



# USE OF NAVIGATORS IN HPOG

The Seattle-King County  
Experience



# NAVIGATORS IN SEATTLE-KING COUNTY

Career counselors from the workforce system

Knowledgeable about the services and resources of the workforce system

Additional layer of expertise related to the healthcare industry, both in terms of understanding employment pathways and local training programs and pathways

Relationships across workforce, education, and social service systems

Relationships with local employers

# NAVIGATOR RELATIONSHIP WITH CUSTOMERS

Navigators work with customers from the beginning of their engagement with the HPOG program, including conducting initial assessment, intake, and enrollment

Navigators support customers in development of an individualized career plan and related action steps

Navigators assist customers in accessing and “packaging” resources across systems necessary for customer success (e.g., tuition assistance, support services, help with credentialing fees, etc.) & fill gaps as needed with HPOG funds

Navigators work with customers from intake through employment and are a partner in developing and pursuing both near-term employment goals and longer-term career progression outcomes

# MANY APPROACHES TO NAVIGATOR MODEL

Seattle-King County experience is one approach to implementing the use of Navigators

Many possible approaches to this model, and success seems to be associated with customizing the approach to local needs/opportunities

For example, other HPOG grantees are colleges and have implemented campus-based Navigators building first from their knowledge of the internal systems in the college and relationships across those systems

In the Seattle-King County program, the WDC has in some cases used a team approach, pairing its program (or community-based) Navigators with campus-based “academic navigators,” particularly in the case of longer-term, customized training cohorts

# MANY APPROACHES, KEY INGREDIENTS

Navigators must be skilled in helping customers plan and troubleshoot, and knowledgeable about the different departments/systems customers will need to interact with

Navigators must be knowledgeable about pathways, requirements, and nuances within the focus sector (healthcare in particular is very complex with federal and state regulations, diverse local hiring practices, etc.)

Navigators do function to some extent as case managers, but their primary role is in helping customers find their way through complex systems and steps, and develop skills that allow them to successfully navigate on their own as needed in the future

Customers are often already engaged with case manager(s); the Navigator assists in organizing and packaging rather than adding another layer of case management