



NAVIGATING TOWARDS OPPORTUNITY

Impact Report
September 2026

 **EdNavigator**

Letter from the Executive Director



At EdNavigator, we believe that no family should have to navigate their child's education alone.

Dear friends and partners,

As we prepare for the opportunities that a new school year brings, we at EdNavigator have taken time to reflect on the year so far—one marked by both significant learnings and meaningful impact.

This reflection comes at an important moment for our organization. Ten months ago, EdNavigator completed a strategic reorganization as we adapted our structure to ensure the long-term sustainability of our work. This difficult decision was driven by the ongoing challenge of securing sustainable public investment in personalized education navigation. Yet throughout that process, one conviction remained unwavering: families need this support, and this work must continue.

At EdNavigator, we believe no family should have to navigate their child's education alone. Every day, families are asked to make high-stakes decisions within complex education systems that can be difficult to understand and even harder to access. This reality is especially challenging for families from marginalized communities and for those who speak a primary language other than English. For many parents and caregivers, finding the right support for their child can feel overwhelming and isolating.

What we have learned over the years is that information alone is not enough. Families need trusted relationships, personalized guidance, and someone who can help them navigate challenges with confidence. This year, we witnessed the power of that support time and again. Parents came to us uncertain about their next steps, struggling to understand school processes, or secure the services their children needed. What followed was often more than a solution to a specific problem—it was a renewed sense of confidence, reduced stress, and a stronger connection to their child's education.

This impact report reflects those stories. It brings together data and, most importantly, the voices of the families we serve to illustrate what happens when support is available at the moments it is needed most. Their experiences demonstrate the profound difference that personalized educational support can make in helping students access the opportunities and services they need to succeed in school and beyond.

We are deeply grateful to the families who entrusted us with their stories, the healthcare partners who connect families to our services, and the supporters who continue to believe in this work. Your trust and partnership make it possible for us to ensure that families do not have to navigate school challenges alone.

With gratitude,

Victoria Paulino
Executive Director

Our Program Model

EdNavigator is a national nonprofit organization founded in 2015 that provides expert education support to families navigating complex school-related challenges. Through partnerships with pediatric clinics and hospitals in Boston, the Bay Area, and Washington, DC, we connect families in need to an expert education advisor—a Navigator—who understands the local education landscape and provides targeted assistance with school-related challenges.

We start with pediatricians because they are uniquely positioned to identify learning disabilities and other education-related challenges early in a child's life—often even before preschool. Parents also trust pediatricians as a source of guidance. Through our partnerships, pediatricians and other healthcare providers can refer parents and caregivers directly to EdNavigator when they recognize a need for educational support.

Once a referral is made, it is assigned to a Navigator, who contacts the family and provides personalized support over the course of 2-6 months. Navigators are experienced educators and special education experts who understand schools from the inside out. They help families navigate school systems, understand their rights, prepare for important meetings, access critical services and overcome barriers that stand in the way of their child's success.

To date, EdNavigator has supported more than 2,500 families in resolving educational challenges and accessing the services and opportunities their children need to thrive. Our work is grounded in the belief that when barriers are removed and the right supports are in place, every child can reach their full potential.

OUR REFERRAL PROCESS



1 NEED IDENTIFIED

A pediatrician or other care provider identifies a school-related challenge.



2 REFERRAL MADE

The provider refers the family to EdNavigator through our secure referral system.



3 ASSIGNED TO A NAVIGATOR

The referral is reviewed and assigned to an experienced education advisor (Navigator).



4 PERSONALIZED SUPPORT

The Navigator contacts the family (typically within 5 days) and provides personalized support over 2-6 months to address barriers and achieve their goals.



5 BETTER OUTCOMES, BRIGHTER FUTURES

Students access the services and supports they need to succeed in school and beyond.



We bridge the gap between healthcare and education so families don't have to navigate school challenges alone.

OUR HEALTHCARE PARTNERS



Our Theory of Change

WHERE IT STARTS

Healthcare providers refer eligible families to EdNavigator

School Enrollment

Special Educational Needs

THE WORK

Navigators understand families' educational needs, identify barriers, and work with families, districts, and healthcare providers to resolve them

Families take key actions to meet their children's educational needs

School districts provide necessary documentation to families and complete appropriate steps to meet educational needs

EdNavigator captures navigation data and trends from healthcare and education fields

Systems Change Projects

EdNavigator staff analyze data and work to reduce barriers for families accessing educational services

Policymakers, advocacy groups, and the public understand opportunities to improve access to educational services

THE IMPACT

SHORT TERM

Families understand their children's learning needs, know their rights, and are equipped to advocate for them

School districts ensure proper and timely placement of students and develop individual learning plans when needed

Healthcare providers deliver better outcomes for their patients

LONG TERM

K-12 students enroll in school faster, and PK students complete a full year of PK

Students receive appropriate learning supports for the next calendar year

Districts remove barriers and provide appropriate supports to all students, regardless of income

Policymakers, advocacy groups, and the public put pressure on districts to improve access to educational services

OUR NORTH STAR



Families from marginalized communities are empowered to access the full range of appropriate educational supports and services, promised to them by law, so their children can reach their full potential



Our Team

EdNavigator's fully bilingual team brings deep expertise in education systems, family engagement, and cross-sector partnerships.



VICTORIA PAULINO
Executive Director

Victoria brings over a decade of experience in public education, including as a teacher and program leader serving students and families across Massachusetts. Since joining EdNavigator in 2018, she has helped shape the organization's Navigation model and led the development of its nationally recognized healthcare partnerships. She has directly supported more than 700 families since 2021, helping them navigate complex educational challenges and access the services and support their children need.

Victoria is fluent in Spanish and holds a B.A. in Political Science from the College of the Holy Cross and a Master's in Curriculum and Teaching from Boston University.



NELIDA GARCIA
Director of Partnerships and Operations

Nelida brings over a decade of experience expanding educational opportunities for students and families from all backgrounds. Since joining EdNavigator in 2022, she has helped expand the organization's healthcare partnerships across Boston, the Bay Area, and Washington, DC, building relationships with pediatric clinics and connecting hundreds of families with critical educational support. Prior to EdNavigator, she spent six years at the University of Chicago managing career programs for first-generation and low-income students and leading the office's first diversity, equity, and inclusion team.

Nelida is fluent in Spanish and holds a B.A. in Sociology from Harvard University.



GABRIELA CORSA
Navigator

Since joining EdNavigator in 2022, Gabriela has resolved more than 400 pediatric education referrals and helped launch the organization's pediatric partnership program. She now leads EdNavigator's work in California, supporting families as they navigate complex educational challenges and access the services their children need. Gabriela began her career as a special education and mathematics teacher in Colorado and later taught visual arts in Florida.

Gabriela is fluent in Spanish and holds a B.A. in Fine Arts from the University of Central Florida and a Special Education Certification and Master's in Curriculum and Instruction from the University of Colorado Denver.



ASHLY MARMOL
Navigator

Since joining EdNavigator in 2023, Ashly has successfully resolved more than 345 pediatric education referrals and leads EdNavigator's work in Washington, D.C. through our Children's National Hospital partnership. In 2025, families supported through this partnership reported a 100 NPS, reflecting Ashly's strong collaboration with providers and commitment to student success. Before joining EdNavigator, Ashly served as a Special Education Coordinator and middle school special education teacher in Maryland. She also brings experience supporting children and families through foster care, early intervention, and behavioral services.

Ashly is fluent in Spanish and holds a B.A. in Speech-Language Pathology and Audiology from St. John's University.



ALEX GORDON
Navigator

Since joining EdNavigator in 2023, Alex has successfully resolved more than 335 pediatric education referrals and leads the organization's work in Massachusetts, supporting families and helping ensure consistent, high-quality outcomes across districts. Before joining EdNavigator, Alex taught middle school life skills in self-contained special education classrooms in Austin, Texas, and coached Special Olympics teams. He also brings experience as an Early Intervention Specialist and Special Education Coordinator leading teams to ensure documentation and supports are in compliance.

Alex is fluent in Spanish and holds a B.A. in Adapted Physical Education from the University of Puerto Rico.

Our Impact

2026 Year-to-Date

REACH



490+ Referrals Received



290+ Referrals Resolved



94 Days to Resolve on Average



55+ Referring Providers



The support you provided was a huge help, since this was a new process involving a lot of information, and [my Navigator's] assistance helped me understand each of the documents and procedures. Thank you!

- CHILDREN'S NATIONAL COLUMBIA HEIGHTS PARENT/CAREGIVER, 2026

WHO WE SERVE

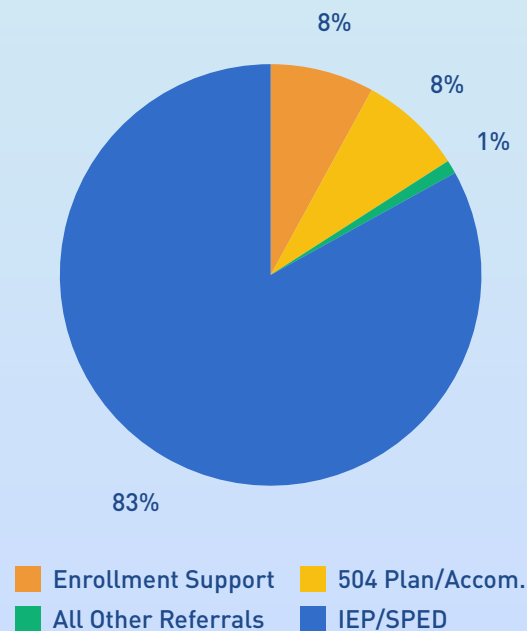
90% are publicly insured

55% speak **Spanish** as their primary language

38% have a child **aged 5 or younger**

PRIMARY REFERRAL CATEGORY

(REFERRALS RESOLVED)



Finding a Voice in the School System: Khalany's Story



When 11-year-old Khalany began attending a new middle school in Washington, DC, his mother, Meyling, worked quickly to connect with his new IEP (Individualized Education Program) team to ensure he was receiving the supports and services outlined in his plan. But despite repeated calls and emails, she struggled to get a response from the school.

Feeling ignored and unheard, she began to worry that her son's needs were not being fully addressed.

"I felt like no one was listening to me, like I didn't have a voice."

Her concerns came into focus during a routine visit with her son's pediatrician, Dr. Jessica Weisz, at Children's National Hospital Columbia Heights, where she spoke about the challenges she was facing communicating with the school. That conversation led to a referral to EdNavigator.

Shortly afterward, she received a call from her Navigator, Ashly. For the first time, she felt someone was truly listening. She shared her concerns about her son's IEP and gave permission for Ashly to connect directly with the school.

From the beginning, Meyling felt comfortable working with Ashly. She appreciated not only her professionalism and expertise, but also her empathy for her as a parent. While she is bilingual in English and Spanish, she preferred discussing matters related to her son's education in Spanish and valued being able to receive support in her primary language.

But what stood out most was the time Ashly took to ensure she fully understood her son's educational plan. Concepts that once felt overwhelming were explained clearly and patiently, step by step.

"She gave me a chart and explained my son's IEP in great detail," she shared. "The support wasn't just technical—it was comprehensive."

Over time, Ashly helped Meyling navigate communication with the school by providing templates, reviewing correspondence, and preparing her for IEP meetings, leading to more productive and responsive communication. Teachers began reaching out directly, meetings became more productive, and Meyling felt better informed and equipped to participate in decisions about her son's education.

The changes were also visible at home.

Khalany began talking more about school and celebrating his accomplishments. He proudly shared improvements in his math MAP (Measures of Academic Progress) scores and even earned the highest score in Spanish among students in his grade—even though Spanish is not his primary language.

For Meyling, the impact extended far beyond academics. Through the process, she gained confidence and a stronger understanding of both her son's educational plan and her rights as a parent.

"Now I have a better idea of how I can ask for help if I need it," she said.

When asked what might have happened without EdNavigator's support, she was candid: she believes she would still be navigating the situation alone, repeatedly calling, emailing, and even visiting the school in person in an effort to get answers for her son.

Today, she describes EdNavigator not simply as a service, but as a trusted partner.

"I am grateful from the bottom of my heart."

Reflecting on her experience, Meyling believes every family should have access to this kind of support.

"You're an excellent team, and this is something that should be shared more widely. Not all families know their rights... They've made a big difference for my family, and I'd like all parents to know about this program."

For Meyling and her son, having a Navigator in their corner did more than help resolve challenges at school—it helped them find their voice.

Family & Provider Satisfaction

2026 Year-to-Date

FAMILY EXPERIENCE OUTCOMES

+97

NPS

Net Promoter Score

92%

ISSUE RESOLUTION

Families reporting that their **educational issue was resolved** as a result of EdNavigator's support

96%

CONFIDENCE

Families reporting that they feel **more confident supporting their child's education** in the future after working with EdNavigator

89%

PROVIDER LOYALTY

Families reporting that EdNavigator's support makes them **more likely to continue using their healthcare provider** for their child's healthcare needs



I loved how easy it was to speak to [my Navigator] in regards to helping my child. Hearing his professional feedback and suggestions were very helpful and very comforting to know [my son] has a team of professionals who are happy to help him.

- CHILDREN'S NATIONAL COLUMBIA HEIGHTS PARENT/CAREGIVER, 2026

PROVIDER EXPERIENCE OUTCOMES

+97

NPS

Net Promoter Score

100%

ISSUE RESOLUTION

Providers reporting that EdNavigator's support helps **resolve their patients' educational issues**

100%

QUALITY OF CARE

Providers reporting that having access to EdNavigator leads to **better quality of care** for the patients they serve

97%

TIME SPENT

Providers reporting that EdNavigator's support helps them **spend less time** on their patients' educational issues



This is such as valuable help for our patients. I know that without your help, some of my patients would not be enrolled in school and/or receiving much needed services! THANK YOU!

- NEIGHBORHEALTH PROVIDER, 2026





No Longer Navigating Alone: Ezequiel's Story

For Venessa, getting her son into school meant ensuring Ezequiel, a child with complex medical needs, could access the specialized instruction, therapies, and support he needed to thrive.

But what should have been a straightforward enrollment process became a nearly two-year struggle.

Beginning when Ezequiel was just five years old, Venessa worked tirelessly to enroll him in school and secure the support he needed. After attempting to enroll him at the Welcome Center, she was told that, due to the complexity of his needs, he would first need to be evaluated before being placed in an appropriate school program. She was referred to a school for evaluation, but was then told that his needs exceeded what they were able to support. She was subsequently referred to another school for additional evaluations, where she was told someone would follow up regarding placement and transportation.

That call never came.

For nearly two years, Venessa repeatedly contacted the school district seeking answers about when her son would be able to start school. Each time, she was told the person responsible was unavailable or that someone would contact her later.

"I would call, but nothing happened," she recalled. "It took like a year and a half or 2 years."

By the time Ezequiel was referred to EdNavigator at age seven, he had spent nearly two years without access to school.

The experience left his mother feeling frustrated, overwhelmed, and alone.

The stress became even more overwhelming when a truancy officer came to her home and warned her that she could face consequences if her son was not attending school, despite her explaining the years of effort she had already made to enroll him and secure the services he needed.

Everything changed when her child's nurse practitioner at NeighborHealth, Meaghan Hamilton, connected her to EdNavigator.

"When they told me about you, I felt more confident and happy," she shared.

Soon after, she connected with her Navigator, Victoria, and finally felt that someone was standing beside her.

"I felt a sense of relief, a sense of ease within me, knowing that someone else was advocating with me."

Together, they worked to communicate with the district, ensure evaluations were completed, advocate for services, and ensure Ezequiel received the support he was entitled to. For Venessa, the experience was unlike anything she had encountered before.

After years of waiting, things finally began moving forward. With support from EdNavigator, Ezequiel was enrolled in school, his educational program was put into place, and he began receiving the specialized instruction, therapies, and services he had gone without for nearly two years.

Today, Venessa sees the difference every day.

She has watched her son become more engaged and communicative. While the changes are still unfolding, she sees progress she once worried might never come.

For Venessa, the impact has extended far beyond her son's educational experience. Through her work with EdNavigator, she gained confidence in her ability to communicate with the school and advocate for her child.

"Before, I didn't know how to express myself and advocate for my son," she said. "Just as you do, I learned how to advocate for my son."

Looking back, she believes her family would still be struggling to access services without support.

"Without you, we might still be in the same situation," she reflected.

Today, she frequently shares her experience with other families facing similar challenges.

"I would definitely recommend it, 100%" she said. "When you're in a situation and don't know what to do, they know how to advocate for you."

For Venessa, EdNavigator's support ensured her son finally received the education and services he had gone years without—and gave her something just as important: the confidence that she did not have to navigate it alone.

When she looks back on her experience, what stays with her most is a single feeling:

"I felt that I wasn't alone anymore."

Our Impact

2026 Year-to-Date



EDUCATIONAL OUTCOMES

32 students enrolled in school

Families received individualized support navigating school options and the enrollment process, helping students gain access to an appropriate educational setting.

90 students gained access to school supports

EdNavigator supported 68 students in requesting special education evaluations and 13 students in requesting 504 plans, while connecting nine students to additional in-school supports, including mental health and English Language Learner services.

54 students received improved educational services

EdNavigator supported 45 families in securing updates to their students' Individualized Education Programs (IEPs) and nine families in updating their students' 504 plans, ensuring educational services better reflect their individual needs.

144 families strengthened their knowledge & advocacy

Families received a comprehensive review of their child's educational records, services, and supports, helping them understand their rights and feel more prepared to monitor their child's progress and advocate for their needs.



Every time I needed help, [my Navigator] was always there for me. Thanks to her, [my daughter] was able to go to school and be taken into account.

- UCSF BENIOFF CHILDREN'S HOSPITAL
OAKLAND PEDIATRIC NEUROLOGY
PARENT, 2026

From Rain to Sunshine: Prince's Story



When Prince was just four years old, his grandmother and primary caregiver, Pamela, was doing everything she could to help him succeed. Diagnosed with autism and facing challenges with communication, memory, and learning, he struggled to access the support he needed at school. Despite his potential, he was not receiving the services, accommodations, or educational environment necessary to help him thrive.

For years, Pamela searched for answers, attended meetings, and advocated for her grandson. Instead of receiving support, she often felt dismissed and met with excuses. She described feeling like she was living through constant rain—overwhelmed, discouraged, and unsure how to help her grandson.

"It was depressing. I was crying all the time. I was sad. I blamed myself and felt like a bad parent because I didn't know how to help him."

Everything changed during a visit at UCSF Benioff Children's Hospital in Oakland, CA with Dr. Bethany Johnson-Kerner, Prince's neurologist, who connected the family to EdNavigator.

At first, she expected to be referred to another professional who would just focus on telling her what she was doing wrong.

Instead, she found a partner.

"From the first call, it was different. Her voice was not telling me all the things I was doing wrong, but what she could do to help me."

What once felt overwhelming began to shift.

"She brought the sunshine where there was only rain."

Working with her Navigator, Gabriela, she gained a clearer understanding of her grandson's rights, available supports, and how to effectively communicate with the school.

For the first time, information that once felt overwhelming became understandable and actionable.

"Gabi talked to me and not at me. She broke down every word."

The support became especially important when serious safety concerns arose at school. On three separate occasions, Prince left the school building unsupervised. Following those incidents, her Navigator Gabriela worked with the family and school to strengthen safety measures, secure appropriate accommodations, and help the family transition Prince to a school better equipped to meet his needs.

For Pamela, what stood out most was knowing someone cared as deeply about her grandson's wellbeing as she did.

"When he left the school for the third time, she sounded like she was going to cry because they couldn't find him. That's when I knew she cared as much as I did."

Today, Prince attends a school where he is better supported and has access to the services, accommodations, and assistive technology he needs to succeed. He receives the interventions that were previously missing and has a team that better understands how to support him.

The changes have been remarkable.

"Prince can talk now. I didn't think that would ever happen."

She has watched him become more independent, confident, and engaged in learning. With support from his team and tools tailored to his needs, he continues to develop skills that once felt out of reach.

The impact extended far beyond Prince.

For years, Pamela carried the weight of feeling responsible for challenges she did not know how to solve. Through her work with EdNavigator, she gained confidence, knowledge, and a renewed sense of self-worth.

"It made me change the way I felt about myself. She helped me see my worth."

When asked what life might have looked like without EdNavigator, her answer was immediate.

"I would be depressed and sick. The stress was killing me. Physically, mentally, and emotionally."

Today, she wants other families to know that support exists.

"There is somebody out there that cares about you, your child, your mental [health], your heart. There is somebody who actually cares and has the tools to help your child."

For Pamela, the greatest change wasn't just that Prince finally received the support he needed—it was knowing they no longer have to face challenges alone.

"I ain't got no more stress—I have y'all."

The Impact Endures

In May 2026, we launched a **Family Follow-Up Survey** to examine the longer-term impact of education navigation beyond the close of a referral. We invited **1,830** parents and caregivers whose educational referrals had been successfully resolved through our healthcare partnerships between 2021 and 2025 to reflect on their experiences and outcomes over time. We received **287** responses, offering valuable insight into the lasting value of timely, individualized support—and how the tools and knowledge gained through navigation continue to support families long after their referral ends.



Thanks to [my Navigator's] help, my son was able to be evaluated and gain access to resources such as preschool, which has helped him make more progress toward achieving the goals in his IEP. Thank you very much.

- NEIGHBORHEALTH PARENT, SUPPORTED IN 2022
(TRANSLATED FROM SPANISH)



[My Navigator] was a great help to my daughter, who has autism. I learned a lot from her, and she was a strong advocate for both me and my daughter.

- UCSF BENIOFF CHILDREN'S HOSPITAL OAKLAND
PEDIATRIC NEUROLOGY PARENT, SUPPORTED IN 2023
(TRANSLATED FROM SPANISH)

RESULTS

(REFERRALS RESOLVED 2021-2025)



287 total surveys received



85 Net Promoter Score (NPS)



72% of respondents speak Spanish as their primary language



43% of respondents have a child aged 5 or younger



The Impact Endures

IMPACT ON STUDENT OUTCOMES

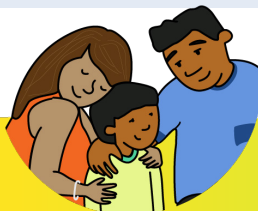
93% of parents/caregivers reported **improved academic and/or health outcomes for their child** as a result of working with EdNavigator

Including:

- **190** families reporting their child is now receiving the services and support they need in school
- **123** families reporting their child is making stronger academic progress
- **78** families reporting their child's overall health has improved

IMPACT ON PARENT CONFIDENCE

97% of parents/caregivers reported **better understanding of their child's educational rights and more confidence** advocating for their child's needs in school



Now that my daughter has her IEP, she's been making progress. It's taken time, but seeing her grow with the right support has meant so much to me.

As a first-generation immigrant, these are things many of us were never taught to navigate. So many Hispanic children in our communities go undiagnosed their whole lives and end up carrying labels like "bad kid" or "unmotivated," when in reality they simply needed understanding, resources, and professional support to help them become the best version of themselves.

Thank you again...for your patience, guidance, and support throughout this process. It truly makes a difference not just for the child, but for the whole family.

- CHILDREN'S NATIONAL COLUMBIA HEIGHTS
PARENT/CAREGIVER, SUPPORTED IN 2024



EdNavigator guided me in how to better advocate for my son. We started this journey with a struggling 3rd grader now we have a confident 4th grader. Thank you so much for providing this service to families.... I'm truly grateful.

- BOSTON COMMUNITY PEDIATRICS PARENT,
SUPPORTED IN 2025



Thank You

Behind every story in this report is a community of partners and supporters who believe that every family deserves access to trusted guidance and support.

Because of your investment, families are finding their voice, students are receiving the services they need, and caregivers are gaining the confidence to navigate their child's education with clarity and hope.

Thank you for standing with us, and with the families we serve. The impact in these pages belongs to all of us.