



Luqu Kenu

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# CITC: Tribal Social Services Agency

- Education - 'school within a school' model, Dena'ina Academy, youth activities
- Employment & Training - TTANF, Alaska's People, TVR, GED, youth services
- Recovery - detox, inpatient and outpatient treatment
- Child & Family – family support/preservation, reunification and ICWA support

# Agency Without Walls

- Leadership reorganization
- Refocusing intention - values, mission, vision through consultation with stakeholders
- Changing language - outcome-based language to transform 'culture of organization'
- Process mapping to create standard intake to create 'no wrong door'

# Program Objectives

- Screen all Tribal TANF applicants (risk of CA/N)
- Provide integrated case management to 50 families at-risk of child abuse and neglect annually
- Modify MIS processes to enable interdepartmental access
- Provide cross-department training through UAA



# Program Outputs

## Screen TTANF Recipients for CA/N

- ❖ Implemented Protective Factors Survey at Family Self Sufficiency Planning Session
- ❖ 230 Surveys completed in this fiscal year
- ❖ Surveys resulted in 49 internal referrals and 16 external referrals for services

# Program Outputs

Provide integrated case management for 50 families annually

- ❖ 48 referrals received for families screened by survey
- ❖ 33 families voluntarily engaged in services with project staff

# Program Outputs

Modify interdepartmental MIS processes and systems

- ❖ Completed a process mapping between service areas to ensure reciprocal referral flow
- ❖ Completed a cross-walk of assessment and service planning processes to build on standard intake

# Program Outputs

## Cross-department training

- ❖ Macro-level process mapping to create mutual understanding of philosophies, funding requirements, goals of services, work flow, outcomes and service languages
- ❖ Formal training with UAA to examine personal philosophies of helping, motivational interviewing, OCS Practice Model and Strengthening Families

# Challenges

- Different caseload size translates to different levels of intensity and 'culture' of services between Tribal TANF and C&FS
- Institutionalizing communication among staff (ROI) and linking Management Information Systems (MIS)
- Aligning outcomes between service areas



# Program Outcomes

- Pre/post improvements on North Carolina Family Assessment Scale – General and Reunification to be completed
- Prevention of OCS placement and reunifications
- Connect to broader agency-wide population outcomes