Mental Health Navigators

Mental Health Navigator Flowchart

1. **Initial Referral and Intake**
   - Client submits a referral request for navigation services.
   - The client specifies their needs and preferences in the request form.

2. **Assignment of Case**
   - The intake form is reviewed by a designated person.
   - Case building and planning begin at this stage.

3. **Initial Contact**
   - Navigator contacts the client via their preferred method of contact (email, phone, in-person, etc.).
   - If the client does not respond, the navigator makes at least two more attempts at contact.

4. **Resource Offer**
   - If contact is made, the navigator assesses the client’s needs and offers relevant campus-based and community-based resources.

5. **Ongoing Case Management**
   - Navigators conduct at least three follow-ups to check the effectiveness of resources and to offer further assistance if required.

6. **Documentation and Reporting**
   - Navigators document resources provided and client progress using designated forms or platforms (e.g., ConexEd, campus system, case survey).

Participating community colleges in Alameda County, California:
- Berkeley City College
- Chabot College
- College of Alameda
- Laney College
- Las Positas College
- Ohlone College

Summary of Case Reports (AY 2022-2023)

- Total number of cases assigned: 92
- Proportion of female clients: 64%
- Counseling services needed by % of clients: 59%

- Insurance coverage support needed by % of clients: 4%
- Housing resources needed by % of clients: 20%
- Proportion of clients connected with resources provided: 45%

Student Navigators’ Reflections:

- “Best learning and work development experience ever.”
- “I’ve learned to open up and overcome through my newfound ability of assisting others.”
- “A supportive community for self-growth and healing that helps others start or continue their mental health journey.”

To ensure that students who need ongoing care beyond what campus-based services can provide and to improve the referral process, Ohlone College is spearheading a pilot workforce development program to train students on navigating community-based mental health care services. Students undergo an intensive year-long training program on a wide range of mental health issues based on a wellness and resiliency curriculum and are introduced to mental health agencies in Alameda County that may be part of the linkage to care network. This program is generously funded by Alameda County Behavioral Health’s Workforce Development, Education and Training Division.