

Navigation Services

Connecting Clients to Resources & Supporting Sustained Recovery

Intensives Library · Programs, Systems & Workflow

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Part 1 · Overview

Navigation Services

Recovery navigation requires both knowledge of available resources and the clinical skills to match clients to those resources at the right time. This intensive builds the competencies for delivering comprehensive navigation services that remove barriers, build connections, and support sustained recovery engagement.

Learning Slides

Navigation frameworks, resource systems, barrier identification, and engagement strategies.

Mind Map

Visual mapping of navigation dimensions across the recovery ecosystem.

Self-Assessment

Evaluate your navigation service competencies and system knowledge.

Worksheet

Practical exercises for building comprehensive navigation practices.

Part 2 · Slides

Navigate: Transition & Autonomy

The Final Phase of the STAN Model

Navigation ensures a seamless transition to ongoing care. It involves connecting patients with mutual support fellowships, facilitating referrals, and guiding decision-making to build autonomy and prevent relapse.

Key Components

- Setting Realistic Expectations
- Use of Acquired Tools
- Sponsorship & Peer Support
- Motivational Interviewing
- Guiding Decision-Making

I. Setting Realistic Expectations

Managing the Journey

- Beginning, Not End: Treatment completion is just the start of the journey.
- Addressing Overconfidence: Balancing self-assurance with cautious optimism.
- Common Challenges: Preparing for cravings, triggers, and social pressures.
- Ongoing Support: Stressing the value of continued engagement.

II. Encouraging Use of Tools

Application in Real Life

Review Refreshing skills and strategies learned.

Practice Encouraging active use in daily life.

Barriers Identifying and addressing obstacles to usage.

Success Celebrating progress to build confidence.

III. Sponsorship & Peer Support

Community Connection

Facilitating strong connections for accountability.

Role of Sponsor

Guidance and mentorship.

Selection

Finding experience and compatibility.

Participation

Regular meetings and step work.

Conflict

Navigating relationship challenges.

IV. Motivational Interviewing**Strengthening Motivation**

- Change Talk: Eliciting patient's own reasons for change.
- Rolling with Resistance: Responding with empathy, not confrontation.
- Developing Discrepancy: Highlighting gap between behavior and goals.
- Self-Efficacy: Reinforcing belief in ability to change.

V. Guiding Decision-Making**Empowered Choices****Principles**

- Information: Sharing accurate data on resources.
- Options: Weighing benefits and drawbacks (pros/cons).
- Responsibility: Emphasizing patient autonomy.
- Respect: Supporting patient choices ultimately.

Part 3 · Mind Map

Patient Navigation Pathway

Treatment Completion

Beginning of recovery, Addressing overconfidence

Relapse Prevention

Triggers, Warning Signs, Safety Plans

Peer Connection

Sponsorship, Home Groups, Alumni

Transition & Aftercare

Autonomy, Informed Decisions, Ongoing Support

Part 4 · Assessment

Agency Self-Assessment: Navigation Services

Rate each aspect on a scale of 1 (Needs Improvement) to 5 (Excellence).

1. We effectively communicate that treatment completion is the beginning of recovery.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
2. Our program addresses potential overconfidence in early recovery.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
3. We provide comprehensive education about post-treatment challenges.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
4. Our staff consistently emphasize the importance of ongoing support.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
5. We help patients develop realistic expectations about recovery.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
6. We provide thorough education about common triggers and warning signs.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
7. Our program teaches effective coping strategies for high-risk situations.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
8. We help patients develop personalized relapse prevention plans.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
9. Our staff effectively address denial and resistance.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
10. We provide education about the chronic nature of addiction.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
11. We provide comprehensive review of recovery tools before discharge.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
12. Our program offers practical application opportunities for coping skills.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
13. We help patients identify potential barriers to using recovery tools.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
14. Our staff effectively reinforce successful use of recovery strategies.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
15. We document patients' skill acquisition and competency.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
16. We help patients build sustainable support networks.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

17. Our program facilitates connections with community resources.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
18. We assist patients in developing healthy relationships.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
19. Our staff help patients navigate workplace and family challenges.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
20. We provide guidance on building recovery-supportive environments.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
21. We effectively explain the role and importance of sponsorship.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
22. Our program helps patients connect with potential sponsors.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
23. We facilitate regular attendance at support group meetings.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
24. Our staff help address challenges in sponsor relationships.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
25. We maintain strong relationships with local recovery communities.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
26. We facilitate peer mentoring opportunities.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
27. Our program promotes healthy peer relationships.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
28. We address conflicts in peer relationships effectively.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
29. Our staff model healthy recovery relationships.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
30. We encourage alumni involvement and support.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
31. Our staff are trained in motivational interviewing techniques.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
32. We effectively elicit and reinforce change talk.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
33. Our program helps patients resolve ambivalence.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
34. We document motivational progress effectively.
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
35. Our staff consistently support patient self-efficacy.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

36. We provide comprehensive discharge planning services.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

37. Our program helps patients make informed decisions about continuing care.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

38. We respect patient autonomy while providing guidance.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

39. Our staff help patients evaluate their options objectively.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

40. We maintain effective follow-up procedures.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Scoring guide

Exceptional Navigation Services

Developing Navigation Services

Part 5 · Worksheet

Navigation & Transition Action Worksheet

Service Analysis

Post-Treatment Preparation

What specific strategies prepare patients for life after treatment?

Recovery Tools

Describe the process for teaching and reinforcing tools.

Peer Connections

How are sponsorship and peer support facilitated?

Action Planning

Immediate Priorities (30 Days)

E.g., Revise discharge checklist...

Short-Term Goals (90 Days)

E.g., Implement alumni peer program...

Long-Term Improvements (1 Year)

E.g., Develop digital aftercare platform...
