



Congratulations! You've been paired within the Project Got Your Back Navigator Program! Your professional relationship as a Navigator and Client is intended to last for 12 months or until you have mutually agreed to part ways. During this time, there will be several requested assessments, feedback, and touchpoints expected from both the Navigator and Client. The most important aspect of this program, though, is the value the Navigator and the Project Got Your Back resources can bring to dramatically improve the Client's circumstances, whatever they may be.

Please familiarize yourselves with the below bullet points. Good luck, and please keep the communication complete and consistent!

What a Navigator Owes Their Client

- My primary role as a PGYB Navigator is to direct and refer my Clients to the resources they need.
- My goal is to engage with my client one-on-one to better understand their specific needs as identified through their Social Determinants of Health and WHO-5 assessments.
- I will ask my Client to share their assessment results if they are willing.
- I will have between 1 and 5 Clients paired with me at any given time, but I will not be required to take on additional Clients if I am not able.
- I will commit to devoting the time necessary to help my Client with their needs, understanding that every Client's situation is different, and some may require more time than others at different intervals.
- I will leave a Net Promoter Score and feedback on my Client at the end of our professional relationship and sooner if needed.

What a Client Owes their Navigator

- I understand that my Navigator has committed their time and resources to helping me, and I owe it to them to be honest and transparent during our relationship.
- My Navigator is here to help and navigate, but it is ultimately my responsibility to take any necessary action.
- I can end the relationship with PGYB and my Navigator at any time but will be asked to complete 1 short exit survey upon completion.
- I will be asked to complete 2 short personal assessments at the beginning of this relationship which will provide crucial information for my Navigator in understanding my needs.
- I will be asked to re-take these assessments again, once at the 6-month mark, and once upon completion.

The Project Got Your Back staff will always be on-call for additional resources, questions, and to receive and give feedback. Please email us at any time at navigator@pgyb.org.

Sincerely,
Project Got Your Back Staff



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