

Systems Navigation – Part 2:

Systems Navigation within the Community and State

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and
Isabel Hodge**



Systems Navigation

Systems navigation involves becoming empowered to make wise decisions in creating a coherent set of services and supports across life domains. The outcomes of systems navigation is increased individual and family quality.

What are Frequently Used Terms?

- Case management
- Support coordination
- Service coordination
- Recovery coordination
- Support brokering
- **Systems navigation**

Types of Systems

- Military system (TRICARE, family centers)
- Government agency service system (public schools)
- Private agency system (private schools)
- Disability support system (family advocacy organizations)
- Community system (parks and recreation)

Services and Supports

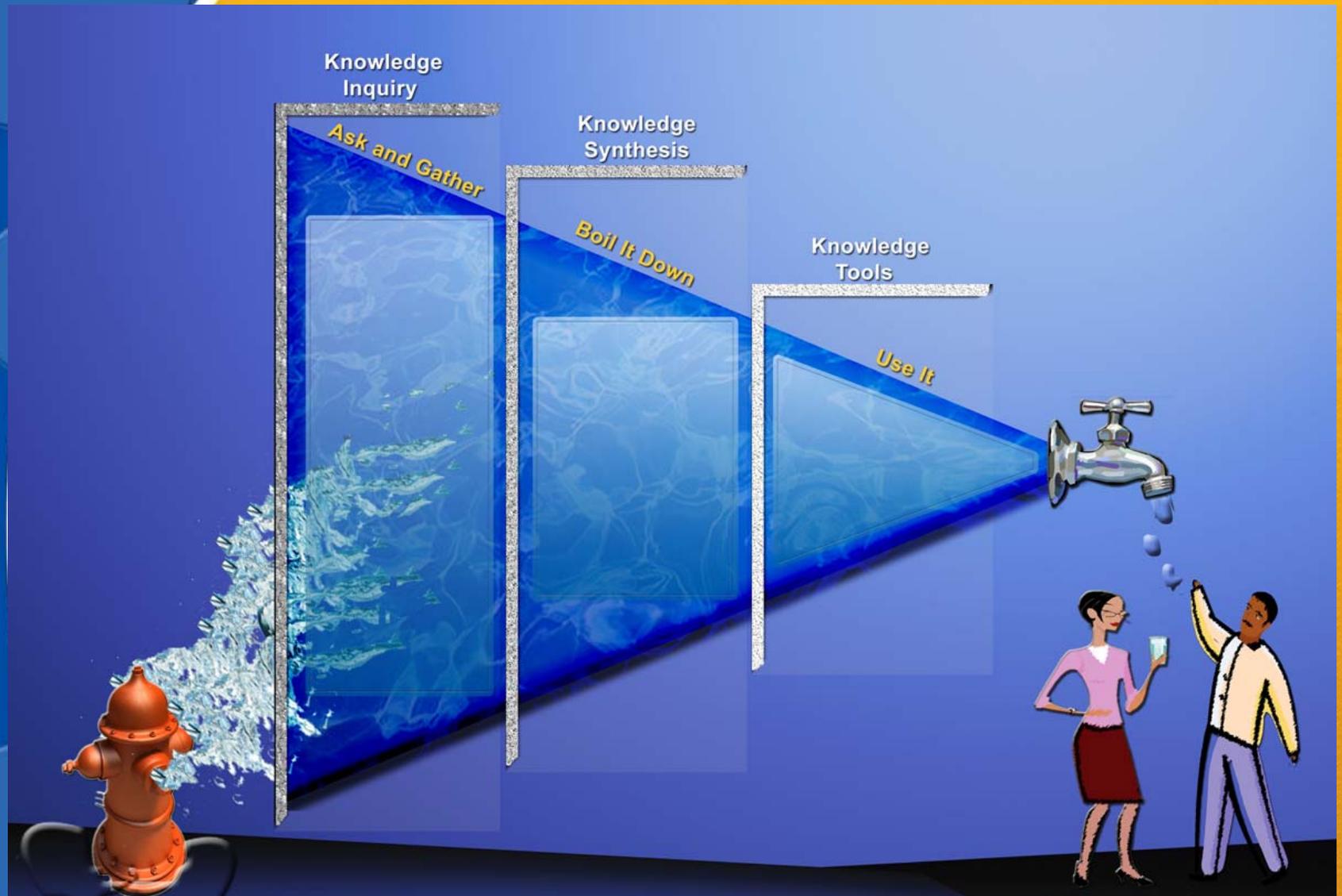
- **Services** are the formal programs, resources, funding and strategies from multiple, complex systems provided to individuals with disabilities or their families typically through agencies.
- **Supports** are the informal programs, resources, and strategies provided usually through family, friends, and community citizens.

Rationale for Systems Navigation

- To advance family empowerment
- To strengthen family caregiving
- To enhance quality of life of the individual with a disability
- To enhance quality of life of the family

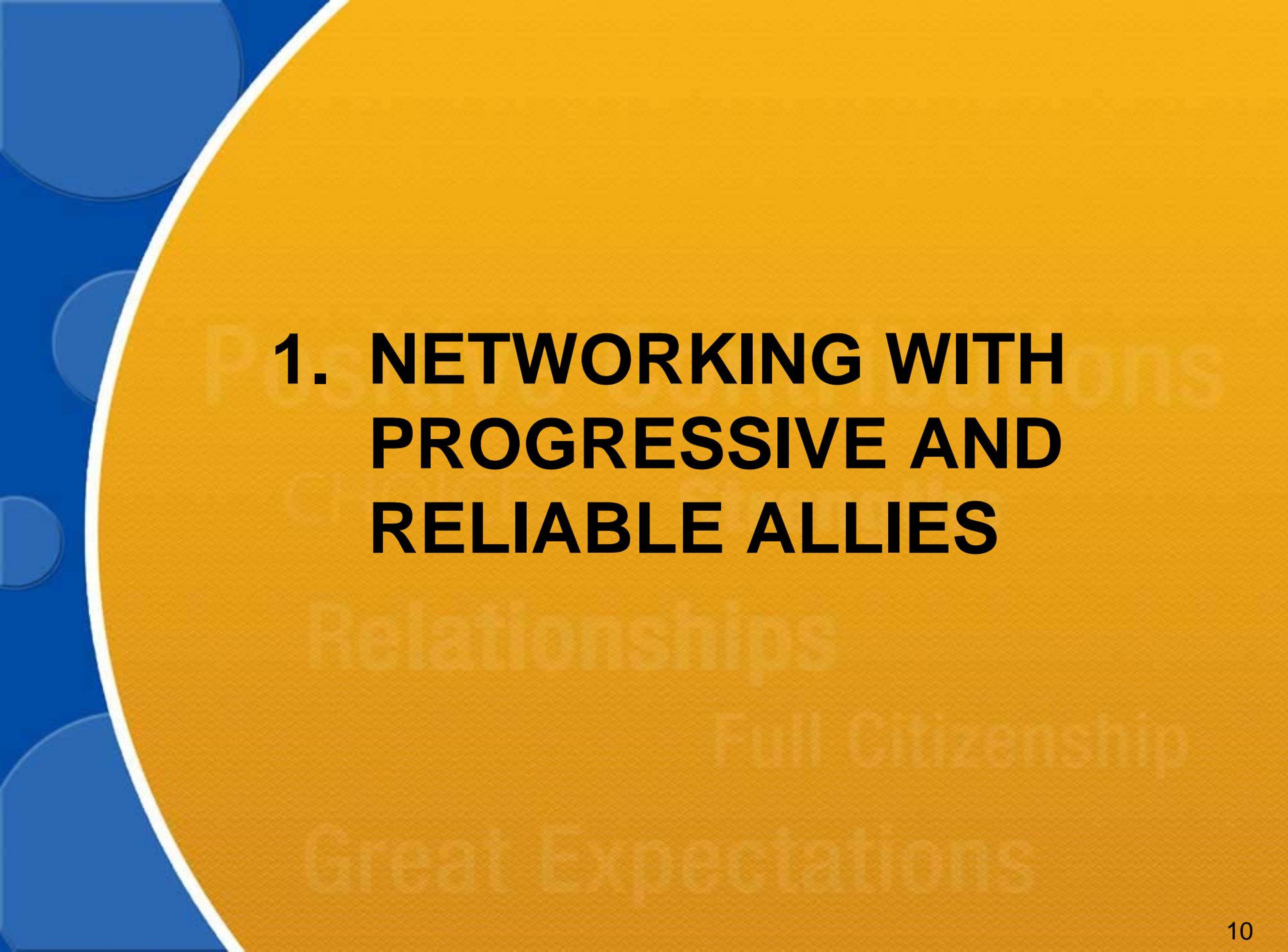


Full Citizenship
Great Expectations



Overview of Systems Navigation Responsibilities Outside the Gate

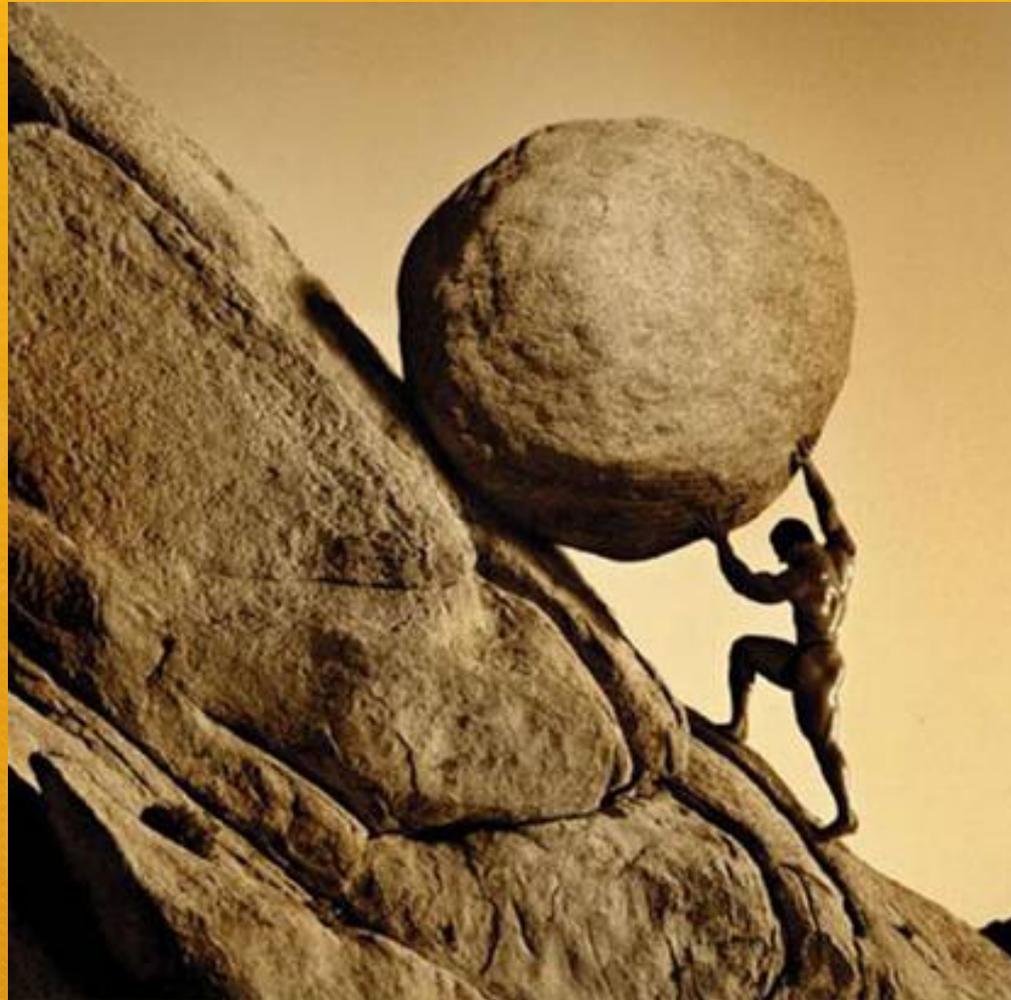
1. Networking with progressive and reliable allies
2. Envisioning great expectations
3. Knowing and acting on rights
4. Knowing evidence-based practice
5. Mapping and accessing services
6. Keeping records
7. Renewing our spirits



1. NETWORKING WITH PROGRESSIVE AND RELIABLE ALLIES

What do we Mean by Progressive and Reliable Allies

- ***Progressive allies*** – people who have state-of-art values and who know the potential and believe in the full citizenship of individuals with disabilities.
- ***Reliable allies*** – people you can trust and on whom you can rely to use sound judgment, maintain confidentiality, and act in your best interests.



Sisphus from Greek mythology – lonely uphill systems navigation



If Sisyphus had only been allowed to have progressive and reliable allies for his uphill systems navigation, he could have been successful.

National Family Resources – Generic Disability Focus

- Parent Training and Information Centers (www.taalliance.org) – Focuses on educational advocacy
 - ✓ Ft. Hood, TX – www.partnerstx.org
- Parent to Parent (www.p2pusa.org) – Emphasizes emotional and informational support through one-to-one match
 - ✓ Ft. Lewis, WA – www.arcwa.org (Parent to Parent tab)

National Family Resources – Specific Disability Focus

- National Federation of Families for Children's Mental Health (www.ffcmh.org) – Focuses on behavioral, emotional, and mental health disorders.
- The Arc of the U.S. (www.thearc.org) – Focuses on intellectual disabilities.
- Family-to-Family Health Information Centers (www.familyvoices.org) – Focuses on special health care needs.

National Disability Resource

- National Council on Independent Living (www.ncil.org) – Focuses on individual and systems advocacy, information and referral, peer support, and independent living skills training for individuals with disabilities
 - ✓ Centers for independent living must have 51% of staff who are persons with disabilities

Most Comprehensive Clearinghouse of State Resources

- National Dissemination Center for Children with Disabilities (www.nichcy.org)
 - Includes comprehensive lists of state resources; many of the state resources have local affiliates.

MilitaryHOMEFRONT

The screenshot shows the MilitaryHOMEFRONT website interface. At the top, there is a navigation bar with tabs for 'Troops & Families', 'Leadership', and 'Service Providers'. Below this, a sidebar on the left contains a menu with categories like 'Special Needs/EFMP Home', 'Education', 'Medical Care', and 'Resources'. The main content area features a red banner for an 'UPDATED Survivor Guide Now Available' and a section titled 'Resources for those with Special Needs'. This section includes introductory text and a list of links to various resources such as 'All Military Services' Exceptional Family Member Programs', 'Early Intervention, Inclusion and Learning Disabilities', and 'School Nutrition, Library and Other Educational Resources'. Other sections visible include 'Disease, Disorders and Syndromes' and 'Family Support'.

General
Disability and
State resources

<http://www.militaryhomefront.dod.mil/efm>

Military OneSource

**A partnership supporting families
with special needs.**



You name it, we can help/Exceptional Families/Exceptional Service



2. ENVISIONING GREAT EXPECTATIONS

Envisioning Great Expectations

“Families of children with disabilities are not allowed – or at least not encouraged – to have a dream or a vision for their children’s future. What the past has given as possible outcomes for people with disabilities is far less than inspiring. If all we have to look forward to is an extension of the past, I should think we would want to avoid the pain of that future as long as possible. But I have a motto: Vision over visibility. Having a vision is not just planning for a future we already know how to get to. It is daring to dream about what is possible.”

(Vohs, [1993](#), pp. 62-63)

Distinguished Citizens' Winners 2002



Jessica Vohs is a model of self-determination and an accomplished artist. She lives independently with support from The Arc of Northern Bristol County and attends classes at The School of the Museum of Fine Arts. Jessica has exhibited at art shows and festivals and has sold many of her paintings. At the ceremony, Jessica donated one of her art works to The Arc. It now hangs in our conference room.



*Butterflies flying free together,
each beautiful in its own way.*

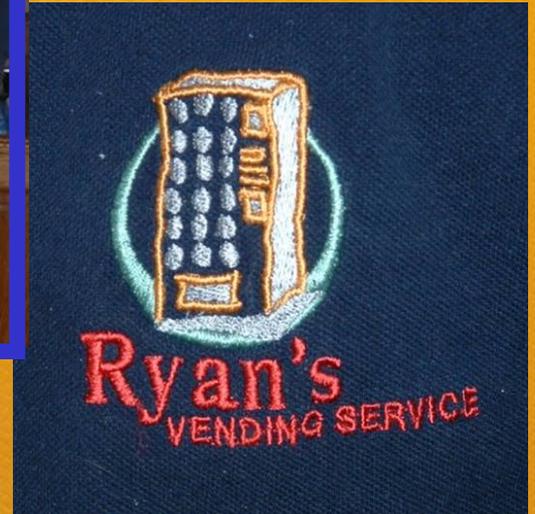
*This is the spirit of human beings.
These spirits are not disabled.
We can do and achieve things
beyond our wildest dreams.*

*All we need to be flying free is understanding
and a supportive environment that helps
our dreams come true.*

*Let's open our minds and hearts and fly free
Together in a most beautiful dance of true life*

Military Families' Success Stories





Envisioning Great Expectations

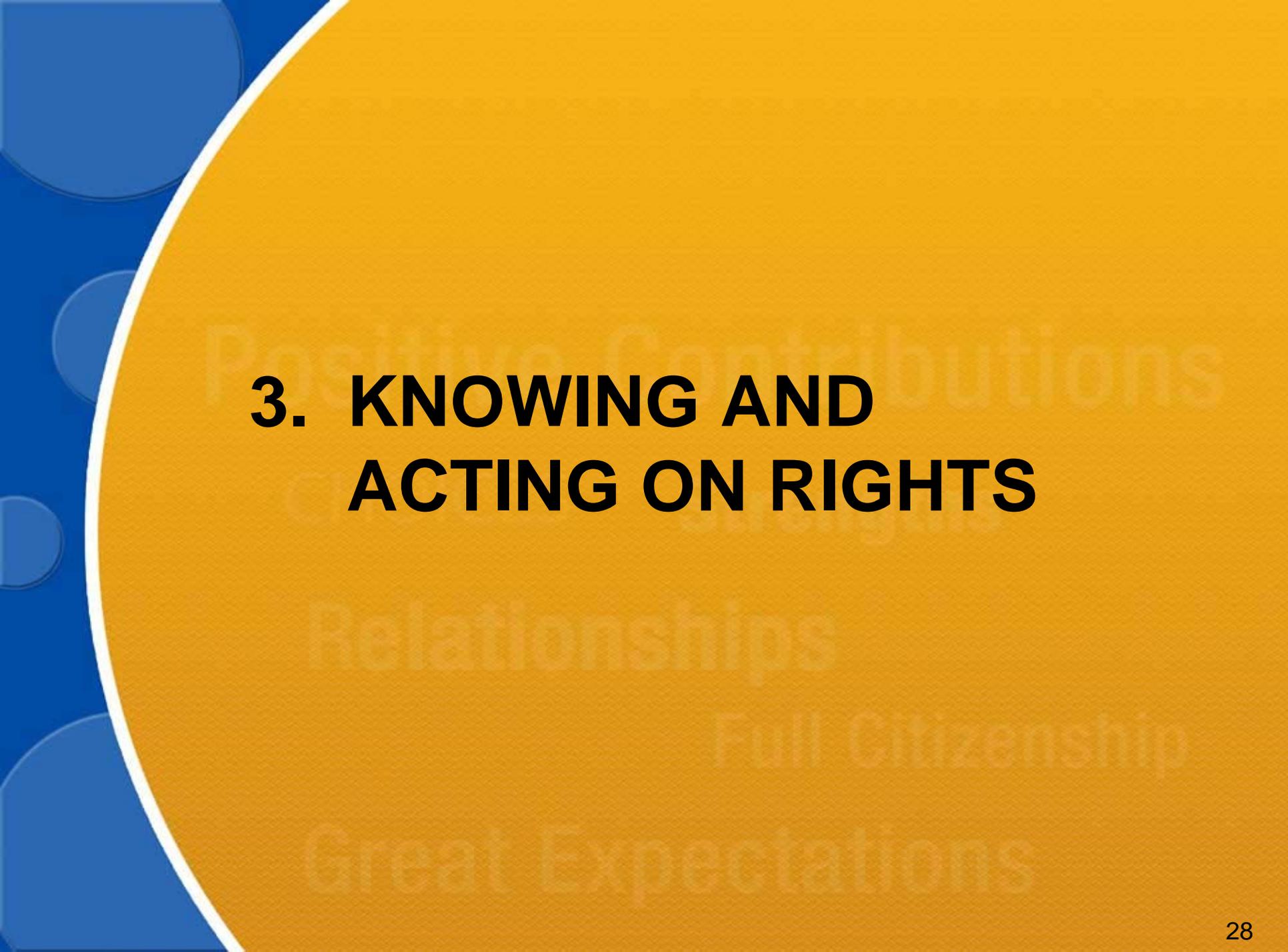
The MAPs Process

- What are your focus person's strengths, gifts, and talents?
- What are your focus person's and family's priorities and dreams?
- What are your focus person's and family's worries and nightmares?

Envisioning Great Expectations

The MAPs Process

- What kind of services and supports would bring your focus person closer to his or her priorities and dreams?
- What would an ideal week look like for your focus person?
- What are the next steps that will be helpful in achieving positive outcomes?



3. KNOWING AND ACTING ON RIGHTS

Special Education Law: Six Principles

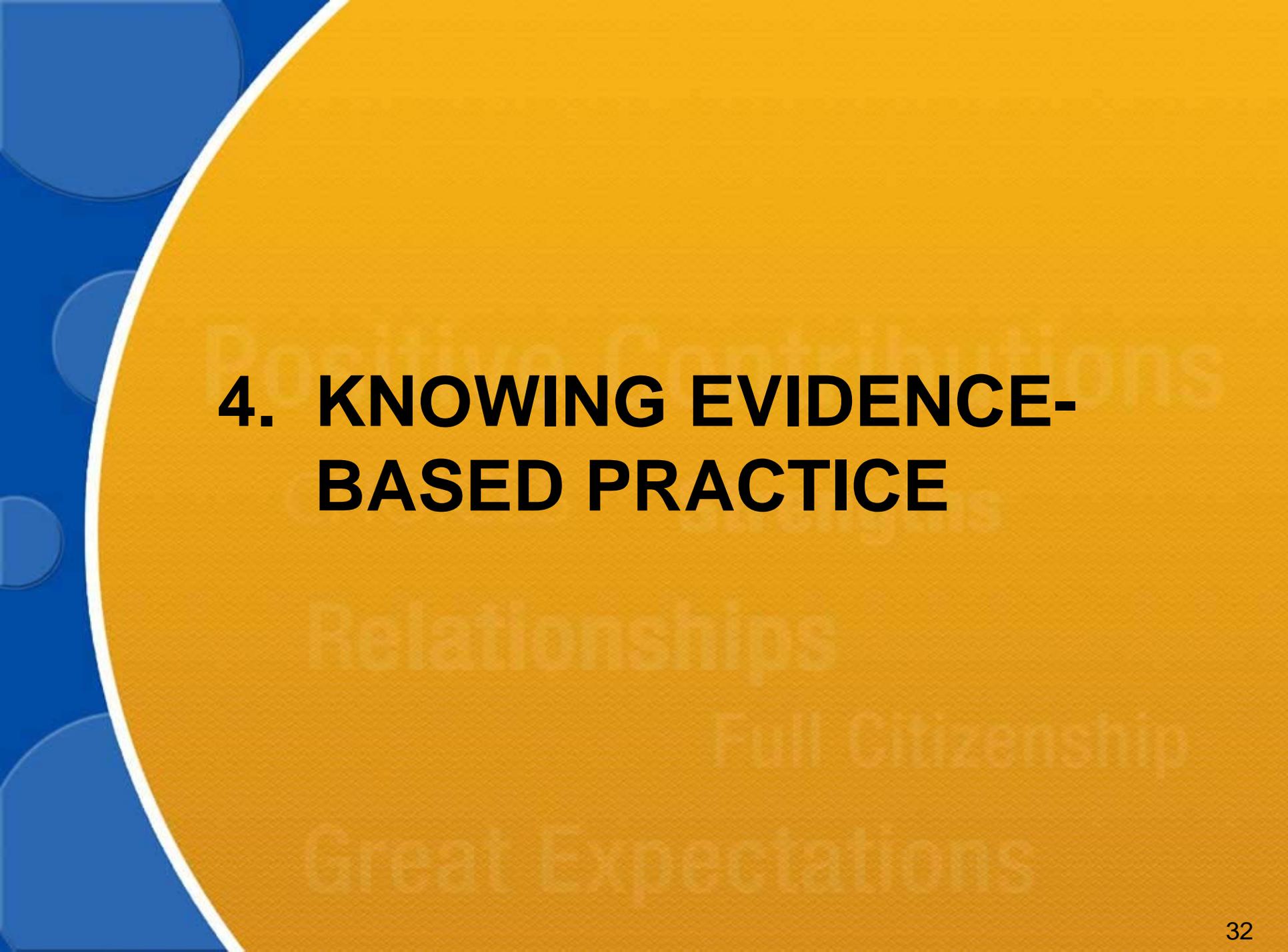
- Individual with Disabilities Education Act's (IDEA) six principles
 - ✓ Zero reject
 - ✓ Nondiscriminatory evaluation
 - ✓ Appropriate education
 - ✓ Least restrictive placement
 - ✓ Due process
 - ✓ Student/parent participation

Special Education Law Resources

- Specialized Training of Military Parents (STOMP) (<http://www.stompproject.org>) – Focuses on empowering military families to know educational rights and to access services and supports
- Parent Training and Information Centers (www.taalliance.org) – Focuses on educational advocacy

Comprehensive Legal Resource

- National Disability Rights Network: Protection and Advocacy for Individuals with Disabilities (<http://www.napas.org>) – National network of state-focused Protection and Advocacy (P&A) Systems and Client Assistance Programs (CAP).
 - ✓ Visit MilitaryHOMEFRONT's State Resources for P&A/CAP State websites <http://www.militaryhomefront.dod.mil/efm>



4. KNOWING EVIDENCE- BASED PRACTICE

Definition of Evidence-Based Practice

Evidence-based practice integrates the best available research, relevant experience-based knowledge, and current policy to improve outcomes for individuals with disabilities and their families.

Eminence-Based Practice

Making the same mistakes with increasing confidence over an impressive number of years.

—O'Donnell, 1997, *A Skeptic's Medical Dictionary*

Knowledge Clearinghouses

- Institute for Educational Science, U.S. Department of Education (<http://ies.ed.gov/ncee/wwc>) – Highlights research-based practices on a range of topics; currently nothing on special education.
- National Dissemination Center for Children with Disabilities (www.nichcy.org) – Clearinghouse on special education with a research section.

- Family Center on Technology and Disability (www.fctd.info) – Clearinghouse of information on assistive and instructional technology for students with disabilities.
- University Centers for Excellence in Developmental Disabilities (www.aucd.org) – Link with university programs who have major roles in translating knowledge for families and professionals to use.

- Special Needs/EFMP Home
 - Special Needs/EFMP
 - Education
 - Medical Care
 - HOMEFRONTConnections
 - Family Stories
 - Family Support
 - Financial & Legal Issues
 - Resources
 - State Resources
 - FAQs
 - Glossary
 - ToolBox
 - What's New
 - Special Needs Events

Get the Latest Information on Pre-paid Phone Cards



Overview

Over 100,000 military families have members with special needs. These include spouses, children, or dependent parents who require special medical or educational services. These family members have a diagnosed physical, intellectual or emotional condition. We invite you to explore the Special Needs module to learn about and find the resources that will support your family. Please update your bookmarks or favorites so you can return here often and [Subscribe](#) to our newsletter. As new items about special needs are added to the website, those who subscribe will be alerted. Check our [Special Needs Events](#) section often for community and online happenings!

While MilitaryHOMEFRONT works hard at providing you with the most comprehensive information designed specifically for military families with special needs we realize that you may have needs that go beyond the scope of our website. If that is the case, we encourage you to contact [Military OneSource](#) for special needs assistance.



A 24/7 Resource for Military Members, Spouses & Families
Military OneSource.com
 1-800-342-9647

Military INSTALLATIONS
 Locate services and installations

Plan My Move
 Take control of your PCS move

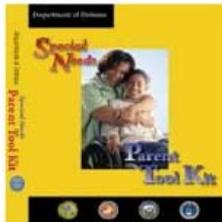
eNewsletters
 Subscribe now and stay informed

Commissaries and Exchanges
 we serve you!

MILITARY YOUTH ON THE MOVE

USA4 MilitaryFamilies

- QOL Resources**
- Calendar of Events
 - Casualty Assistance
 - Glossaries
 - Heroes to Hometowns
 - Link To Us
 - MC&FP eMagazine Archives
 - HOMEFRONTConnections
 - MilitaryHOMEFRONT Newsroom
 - MilitaryHOMEFRONT Toolbox
 - National Resource Directory
 - eNewsletter Archives
 - Personnel Locators
 - Reports
 - PCS Funds



Introducing the Department of Defense Special Needs Parent Toolkit

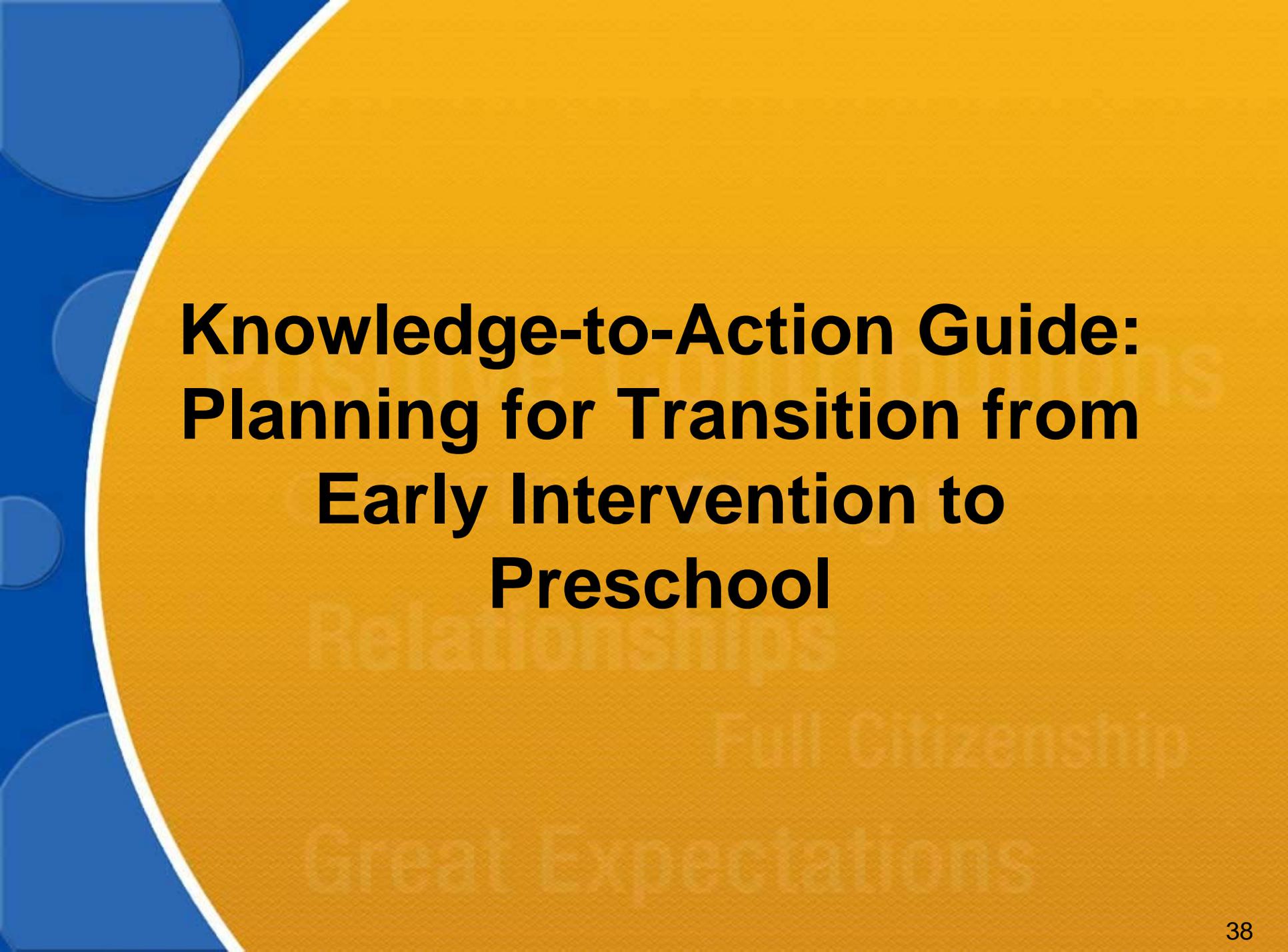
The [DoD Special Needs Parent Tool Kit](#) has comprehensive information and tools that are geared towards helping military families with special needs children navigate the maze of medical and special education services, community support and benefits and entitlements.

Whether you need to learn about early intervention services or want to learn how to be a more effective advocate for your child, you will find the information you are searching for in the [DoD Special Needs Parent Tool Kit](#).

Tools

- [Parent Toolkit](#)
- [Medical Records Organizer \(SCOR\)](#)
- [Medical Home Toolkit For Families](#)
- [MilitaryINSTALLATIONS Special Needs Contacts](#)
- [Toll Free Numbers](#)
- [Locators](#)
- [Eligibility Checklists](#)
- [Social Security Administration's Benefit Eligibility Screening Tool](#)
- [Sign Language](#)

Military HOMEFRONT; the DoD Special Needs Clearinghouse

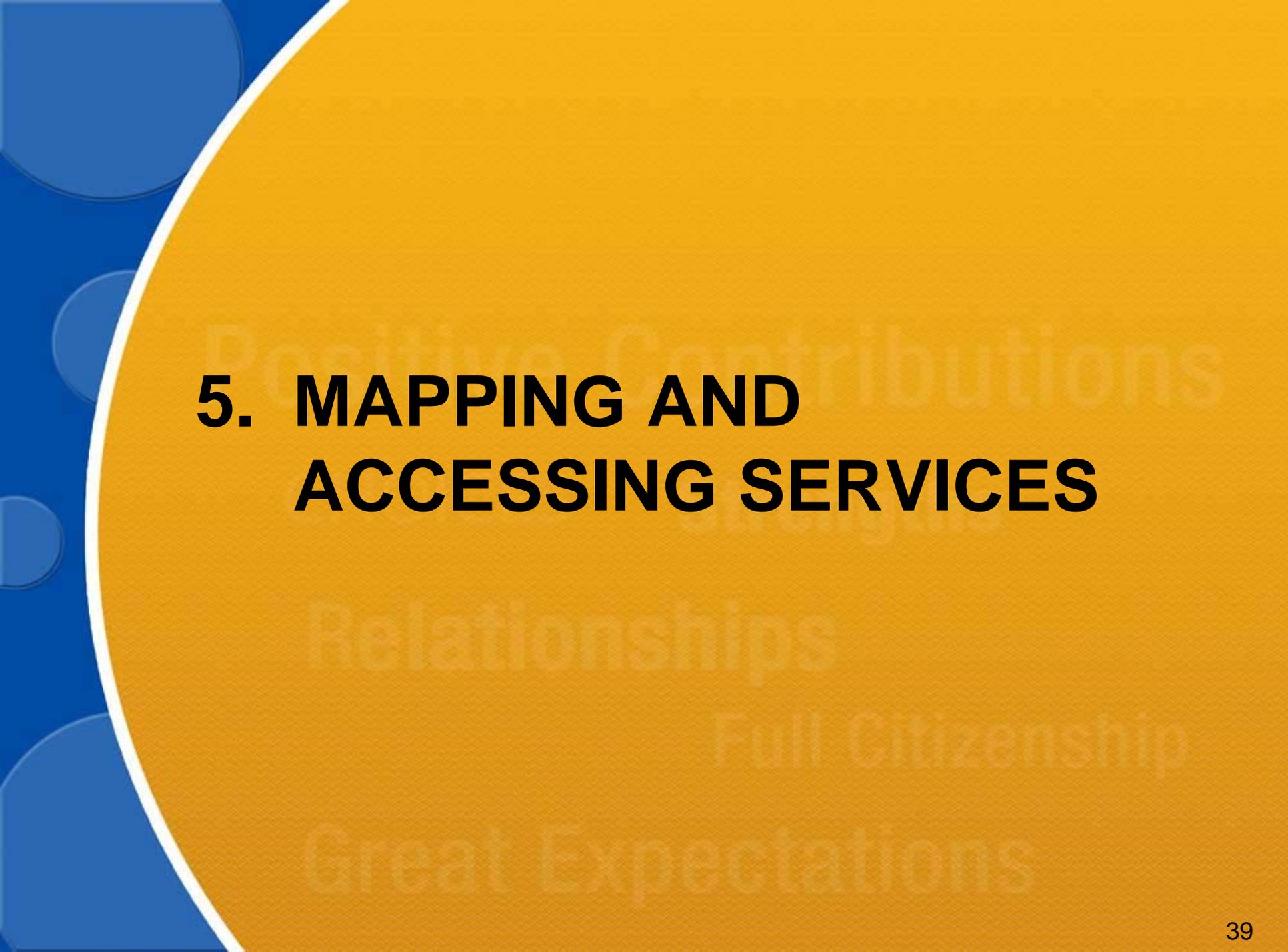


Knowledge-to-Action Guide: Planning for Transition from Early Intervention to Preschool

Relationships

Full Citizenship

Great Expectations



5. MAPPING AND ACCESSING SERVICES

Locating State and Community Services

- Partner with progressive and reliable allies.
- Parent Information and Training Centers (www.taalliance.org) – Majority of staff are parents and are highly knowledgeable of disability services.

Locating State and Community Services

- National Dissemination Center for Children with Disabilities (www.nichcy.org) – Large clearinghouse of information on disabilities, IDEA, and evidence-based practice; very helpful state rosters of disability-related resources (www.nichcy.org/Pages/StateSpecificInfo.aspx)
 - ✓ Ft. Shafter, HI (<http://militaryhomefront.dod.mil/efm> - Go to State Resources)

Florida State Resources

Advocacy

- [Parent Training and Information Centers](#)
- [Family Voices](#)
- [Protection and Advocacy](#)
- [State DD Council](#)

Disaster Preparedness

- [Ready America - State and local government Disaster and Emergency Response Agencies and Resources](#)

Early Intervention and Education

- [Early Intervention Program](#)
- [Preschool for Children with Disabilities](#)
- [Head Start Program - Head Start Locator](#)
- [Special Education Programs](#)
- [Graduation \(Diploma or Certificate\)](#)

Employment and Housing Assistance

- [Vocational Rehabilitation Programs \(Sheltered Workshop Listings\)](#)

Health Care

- [TRICARE](#)
- [Medicaid - State Website](#)
- [WIC](#)

Legal and Finances

- [Age of Majority - 18](#)
- [Food Stamp Program](#)
- [Local Social Security Administration Office](#)

Additional Resources

- [Assistance Dogs International](#)

MilitaryHOMEFRONT State Resources

MilitaryHOMEFRONT Plan My Move

Troops & Families

Leadership

Service Providers

Search

PLAN MY MOVE

Military OneSource 24/7 family assistance 1-800-342-9677

[Plan My Move >](#)

Plan My Move provides you with a three-month calendar of steps you need to take to insure a smooth move for you and your family. If you have fewer than three months until your move, complete the steps you've missed. Don't panic, but DO swing into action. The tasks are grouped by week and day so you can follow a daily schedule that works for you. Keep in mind, that each of these steps may take differing amounts of time.

You may also create a customized calendar specific to your needs and schedule. To create a customized calendar, return to the Plan My Move homepage and sign-in.

View information about the installation where you are currently stationed ([Marine Corps Base Quantico, VA](#)) and the installation where you are being reassigned ([NAS Jacksonville](#)).

If you know the information you need, select the Topic below to get right to it.

[Select a Topic] ▾

Departure: 16-DEC-2009 Calendar: CONUS - CONUS

[Travel Checklist](#)

[Arrival Checklist](#)

[Documents to Hand-carry](#)

[Important Telephone Numbers](#)

[Print Your To Do List](#)

[Print Calendar](#) 

September 2009

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20 Tell Family About Move -- Discuss With All  Contact Relocation Manager 	21 Plan Relocation Budget  Research New Location 	22 Contact the Origin Transportation Office  Create a Moving Book 	23 Contact Destination Housing Office	24 Planning Day/Hold Family Meeting -- Find Single and Family Checklists	25	26
27 Inventory Personal Property 	28 Research Schools  Evaluate Government	29 Research Travel  POV Decisions	30	01	02	03

» Get to know another installation

NAS Jacksonville, Florida

- Installation Overview
- Installation Contacts
- Photos
- Major Units
- Installation Booklet
- Local Community Information

PRINT FRIENDLY VIEW (PDF) SHARE TEXT SIZE

Hwy 17 & Yorktown Avenue
Naval Air Station
Jacksonville, FL 32212

Phone 904-542-2338
Phone (DSN) 312-942-2338
Fax 904-542-1669
Fax (DSN) 312-942-1669

Email | Website | Map

Get to know the installation

- Fast Facts
- Installation Overview
- Sponsorship
- Directions
- Check-in Procedures
- Motor Vehicles
- Education
- Local Schools

Overseas Schools
Special Education/EIS

- Library
- Housing
- Temporary Housing
- Government Housing
- Household Goods
- Shipping Pets

Health Care
Special Needs

- Child Care
- Youth Services
- New Parent Support Program
- Family Center
- Employment
- Relocation Assistance
- Loan Closet
- Financial Assistance
- Emergency Assistance
- Legal Assistance
- Deployment Support

» Installation booklet

Fast Facts



Location: Naval Air Station (NAS) Jacksonville, is a multi-mission base hosting more than 100 tenant commands. Located in Duval County, along the west bank of the St. John's River in northeast Florida, it is a 20-minute ride to the heart of the City of Jacksonville. The Jacksonville metropolitan area consists of Duval, Clay, Nassau and St. Johns counties. [Installation homepage.](#)

BRAC Status: Increase of nearly 2,000 military personnel.

Cost of Living: Near the U.S. National Average

Base Information: 904-542-2345

Population:

- 10,200 DoD Personnel
- 34,000 Family Members
- 6,000 Federal Employees
- 890 NAF Employees
- 2,500 Contract Employees

Area Population: 805,605

Child Care: Child and Youth Programs provide Child Development and recreational services for children 6 weeks to 12 years of age. The Child Development Center provides full and part day care for children 6 weeks to Kindergarten. The School Age Center provides before and after school care for children Kindergarten through 12 years old. Call 904-542-5434.

Schools: Public schools for military families residing in government quarters on board NAS Jacksonville, are: [Venetia Elementary](#), [J.E.B. Stuart Middle School](#), and [Robert E. Lee High School](#). [Duval County Public Schools](#) provides bus transportation.

Youth Services: The youth activities program consists of many different programs to accommodate the military and DOD youth, ages K-17 years of age. For more information call 904-778-9772.

Fleet and Family Support Center: [FFSC](#) 904-542-2766 x127

Housing: Government Family Housing is available on board NAS Jacksonville or in the Yellow Water housing complex located 30 minutes West of the base. Call the Housing Office 904-542-2996 / 904-542-2844, for availability.

Employment: Public school teachers are in high demand. Staffing agencies remain good sources for employment (clerical to telemarketing); Registered Nurses are always in high demand! Home health care, and medical service related occupation, especially billing and coding are in demand. Unemployment rates in the counties of Clay 5.6%, Duval 6.7%, Nassau 5.7%, St.Johns 5.3%, with a Florida Average of 6.1%. Median Household Income range \$41,112 - \$67,321.

Need personal assistance?

Call your relocation manager »

Or, for 24/7 assistance, call Military OneSource! »



No question is too big or too small!

1-800-342-9647



Additional Resources

- Housing
- Household Goods
- Local Community
- Financial Planning
- Employment
- Child Care
- Education
- MWR
- Special Circumstances

Local Weather

Thu November 12, 2009
14:43 EST



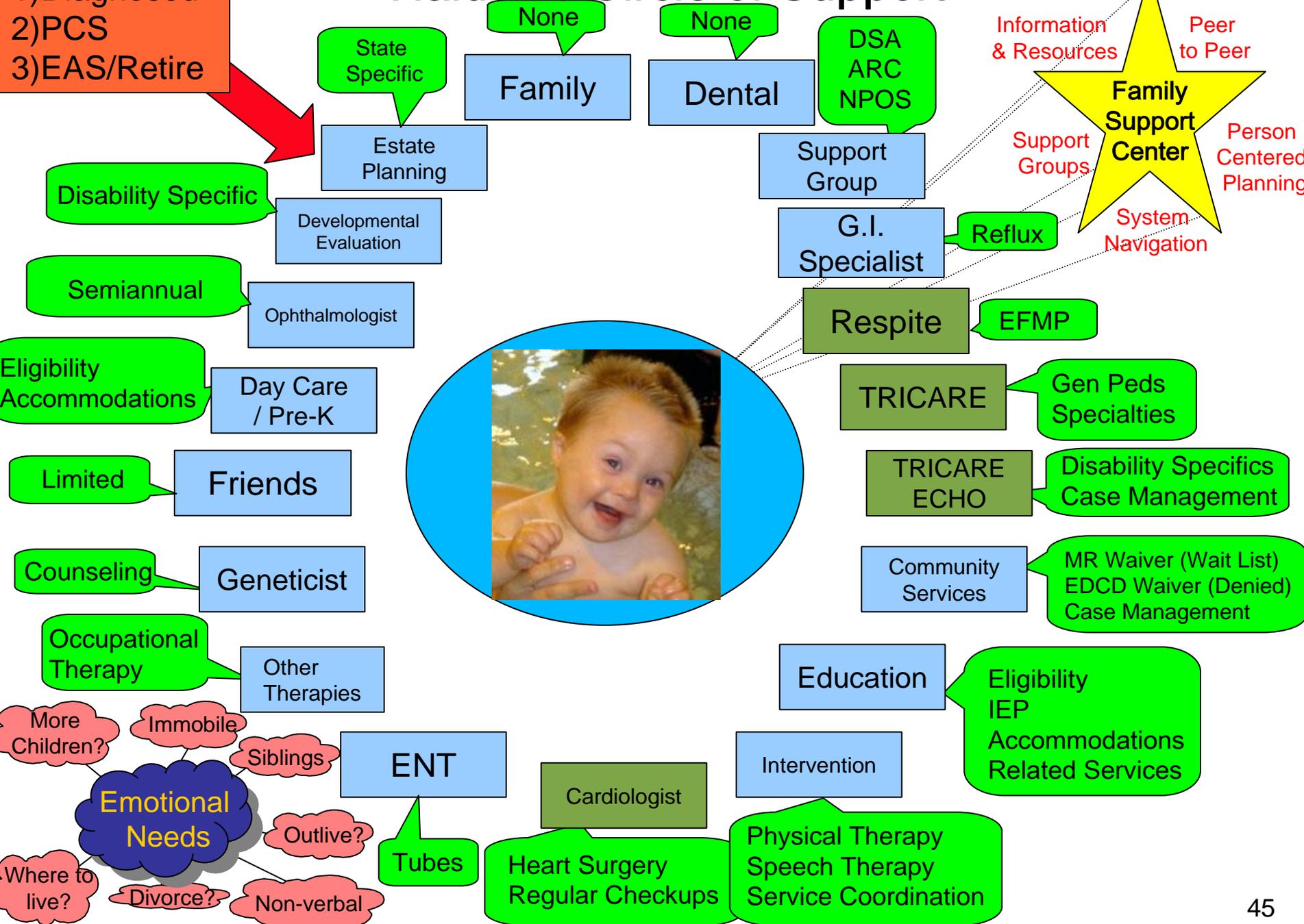
59°F

Overcast.
Cool.

Military INSTALLATIONS

Haiden's Circle of Support

- 1) Diagnosed
- 2) PCS
- 3) EAS/Retire



6. KEEPING RECORDS

Positive Contributions

Choices Strengths

Relationships

Full Citizenship

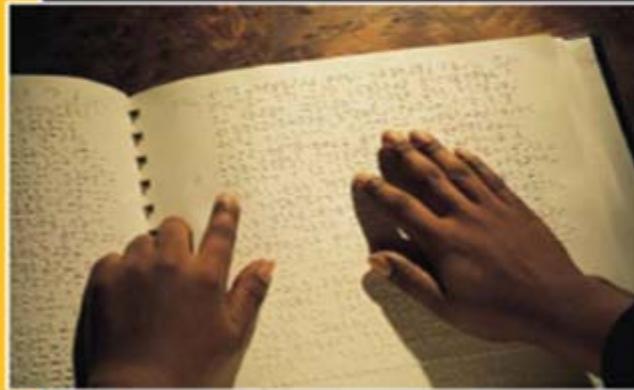
Great Expectations

Keeping Records

- Keeping records is especially important due to relocations and deployments.
- Helpful resources exist that include online templates for filling in information

SCOR

*Special Care Organization Record
for Children with Special Health Care Needs*



SCOR
Special Care Organization Record
for Children with Special Health Care Needs



Special Care Organizational Record for Children

- **Use the SCOR to:**
 - Track changes in a child's medicines or treatments
 - List POCs for providers and organizations
 - Prepare for appointments
 - File information about your child's health history
 - Share new information with providers and others.
 - MORE!
- Letter of Intent

All About Me – Foods I Eat

Likes and Dislikes

List foods that your child particularly enjoys and or dislikes:

Likes	Dislikes
	

Typical Daily Diet

Meal	Preferred Foods/Drinks
Breakfast	
Lunch	
Dinner	
Snack	

SCOR

Sample Page

Keeping Records

- Communicating with your child's school: A place to keep school information and records – www.pacer.org/mpc/pdf/mpc-44.pdf
 - ✓ Includes guidance on communication with professionals and recordkeeping
 - ✓ Provides guidance on documenting concerns and includes sample letters to send school

Parlerai

Harnessing the power of the Internet for children with special needs.



INNOVATIVE:

- Tools for Children
- Tools for Parents
- Tools for Caregivers

COMMUNICATE with:

- Your Child
- Other Parents
- Family & Friends
- Caregivers

COLLABORATE with:

- Teachers & Aides
- Doctors & Therapists
- Caregivers

STORE & SHARE your:

- Documents
- Records
- Photos & Videos
- Information

Safe.
Secure.
Accessible.
Necessary.



It's About Time.

Kristin and Jon Erickson, parents of a daughter with special needs, built a secure network of people surrounding their daughter to improve communication, organize and store information and provide a safe environment for her to explore the Internet. It changed their lives. Now they are making the same service available to you.

All Ages and All Stages

Parlerai - a service that transitions with your child through all ages and all stages. How can Parlerai help you and your child? Simply click on your child's age to find out.

Birth – 2 years 3-5 years 6-10 years 11-13 years 14-17 years 18+ years

Parlerai's Tools



Parlerai is the World's First **AUGMENTATIVE COLLABORATION™** Service. Parlerai uses state-of-the-art Internet tools to enhance collaboration bringing together the people and information needed to meet the challenges of everyday life for a child with special needs.

What took so long?

www.parlerai.com

Parlerai Inc. | PO Box 566 | Scituate | MA | 02066 | 781.378.2276



National Care Connection 

Better Service with Person-Centered Information

Our secure Web-based tools include:

1. Centralized Knowledge Base
2. Personal Service Guides
3. Team Communication



Replay 

Learn more 

Setup a Free Online Demo

At your convenience · Free of charge and obligation

[Products](#)

[Support](#)

[Company](#)

[Partners](#)

Keep Your Clients Informed With How Things Work



One of the biggest complaints clients have of service providers is that they receive conflicting or incomplete information. Our online *Knowledge Base* tool helps your clients find the latest information about your services through any Web browser. [More →](#)

Starting Point for Superior Person-Centered Care



High-quality care requires thorough documentation and ready access to all details for a client's specific needs. Our industry-exclusive *Personal Service Guides* provide a secure, easy way to record and share detailed, client-specific needs. [More →](#)

Troops & Families

Leadership

Service Providers

Welcome, Guest | [Login](#) [Register](#)Welcome to HOMEFRONTConnections > [Special Needs/EFMP](#) > USAG Grafenwoehr EFMP


USAG Grafenwoehr EFMP

Overview

 All Content (11)

 Discussions (1)

 Documents (10)

 Blog

Set as default tab

Important Links

Educational & Developmental Intervention Services (EDIS)

Grafenwoehr Elementary School

Netzaberg Elementary School

Vilseck Elementary School

Netzaberg Middle School

Vilseck High School

Housing

Grafenwoehr Health Clinic

Vilseck Health Clinic

Community News Resources

U.S. Army Garrison Grafenwoehr

Bavarian American MWR Magazine

Bavarian News

Weekly Community Newsletter

MWR Newsletter

Grafenwoehr Community Resource Guide

USAG Grafenwoehr



Welcome to USAG Grafenwoehr's Exceptional Family Member Program Online Community

Our intent is to provide special needs community information and services so that you and your family may better enjoy your time here. In addition, the information provided in this online community will assist those of you relocating to USAG Grafenwoehr, making your transition into our community a little smoother.

USAG Grafenwoehr is a dynamic organization that includes the Grafenwoehr and Vilseck communities. For the past few years it has undergone a huge transformation with a multitude of upgrades to services, including additional medical capabilities, additional special education staff, new specialty clinics, and an array of other enhancements. This growth has enhanced and enlarged the capacity to accommodate Families with special needs. Our surrounding German communities offer great medical services for specialties not available at our military clinics and further enhance the communities ability to serve special needs families.

We invite you to ask questions if you do not see what you are looking for and to share resources you have discovered with one another. Please be mindful, however, that this is an open access community, meaning any registered user on HOMEFRONTConnections can access this community. Be mindful of exchanging personal information and avoid discussing operational information and knowledge of military events. Oftentimes, a

Actions

Notifications

 [View feeds](#)

Recent Discussions

 [Re: Great Community!](#)

Recent Blog Posts

 You can't post to a blog here, but watch blog posts for new insights and ideas.

Popular Tags

ed is **efmp** efmp_resources
 efmp_support_group grafenwoehr
 groups respite_care support

[View all](#)

<https://apps.mhf.dod.mil/homefrontconnections>



HOMEFRONTConnections

Military HOMEFRONT
HOMEFRONTConnections Supporting our Troops & their Families

Troops & Families | Leadership | Service Providers

Welcome, Guest | [Login](#) | [Register](#)

Welcome to HOMEFRONTConnections > [Special Needs/EFMP](#) > Discussions

▲ [Up to Discussions in Special Needs/EFMP](#)

This Question is **Not Answered** 🌟 1 "correct" answer available (4 pts) 🌟 2 "helpful" answers available (2 pts)

0 Replies [Last post](#): Nov 8, 2009 2:06 PM by Ron

Actions

- [View as PDF](#)
- [View print preview](#)

More Like This

- [Re: Hello - Introductions](#)

Ron
1 posts since Nov 8, 2009

Nov 8, 2009 2:06 PM

Moving to Beale

Is anyone out there familiar with GBS/CIDP? If so, do you know of any good neurologists in the area surrounding Beale AFB that can positively treat my daughter? I don't want to have to explain to them the intricacies of the disease and such because that will make me nervous (no pun intended).

Tags: guillain_barre_syndrome, chronic_inflammatory_demyelinating_polyneuropathy, cidp, gbs

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Contact HOMEFRONTConnections by sending email to the Webmaster



7. RENEWING OUR SPIRITS

CHOICES Strengths

Relationships

Full Citizenship

Great Expectations

Overview of Systems Navigation Responsibilities Outside the Gate

1. Networking with progressive and reliable allies
2. Envisioning great expectations
3. Knowing and acting on rights
4. Knowing evidence-based practice
5. Mapping and accessing services
6. Keeping records
7. Renewing our spirits

Group Action Planning as a Context for Systems Navigation



From Group Action Planning to Pervasive Community Connections

Positive Contributions

Choices Strengths

Relationships



Full Citizenship

Great Expectations