to the challenges residents face when trying to navigate accessing resources and systems such as housing, food, healthcare, and childcare.

The pilot will run until October 2023.



What do the Solutions Navigators do?

The Solutions Navigators work out of the North Shore Neighbourhood House and in the community. They are at the NSNH on Mondays and Wednesdays and in the community on Tuesdays and Thursdays. The Navigators cannot do home visits.

Support ranges from one-time meetings with encouraging conversation, to advocacy and active involvement, depending on the client's need. In most cases, support is given through ongoing contact, direct referrals, and follow up after referral to resources.

This face-to-face, personalized service is welcoming, supportive, and meets folks where they are at on their journey. There are also opportunities for small income-based supports as needed where other services cannot fulfill those needs.

Navigators work with all ages

What kind of supports do Solutions Navigators help with?



Listen and offer encouragement



Make referrals to and help you access various community resources across the North Shore



Follow up to ensure you're getting the help you need



Help you plan and set goals to meet your needs



Assist with paperwork and applications

Resources

A lot of the work the Navigators do centers around contacting resources and services in the North Shore on behalf of clients, primarily surrounding housing, financial support, or ID support

Housing is one of the main concerns that our clients seek our help to address. Our work in housing support often looks like helping clients, particularly those with little computer experience, find and contact listings online, connecting them with Homelessness Prevention Programs in the North Shore, giving them information for the local and emergency shelters and helping make calls, or helping them access subsidies to cover moving costs or rent supplements.

The Solutions Navigators often help clients seeking financial support by applying to Income Assistance with them and investigating what other benefits they might be entitled to.

Referrals and Intake

There is no formal eligibility for intake, but Navigators do prioritize low-income individuals or those struggling with housing

We receive referrals directly from individuals (self-referral) and from partner agencies/ service providers. Our most common referrals are from the shower programs, the emergency weather shelter, and Food Bank. We refer out to many organizations on the North Shore, most commonly Hollyburn Family Services, CMHA, Harvest Project, NSCSS, and NSCR

When individuals call, we do an immediate needs assessment and either do an initial resource referral or set up a meeting to learn more if the case is more complex. We meet with individuals as many times as are needed to meet their goals

Depending on case load, sometimes Navigators invoke a waitlist. During these times, the waitlist is two weeks long. Navigators still do an initial consultation and any immediate referrals during this time.

How to contact the Solutions Navigators

Supports are accessed by appointments which can be booked by phone or email – we have availability to meet at the North Shore Neighbourhood House, in community, or over zoom from Mondays to Thursdays. We ask to please allow us up to two business days to get back to an inquiry.

To reach the Navigators, you can email their communal inbox at navigator@nsnh.bc.ca

Meg - navpt@nsnh.bc.ca

Rebecca - navsr@nsnh.bc.ca.

Their phone numbers are

Meg – 604.230.2454

Rebecca – 604.220.8431