# Navigation Services

## February 2018

Since the Recovery Navigator Kaiārahi Service was implemented on 7th August to provide

social support for flood affected communities, the Navigators have contacted or attempted to contact

approximately **323** families at the end of **February**.

February has seen thorough implementation of stage three – where **53** homes and properties were identified as having no activity (scheduled or otherwise) and no communication with the owners. The Navigators focused on contacting these high priority cases, managing to make contact with 49/53 of the homes, while continuing to attempt contact with the other four. Stage three has been in conjunction with the continued monitoring and ongoing support to those already engaged with the service.

The Building Navigator continues to be of value to the community with nine referrals received, two of these requiring ongoing intensive support.

A part time Navigator also started at the end of February (0.2), whose first task is to make contact with the remaining residents, previously NFA (No Further Action) who are not yet back in their homes. This is to follow up whether their rebuild is still satisfactorily on track, and in case further issues have arisen since last contact that might require support.

Below is a summary of the Navigator’s findings.

### Key themes/issues

Insurance, Health & Wellbeing, and Temporary Accommodation issues continue to be the key themes of contact across the community. Below are the general key themes/issues that flood-affected families are experiencing:

* + **Insurance/Rebuild:** At the end of February, **63%** of the yellow stickered properties had the CCC signed off, and/or the residents had picked up Welcome Home Packs.

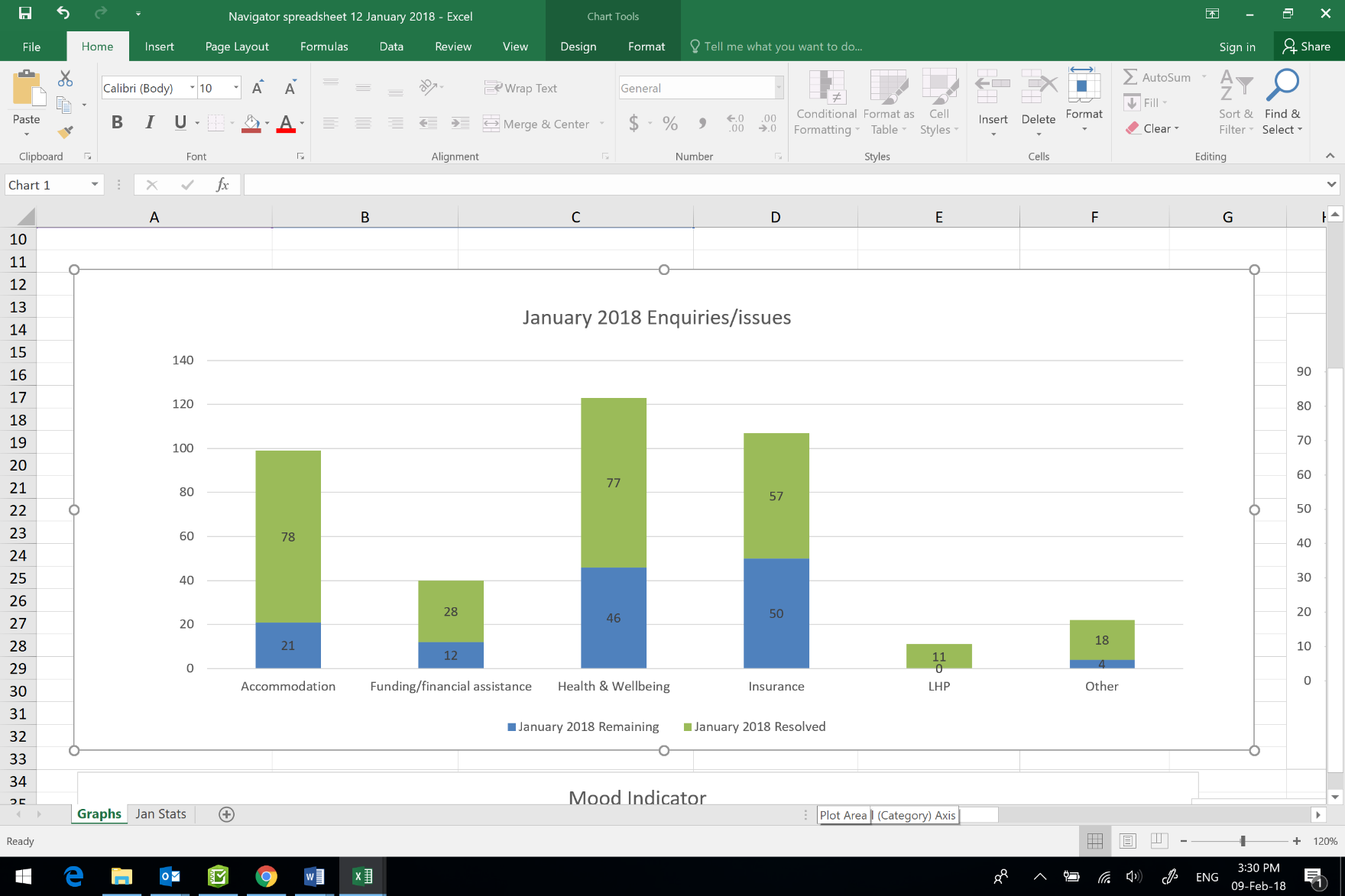
RAS returned with eight bookings scheduled. The Building Navigator has also been engaged for three of those who were booked to see RAS.

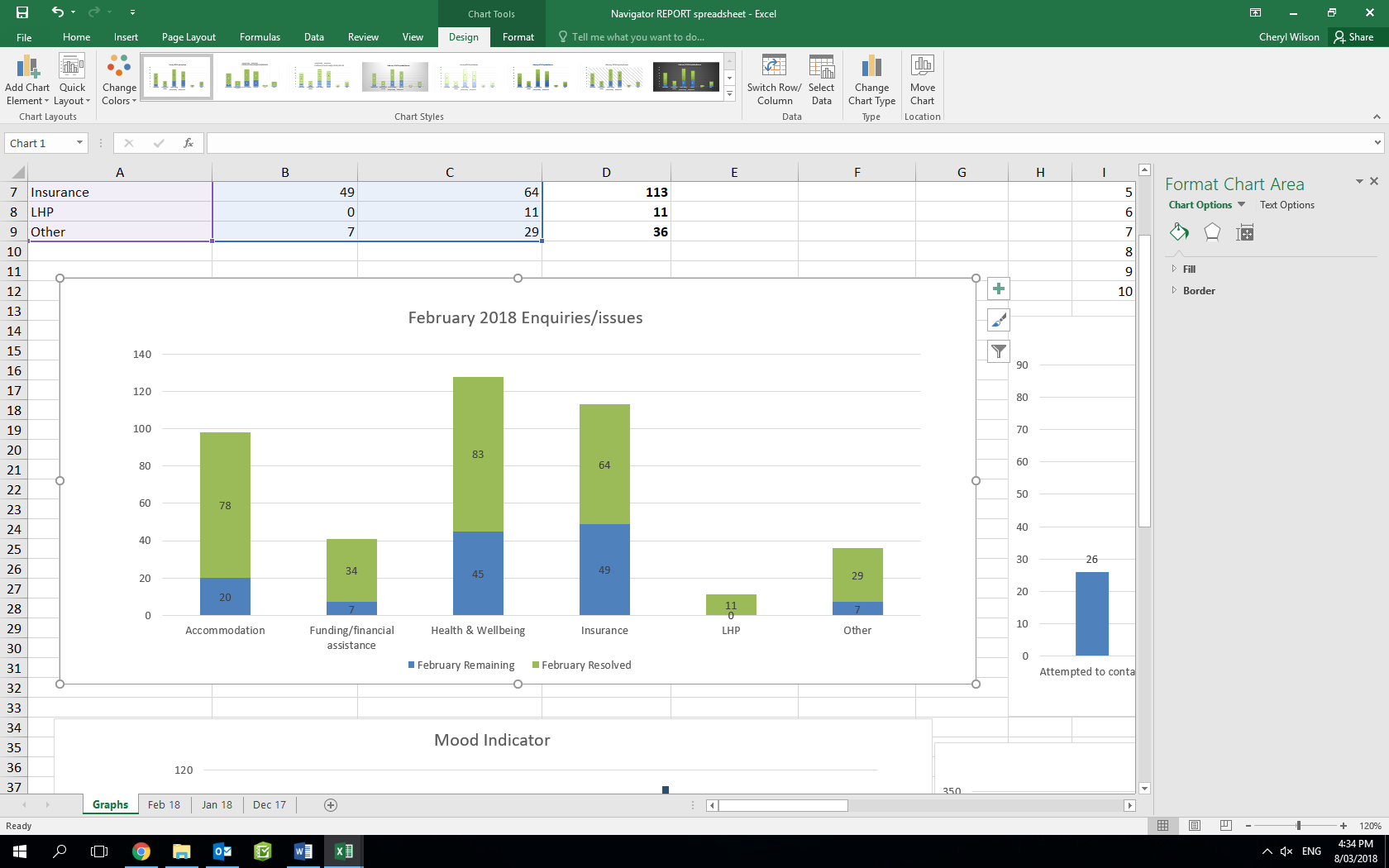
* + **Health and well-being**: Navigators have come across some high stress levels in Phase Three, and it has been particularly useful having RAS & the Building Navigator as support options, which some accepted over a referral for psycho-social support.
  + **Temporary Accommodation**: Navigators informed residents of contact details to lodge their interest for the Kokohinau Papakainga temporary accommodation (coordinator has requested direct contact from the residents).

### Types of Enquiries/issues

The graph below identifies the numbers for each of the 6 key themes. The graph shows resolved and to be resolved.

A sixth enquiry, “Other” has been added to the survey to accommodate any other issues and enquiries that might arise outside of the original five. This is also where we have noted homes, who have come into Te Tari Awhina to pick up Welcome Home Packs and have otherwise not required Navigator support. This is also where requests for Building Navigator support are captured.





Breakdown: Health and Wellbeing enquiries

The graph below is a breakdown of the health and wellbeing enquires and what services they may or may not have been referred to. Phase 3 has seen some success in reaching the uncontactable (from previous months) and this number has decreased by over 10.

**Note:** There have been 13 instances where Navigators have felt that a referral to mental/social health services would be beneficial for the resident/owner, that have not yet been realised. Noted in: Not ready to engage, Resident considering, and Client declined referral services.

### Breakdown: Funding enquiries

The graph below is a breakdown of the funding/financial assistance. The services that whanau have been referred on to includes WINZ and Whanau Ora.

Mood Indicator

Of the data captured, almost 150 residents and owners indicate that their current mood is at a level 7 or higher.

**Note:** This indicator was introduced partway through the navigator services and isn’t reflective of the entire **323**. In addition, these numbers will fluctuate as people’s mood change throughout recovery for the township.

### Assessment category of clients

The graph below shows the assessment category of each client (Left hand side – December 17).

### Active and passive clients

There are two categories with obvious advances – the NFA and Attempted Contact.

Continued completion of rebuild, and subsequent signing off of Codes of Compliance has been a major cause for the increase in NFA. Phase three has also contributed to both the increase of the NFA and the decrease of the attempted contact numbers.

Attempted contact (12) is inclusive of the four from Phase Three, as well as residents who are scheduled via their insurance for rebuild, where the work hasn’t yet commenced and who are otherwise not contactable. The Navigators continue to attempt to obtain contact details via different avenues.