



Administration for Children and Families  
Office of Family Assistance  
Region IX

2011 Arizona Tribal TANF Meeting

# *Summary Report*



The *2011 Tribal TANF Meeting* was funded by the United States Department of Health and Human Services, Administration for Children and Families, Office of Family Assistance Region IX, and managed by ICF International for Contract No. HHSP23320095636WC, Task Order HHSP23337005T  
"TANF Training and Technical Assistance"



ICF International for Contract No. HHSP23320095636WC,  
Task Order HHSP23337005T "TANF Training and Technical Assistance"

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### Executive Summary

The U.S. Department of Health and Human Services, Administration for Children and Families (ACF), Office of Family Assistance (OFA), Region IX hosted six Tribes from Arizona, community stakeholders and topical experts at the 2011 Tribal TANF Meeting in Phoenix, Arizona, on August 8<sup>th</sup> and 9<sup>th</sup>, 2011. The conference agenda featured experts and presenters who helped Tribal TANF representatives strategize to develop stronger programs that would better serve their participants. Tribes were provided with ideas and models for handling data management, working with domestic violence survivors, implementing programs that respond to TANF Purposes Three and Four, and ensuring that fraud is detected. The conference was designed to provide an opportunity for peer-to-peer learning to enhance Tribal TANF programs and create opportunities for self-sufficiency while maintaining each Tribes' individual culture and traditions.

### Acknowledgements

The Administration for Children and Families, Office of Family Assistance, Region IX, would like to thank all who participated in the planning and implementation of the 2011 Tribal TANF Meeting.

### Background

TANF is set to expire on September 30<sup>th</sup>, 2011 and reauthorization is on the minds of many Tribal TANF program leaders. As the reauthorization of TANF is anticipated, Tribes are cooperatively preparing their recommendations for OFA and Congress. Additionally, due to the recession, TANF caseloads have risen and Tribal programs have not been immune. Native communities have seen a surge of Tribal members moving back to reservations from urban areas after losing their employment. Because of these factors, Tribal TANF programs are constantly seeking innovative approaches to serving their families, some of whom are among the neediest in the county and reside in areas with extreme unemployment.

### Overview of Workshop

On August 8<sup>th</sup> and 9<sup>th</sup>, 2011, the ACF, OFA, Region IX held a Tribal TANF Meeting for all Tribal TANF programs in Arizona. The day and a half meeting provided participants time to hear about each other's programs as well as from specialists in the fields of fraud detection, domestic violence, data management, technical assistance, and TANF Purposes Three and Four.

### August 8, 2011: Day One

Mr. Arman Baha, with the White Mountain Apache Tribal TANF Program, offered a blessing in both his native language and English to begin the meeting. After the blessing, Mr. Rick Wever, Co-Acting TANF



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Program Manager at ACF, OFA, Region IX, welcomed participants and went over the agenda for the meeting. He expressed that he looked forward to hearing from the Tribes and presenters over the course of the meeting and was glad everyone could be in attendance.

### *Update from Tribes*

This session provided Tribes with the opportunity to share with one another their recent work within their Tribal TANF programs, and to discuss their ideas and concerns regarding TANF reauthorization. This session was facilitated by Mr. Wever.

#### **Hopi Tribe**

Ms. Elizabeth Nasewytewa, TANF Supervisor for the Hopi Nation, reported that the Hopi Tribal TANF program recently hired two new case managers. The program currently has a caseload of 100 participants and there are currently no participants in school.

#### **Navajo Nation**

Ms. Roxanne Gorman, Department Manager III, spoke about the Navajo Nation's Program for Self Reliance (NNPSR). First, the name of the TANF program has been changed to promote a positive message of self reliance versus dependence. Ms. Gorman reported that they have received positive feedback in regards to the name change. Currently the program has a 59.9% work participation rate, well over their negotiated 26% rate. The program serves almost 5,000 clients monthly and has seen a sharp increase in the number of cases in recent years because of the economy. A quarterly newsletter is distributed to participants which provides information about the program and the department.

NNPSR is currently working on four initiatives targeting specific populations. These initiatives focus on:

- Healthy relationships
- Fatherhood
- Youth
- Grandparents raising grandchildren (child only cases)

Navajo was recently given an opportunity to consult on TANF reauthorization in Washington D.C. The recommendations that they provided were: to maintain the flexibility and funding of Tribal TANF and continue to allow for saving reserve money towards future needs.

NNPSR has developed a handbook that each participant receives that details their rights and responsibilities within the program. Additionally, the program's policies and procedures have been updated



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and separated, which allows procedures to be updated more easily in the future. In January, the program began implementing two sets of background checks, one for all staff and one for all participants. The program has also begun the process of preparing to update its Tribal Family Assistance Plan, which will be due in 2013. The process takes a long time because many different groups need to weigh in on the plan. Over the course of six months, Navajo will hold 17 or more public hearings to get community feedback on the plan.

A staff development training plan has also been implemented and trainings for staff last from six to eight weeks, depending on the subject matter. Lastly, NNPSR has developed a Child Care Academy which develops employment opportunities and creates additional child care resources for participants. They have partnered with Northern Pioneer College to enable participants to earn their Child Development Associate (CDA) credential to improve their parenting skills and potentially become employed with the Tribe.

### Pascua Yaqui Tribe

Mr. Hugo Guerra, Program Specialist with the Pascua Yaqui Tribal TANF program provided an update. The Pascua Yaqui Tribe had 17,000 members and the Tribal TANF program currently has a caseload of 350, with capacity for 400. Their negotiated work participation rate is 35% but they consistently average 45 to 50%. Mr. Guerra mentioned that the program struggles with data management. Additionally, the program has primarily been focused on TANF Purpose Two but they have been thinking about how to address Purposes One, Three and Four. The program has recently submitted a grant application to receive funding for a Family Strengthening and Preservation Project, which will be implemented in conjunction with the Tribal TANF program. The project will be based on the Family Builders Model, a popular model used in mainstream programs, but with a greater focus on indigenous values. Teen pregnancy prevention has also been explored however, it was found that pregnancy prevention is a taboo term in the Pascua Yaqui community so this component is being developed within the family preservation perspective.

The program has been participating in activities surrounding TANF Reauthorization, including attending the University of California (UC) Davis TANF Reauthorization Summit, submitting recommendations to the Intertribal Council of Arizona and drafting collective recommendations with the six other Tribal TANF programs in Arizona. Mr. Guerra stated he would like to know how the recommendations from the six tribes could be submitted to the federal government for consideration when reauthorization is taken up by Congress. Mr. Wever responded that OFA is collecting recommendations presently and that if the Tribes provided their thoughts, he would pass them along to the staff at OFA's Central Office.

### Salt River Pima – Maricopa Indian Community

Kevin Poleyumptewa with the Salt River Pima-Maricopa Indian Community TANF Fatherhood & Marriage Program reported on the Tribe's program. He was standing in for Mr. Aaron Charlie who unable to attend.



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Mr. Poleyumptewa shared that the TANF program has been renamed the Life Enhancement Resource Network (LERN). Similar to the Navajo, Salt River changed the name to reflect a more positive message. In addition, new staff have been hired and motivational interviewing training is being provided for all staff. The program has added a life skills training course, which is offered 5 days a week from 9 to 12 in the morning. The LERN program has recently partnered with the Fatherhood program to develop a fatherhood resource center, allowing participants to conduct job searches and use GED software. LERN has also begun a fitness program in partnership with the local health department. The program picks up LERN participants twice a week and takes them to the health center for group exercise classes alongside program staff.

### San Carols Apache Tribe, Arizona

Ms. Bernadette Kniffin, TANF Director for the San Carlos TANF Program informed meeting participants of program updates. Most notably, the TANF program's name was changed to Nnee Bich'Onii Services, in order to reflect an emphasis on the Tribe's cultural heritage by using a native title. Ms. Kniffin began by giving some comparisons between 2008 when the Tribal TANF program started and 2011. Below is a chart highlighting the differences:

| 2008  | 2011  |
|---|---|
| May 1, 2008 – April 30, 2011                  | Reapplication approved May 1, 2011 – April 30, 2014 |
| 989 caseload                                  | 358 caseload  |
| Work participation rate .89% (not even 1%)    | 20% work participation rate                         |
| No participation and no employment placements | 601 work placements at an average of \$8.81 an hour |
| 4 case managers, 1 supervisor/ director       | 22 full-time permanent staff all Tribal Member      |
| 1 transit driver, 2 vans                      | 10 vans, put in TANF match for 3 more               |

Ms. Kniffin proudly stated that the program is "walking the talk". They have currently hired seven TANF customers, one national Indian aging customer and three Re-Employment and Pre-Layoff Assistance Center (REPAC) customers for a total of 11 staff. These staff members make up 50% of the TANF program's employees. To provide work placements, the program has partnered with the local Workforce Investment Act (WIA) program, the Tribal Casino, Gila County Community College, and a Tribally-owned restaurant called Apache Burger. They have also been able to hire TANF participants for \$16 an hour doing temporary survey work on behalf of the Tribe. In anticipation of a new hospital opening and 1500 new homes about to be built, the TANF program has been focusing on training customers in healthcare and weatherization. The Tribe's unemployment rate has risen to 67% from 65%, so the TANF program is doing everything possible to prepare customers to become employed in available jobs.



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Ms. Bernadine Ruiz, Assistant TANF Director, reported that the program is working on TANF Purposes Three and Four. To address TANF Purpose Three, they are partnering with the local wellness program to implement a teen pregnancy prevention initiative. Additionally, they are working on a healthy relationships program and currently have 24 commitments from couples to complete healthy relationship counseling to meet TANF Purpose Four.

### White Mountain Apache Tribe, Arizona

Ms. Colleen Faden, TANF Administrator for the White Mountain Apache Tribe, provided an update on the Tribal TANF program. The program has been in suspension because of funding issues but a new program is beginning with applications being accepted this week. The state of Arizona has been determining eligibility on behalf of the Tribal TANF program but with the new program beginning, the Tribe will be taking over eligibility determinations. The program is hoping to change its name to reflect a more positive message, however, a new name has not yet been chosen. The Tribe has been using the Tribal Assistance System (TAS) developed by Eaglesun to track their data. Ms. Faden and Mr. Baha expressed how grateful they were to their peers at the Navajo Nation, who have been assisting the White Mountain Apache staff as they gone through some trying times. A plaque was presented to Ms. Gorman and her team, thanking them for their assistance.

### Questions

Once participants finished sharing, Mr. Wever inquired as to whether there were any general questions for him and Ms. Zoellner. Participants had the following questions:

1. Is there going to be a replacement for Ray Apodoca at OFA's Central Office?

It is not known yet.

2. When will the report from the GAO regarding the Tribal TANF visits be available?

The report should be available in early fall.

3. Does the report have a more positive focus on Tribal TANF?

From the Regional Office's read it has a mostly positive focus and recommends some improvements the Federal government can aspire to and didn't criticize individual Tribal TANF programs.

4. Some Tribal TANF participants have been found to have felonies from many years before, does that prohibit them from receiving Tribal TANF funds?



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It is up to the Tribal TANF program to determine if a person with a felony conviction is eligible.

5. Drug testing is being discussed on the Hill, how might this affect Tribal TANF programs?

If it is required by legislation, then Tribes will need to follow the mandate but it doesn't seem likely that this will happen.

6. How can we prepare for Reauthorization and potential cuts?

Programs should always be prepared but it doesn't appear there will be significant cuts. However it also doesn't appear that there will be increases in funds.

The six Arizona Tribes then presented their thoughts on reauthorization to the Regional Staff who will pass along their thoughts to Earl Johnson, the Director of the OFA.

### *Data Management Dialogue*

During this session, Regional office representatives engaged participants in a discussion about their data questions and needs. Mr. Wever and Ms. Zoellner facilitated this session using a document provided by Shannon Bopp in OFA Central Office that outlines the process of collecting, reporting, and sharing Tribal TANF data (See Appendix). After reading through the document, Mr. Wever opened the discussion for participants to comment on the document and the data collection process.

The Tribes report that the data transmission with the Federal government is improving. Navajo has the ability to run Crystal Reports at their office versus waiting to get data back from OFA.

Pascua Yaqui has an in-house system but wanted to know what other systems are available aside from TAS? Ms. Gorman noted that TAS is a data management system not a case management system. Navajo invested in making it into a case management system.

Mr. Glenn Basconcillo, Chief Operations Officer for Owens Valley Career Development Center (OVCCDC), noted that in California, one tribe has an in-house system and another is developing a new web-based system with Handel Systems, but it is just getting started. OVCCDC has also customized a system that collects data and provides case management capabilities. A caveat is that the customization is time and money intensive but worth the effort.

### *Technical Assistance Options for Tribal TANF Programs*

This session provided participants with an overview of technical assistance opportunities available through the Welfare Peer Technical Assistance (WPTA) Network. Dana Eisenberg shared what other TANF programs, and specifically Tribal TANF programs, have requested and received technical assistance on as well as provided a step-by-step walk through regarding how to request technical assistance catered to each Tribe's needs.



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### *Dana Eisenberg, Senior Communications Specialist, BLH Technologies, Representative of the Welfare Peer Technical Assistance (WPTA) Network*

Ms. Eisenberg began the session by discussing the goals of the Welfare Peer TA Network and explaining the types of technical assistance activities that can be requested through the network. The Welfare Peer TA Network is a federal initiative administered through the Office of Family Assistance (OFA), Administration for Children and Families (ACF), U.S. Department of Health and Human Services. It is intended as a vehicle to facilitate the sharing of information about promising practices in implementing the TANF program by establishing linkages among TANF agencies, low-income families, and their partners at the State, County, local, and Tribal level.

One of the main goals of the Welfare Peer TA Network is to provide onsite and virtual training and technical assistance to TANF program offices. To this end, the Welfare Peer TA Web site serves as an innovative outreach and dissemination tool that features an online portal for requesting and viewing technical assistance activities across the country. In addition to serving as a portal for requesting technical assistance, the Web site also houses over 2,200 welfare resources, features an interactive question and answer forum, as well as many other features.

Since its inception, the Welfare Peer TA Network has provided technical assistance for every State, some Tribes, and most Territories on a variety of topics including healthy marriage and responsible fatherhood; integrating services, collaboration, and creating interoperability; urban TANF agency needs; case management and motivational interviewing; rural TANF agency needs; Tribal agency needs; transportation; data and information technology; faith-based and community-based organizations. Ms. Eisenberg explained that technical assistance is an intervention that shares information on innovative programs for effectively serving TANF participants, for the purposes of building linkages within and among agencies. Some examples of past Welfare Peer TA activities include life skills curriculum and training in New Mexico, Earned Income Tax Credit program support in Georgia and Michigan, motivational interviewing training in Texas, wraparound case management training for the Chippewa Cree Tribe in Montana, a panel on subsidized employment at the National Association of State TANF Administrators Annual Conference, and a webinar on domestic violence in Native American communities.

Ms. Eisenberg then showed the audience where to find the online portal for submitting technical assistance requests on the Welfare Peer TA Web site and walked them through the process for filling out and submitting the TA Request Form for Tribal Agencies. She also went through the review process for TA requests, explaining that the main criteria in the review of requests are the extent to which the technical assistance that is requested:



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- Is likely to move TANF participants from welfare to work, self-sufficiency, and family stability;
- Is related to TANF priorities;
- Will foster information exchange among Tribes, States, and counties, and communities;
- Will create value for other Tribes, States, or programs; and
- Is cost-effective.

Ms. Eisenberg closed the session by presenting contact information for the Welfare Peer TA team and encouraging the audience to seek technical assistance through the Network.

### *Data Management*

This session provided participants with information from a Region IX Tribe regarding how to comprehensively manage and utilize data in order to enhance Tribal TANF programs.

#### *Lester Alford, Database Manager, Washoe Tribal TANF Program*

Mr. Lester Alford, who serves as the Database Administrator at the Washoe Tribe of Nevada and California, presented this session on Tribal TANF data management. Currently, The Washoe Tribe serves nine counties in California and two in Nevada. His presentation primarily focused on Tribal control of services being provided through the Tribal Family Assistance plan, data collection related to services being provided and the ability to plan for or adjust services based on the data. Mr. Alford briefly touched on the purpose of data management and how it was important to implement the four purposes of the TANF program and to evaluate program sites, policies, procedures, program compliance and current trends occurring within the various Tribal TANF programs. Throughout the course of his presentation, Mr. Alford stressed that in order to create a useful database; one must know what outcomes are hoped to be achieved. Later in his presentation, he led a discussion with the participants around managing data for quality assurance and how it is important to review the data for human error. For the Washoe Tribe, Mr. Alford provides a number of data reports for the Federal government, State government, Tribal government, and program staff. Additionally, Mr. Alford reviewed monthly reports and forms that he generates by using TAS.

### *Addressing Domestic Violence within the Tribal TANF Caseload*

Violence against Native women is an issue in many Tribal communities and within the Tribal TANF caseload. This session offered participants information on domestic violence in Native communities, its effects on the self-sufficiency of families, and options for building and finding partnerships between Tribal TANF and domestic violence services.



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### *Janet Deschinny, Trainer/Women of Color Committee Liaison, Arizona Coalition Against Domestic Violence*

Ms. Janet Deschinny, Trainer with the Arizona Coalition Against Domestic Violence, began this session with a brief description of the Coalition and its resources. She then facilitated an icebreaker activity in which she told participants that nationally, one out of every three Native American women experience domestic violence. She then asked the participants to think about what that statistic would mean, applied to their own communities. This discussion allowed Ms. Deschinny to depict the prevalence of domestic violence in Tribal communities and have the audience relate it to their specific work.

Ms. Deschinny defined domestic violence as a pattern of coercive controls that one person exercises over another. She went over the cycle of violence and how it was developed based on research that was conducted with 100 upper-class Caucasian women in Connecticut. Participants acknowledged that this sample population does not accurately reflect their communities and may not reflect what every domestic violence victim experiences. Ms. Deschinny discussed the power and control wheel, which illustrates how power and control and violence displayed through physical and/or sexual actions are interconnected. One can exercise power over another in many forms and the power and control wheel provided participants with a visual representation of this process. Though the wheel is commonly used in the domestic violence field, Ms. Deschinny shared the unnatural power and control triangle, developed specifically for use with Native American Communities by Mending the Sacred Hoop as an alternative to the wheel. The triangle was developed because a circle (or wheel) has a positive connotation in Native American communities, while a triangle depicts the hierarchy present in abusive relationships.

Common myths about violence in Indian Country were discussed. These myths included:

- Alcohol, mental illness or genetics cause the person to be violent.
- It's just "Indian Love"- meaning that violence is a normal part of Indian relationships.

Ms. Deschinny then spoke about barriers that are specific to Native American domestic violence survivors. These barriers are often related to the living on a reservation, such as poor cell phone reception, the lack of transportation options, lack of resources such as police and social services and the sheer vastness of Tribal lands. Additionally, confidentiality in Native communities is a concern, especially in communities where the bonds between clans are very strong. Another important factor when working with Native American survivors is how historical trauma can contribute to the trauma associated with domestic violence.

In order to better prepare participants for interactions with domestic violence victims who access their TANF programs, Ms. Deschinny provided the audience with some best practices. First, she explained four helpful things when working with a survivor:



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- Let the survivor know he/she does not deserve this;
- Convey your concern;
- Convey your concern for the safety of his/her children; and
- Provide resources.

Establishing an empathetic relationship with a survivor helps to break down the walls and allows the individual to feel that they are in a safe environment. However, Ms. Deschinny explained that a handful of barriers could arise as discussed earlier that can slow down the process of building a relationship with the client, discussing the abuse and working toward self sufficiency. A caseworker working closely with a survivor should be attentive, look for patterns and maintain confidentiality with the client at all times. Ms. Deschinny provided participants with a list of domestic violence shelters/programs, specific list of tribal domestic violence services, the Southwest Indigenous Women's Coalition and Arizona Coalition Against Domestic violence to use as resources during interactions with survivors.

In addition to establishing relationships with survivors, Ms. Deschinny focused on the importance of building relationships with domestic violence providers. Her advice to building relationships with domestic violence partners was to introduce oneself and the TANF program, inform the domestic violence service provider of TANF processes and requirements and seek to understand the domestic violence service provider's confidentiality guidelines and other processes.

To address participants' specific interest in how to fund services for domestic violence victims, Ms. Deschinny explained the following options:

- Create a funding source using general fund or social service funding streams,
- Create a relationship with a non-profit domestic violence agency who can apply for private foundation grants and,
- Create a multidisciplinary team using a model similar to "Family Connections".

Ms. Deschinny wrapped up her presentation by having participants complete an evaluation of her training session.

### *Day One Wrap Up and Reflections*

Mr. Wever thanked the day's presenters and participants and adjourned the meeting for the day.

### **August 9, 2011: Day Two**



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Day Two of the *2011 Tribal TANF Technical Assistance Workshop* started off with the first of several panel presentations. Mr. Wever introduced the first session, *TANF Purposes Three and Four*, presented by Glenn Basconcillo and Tilford Denver.

### *TANF Purposes Three and Four*

This session offered participants a program model and funding options for implementing TANF Purposes Three and Four as well as information on trends specific to Native American populations.

***Glenn Basconcillo, Chief Operations Officer, Owens Valley Career Development Center and Tilford Denver, Public/Community Relations Coordinator, Owens Valley Career Development Center***

Mr. Glenn Basconcillo and Tilford Denver presented this session on TANF Purpose 3 and 4 program development. Owens Valley Career Development Center is a consortium of Sovereign Nations advancing the quality of life for Native people through education and self-sufficiency, protecting, preserving, and promoting Native cultures through nation building.

Currently, Owens Valley is the 4<sup>th</sup> largest Tribal TANF program in the country and serves between 1,000 and 2,000 individuals a month. Together, Mr. Basconcillo and Mr. Denver briefly touched on the history of Tribal TANF, the purpose, and the core components of the program. TANF Purposes Three and Four focus on prevention. At OVCDC, to be eligible for prevention programs one must live in the service area, not exceed 300% of the poverty level or be defined as an at-risk youth. The criterion is very broad because the OVCDC leadership expressed that they did not want the people separated into categories; therefore this criteria allows as many people as possible to be served. It is required that each prevention program project contains a Native American component. Additionally, one of the following purposes of TANF must be met:

- Three: To prevent and reduce out-of-wedlock pregnancies.
- Four: To encourage the formation and maintenance of two-parent families.

Mr. Basconcillo provided participants with examples of programs that meet the goals of TANF Purpose Three, such as teen pregnancy programs, national teen pregnancy day activities, youth peer presentations, family planning workshops, adult pregnancy programs, adult relationship programs and adult marriage programs. OVCDC holds both single events and initiatives that are on-going, such as the length of an academic year. Many of the larger events that occur only one time are done by cost sharing with other partners such as health departments and Tribal governments.



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In relation to pregnancy prevention, there hasn't been any impact as of yet. Mr. Basconcillo noted that this could be looked at in two ways. One way is that more needs to be done. On the other end of the spectrum, there hasn't been an increase in pregnancy rates so something is being done correctly.

Mr. Basconcillo next discussed OVDC's programs related to TANF Purpose Four. These include fatherhood programs and caretaker relative programs with the purpose of family formation. Similar to TANF Purpose Three, in order to produce outcomes, a baseline needs to be established and data sources need to be utilized. Examples of data sources related to TANF Purpose Four for OVDC include: child welfare services data, court and probation data and census data. Outcomes that are tracked are data such as foster care entries, juvenile justice system entries, census information such as single parent families and divorce rates. One challenge to collecting outcomes is that no single source of baseline data exists.

Mr. Basconcillo explained how OVDC goes about requesting a proposal to operate an event. There are number of post activity requirements which must be submitted 10 days following an event or activity. These requirements include: photos of the activity, acknowledgement letter describing the outcome of the event or activity, completion of the required reporting (proof of attendance, data reports, etc), full accounting of all expenditures including receipts. OVDC Tribal TANF will not assist with programs or individuals who do not adhere to the guidelines. Additionally, OVDC has found it important to have a TANF advisory committee that includes elders. The board of OVDC recently appointed a cultural committee that will oversee the cultural appropriateness of materials and events.

### ***Question and Answer Session:***

Following the *TANF Purposes Three and Four* session, workshop participants had an opportunity to share comments and ask questions. Comments, questions, and answers are listed below.

1. How is success measured in prevention programs?

Mr. Basconcillo explained that pre and post tests are used based on the curriculum that is currently being used within a program. He offered to share the pre and post tests with participants to help them gain a better understanding of the process. Mr. Basconcillo emphasized that data and outcome challenges exist for prevention programs because these types of programs are typically a long term process. To evaluate the success of these programs, a baseline needs to be established. Sources to use to help establish an accurate baseline are public health data, census data, and school district data. However, it is important to make sure that a system is in place to accurately track participants. As an example, OVDC uses the year 2000 as its baseline because it was before the establishment of Tribal TANF.



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2. How does the process of developing a curriculum for youth differ from creating one for adults?

Input from the Tribal councils, elders, participants and community are used to establish the curriculum. This has to be tailored to each site and evaluations should be conducted at the end of each session.

3. Can any tips be shared for sustaining participation in these prevention programs?

OV CDC uses incentives for participants such as providing related materials, like movies, related to teen pregnancy for a teen pregnancy prevention program. Partnerships are key to ensure that participants have the constant reinforcement of the message that OV CDC is working hard to instill in people's minds. An example is to get "buy in" from school coaches. The outcome that is hoped to be achieved through this relationship is to have coaches talk to students about the values addressed in their prevention program.

4. In Pascua Yaqui, 90% of the TANF population is single parents. How can the goal of creating the two-parent families be addressed? How can a Tribal program reconcile this TANF purpose to the cultural notion of a larger concept of family (relatives, community members)?

Answer: OV CDC can't force anyone to marry but the focus is really placed on family formation. The family may never be a traditional two parent family but having parents who can work together to raise a child, even if they're not married, is a good thing to accomplish.

5. Question: How does 300% of the poverty level work for OV CDC? For the Navajo this threshold would drain resources.

Mr. Wever noted that Tribes must make the decision as to what works best for their community. Mr. Basconcillo stated that the OV CDC leadership has given a message that they do not want their people separated and therefore the threshold was set very high.

6. Engaging participants who live off the reservation in family formation activities is especially challenging for the Pascua Yaqui Tribe because the members are so spread out. How does OV CDC handle situations such as this?

OV CDC has a site in every reservation except the two smallest reservations in the consortium and the staffing is based on the caseloads. Reserve funding has been critical to the success and overall ability to adapt to meet the needs of areas that may have more participants than others.



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### *Fraud Detection*

During this session, participants learned the basics of fraud detection, prevention, investigation, and prosecution from a professional investigator, Guy Christian. Participants were encouraged to discuss and share best practices, challenges and successes for the prevention and identification of both internal (staff) and external (client) fraud.

#### *Guy Christian, Supervising Investigator, Tulare County District Attorney's Office Welfare Fraud Unit*

Mr. Guy Christian is employed by the Tulare County District Attorney as the Supervising Investigator for the Welfare Fraud Unit but his role for the presentation was representing the California Welfare Fraud Investigator's Association. He began his presentation by explaining that the real purpose of welfare fraud detection is to ensure that the people who need the help are actually receiving the help. His goal was to better educate the participants in the audience on the importance of implementing fraud detection.

In order to effectively combat fraud, defined policies and procedures must be put into place. These are key to protecting TANF programs as they ensure that participants and staff understand their rights and responsibilities. Eligibility staff must be trained to make sure that the policies and procedures are being carried out and enforced the way that they should be. Examples of policy and procedures include: how interviews are conducted, how applications are processed and reviewed, the importance of signatures, how rights and responsibilities will be reviewed, language issues, time factors in processing applications and how case narratives are written and entered.

Mr. Christian emphasized that internal fraud is a serious issue because it reflects poorly on the entire TANF system and all TANF workers. He provided suggestions for minimizing internal fraud including: reporting to a supervisor if a personal relationship exists with a participant, utilizing computer tracking when accessing files and conducting supervisor reviews. In Tulare County, there are multiple levels of authorization built in to processing Electronic Benefit Transfer (EBT) payments to ensure that fraud doesn't occur.

In the state of California, welfare fraud investigators are referred to as Peace Officers and need to have a certificate from a police academy or attend and graduate from a special investigator class. Mr. Christian explained that the single most important method of obtaining information in an investigation was through conducting interviews. Eighty-five percent of the fraud referrals in Tulare County come from eligibility interviews with participants. He emphasized that developing and possessing effective interviewing skills must be one of the highest priorities in a TANF program. The interviewer must be calm, confident,



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observant, a good listener, and nonjudgmental when interacting with the participant. This allows the interviewer to effectively control the interview. Additionally, the interviewer must possess patience and understanding, avoid asking closed ended questions and project the demeanor that they want the participant to see.

As emphasized many times throughout his presentation, Mr. Christian discussed how lying is a developed skill and that most people exhibit some form of emotion whenever they knowingly lie about something important. Since a participant who is defrauding the system tends to tell so many lies they often can't remember which ones they have told and that is why it is important for interviewer to listen carefully throughout the whole interviewing process.

Some indicators that fraud may be occurring include:

- No phone, no physical address or no personal history.
- Not able to contact participant.
- Parents drive children to a school or day care is far from home.
- Children aren't available.
- Utility bills and rental agreements are in the name of the absent parent and they are just doing the applicant a "favor".
- Participant doesn't know their landlord.
- Participant lives in one state and the EBT card is utilized in another state or area.
- EBT usage can be an indication of fraud if transactions are in whole dollar amounts.

Mr. Christian explained that in the process of building a fraud unit, there must be a chain of command that is recognized by everyone. It is important that it is definitive and consistent and that it is understood and published so that everyone is aware. Investigative staff can be hired from a variety of sources such as police academies, college, other agencies, and "head hunter" companies. Whether to use armed versus unarmed investigators is a decision that is up to the unit. If armed investigators are hired, a policy needs to be implemented on use of force, arrest, and transportation of suspects.

Mr. Christian explained the tools that an investigator will use in fraud detection. These include information technology such as a laptop or computer, communications such as a blackberry and radio (especially important when visiting potentially dangerous neighborhoods), surveillance equipment and satellite imagery and mapping. When an investigator goes undercover, it is necessary to blend into the community. An investigator's duty is to determine if an allegation of fraud is justifiable, identify witnesses, obtain evidence,



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identify fraud loss, complete a report and submit it for review and prosecution. An important consideration is to train and prepare eligibility workers to go to court, if a client is ever prosecuted. Many eligibility workers get very nervous going to court and training is important so they know what to expect.

### *Question and Answer Session:*

Following the session, workshop participants had an opportunity to share comments and ask questions. Comments, questions, and answers are listed below.

- 1 Is there some information about how much money is lost or saved on fraud?

Mr. Christian noted that there wasn't a definitive answer because fraud is difficult to measure.

- 2 How do you handle investigating a case of fraud in a situation where the person may be receiving income from self employment?

It is suggested to first try finding a bank account or federal reporting via the IRS. If there is no paper trail, it may be necessary to have someone go undercover and investigate. Documentation is what makes a case and provides evidence. This can include paystubs, case notations, forms signed by the client, and car notes. Witnesses can come from a variety of places.

### *Working with the State: Arizona Presentation*

This session provided participants with an update on Tribal/State relations within Arizona as well as provided time for questions and answers.

#### *Pat McBrayer, Program and Policy Specialist, Arizona Department of Economic Security*

Pat McBrayer, from the Arizona Department of Economic Security, presented a session on the Claims Resolution Act of 2010. This act extended the TANF block grant until September 30th, 2011. The TANF emergency fund was not extended and the unobligated TANF Contingency Fund from 2011 and 2012 were withdrawn and supplemental grants were reduced through June 30, 2011 and will not be available in the final quarter of Fiscal Year 2011. This act did not make specific changes to Tribal TANF but the changes that were made for the states could potentially apply to Tribes in the future. States are now required to report why participants with zero countable work activities don't have countable work activities and what they were otherwise involved in. Ms. McBrayer mentioned that perhaps this is because the Federal



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government is recognizing that programs have participants who are moving toward self sufficiency but the activities they are involved in don't count as work activities under the current legislation.

The Act required the states to submit new reports. The first reporting period was due on May 31st, which contained March data. The second report is due on August 21st and will contain data from April through June. The goal of these reports is for Congress to use the findings in the process of TANF reauthorization. As additional resources, Ms. McBrayer supplied the participants with instructions on engagement, Arizona's State TANF plan, and an Engagement in Additional Activities Summary and Analysis. These documents can be found in the Appendix.

Sally Ann Gonzales, an Arizona State legislator, was present during the session and expressed that she would like to hear more from Tribes related to their needs.

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### *Closing Remarks*

Following Ms. McBrayer's session, Mr. Wever thanked participants for attending and adjourned the meeting.

### *Summary*

The 2011 Tribal TANF Director's Meeting for Arizona Tribes provided time for representatives from six different tribes to come together and share promising practices, discuss pertinent issues such as reauthorization and learn from experts in the field. Evaluations show that participants found the session on fraud detection particularly helpful and plan to apply some of the fraud detection principles in their own Tribal TANF Programs.



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## Appendices



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**AGENDA**

**Monday, August 8<sup>th</sup>, 2011**

- 8:30 a.m. – 9:00 a.m.      **Registration and Networking**
- 9:00 a.m. – 9:15 a.m.      **Opening Blessing**
- 9:15 a.m. – 9:30 a.m.      **Opening Remarks**  
*Rick Wever, Co-Acting TANF Program Manager*  
*ACF, OFA, Region IX*
- 9:30 a.m. – 11:00 a.m.      **Update from Tribes**  
Tribes will be given an opportunity to share with one another their recent work within their Tribal TANF programs, and to discuss their ideas and concerns regarding TANF reauthorization.  
  
*Facilitator: Rick Wever, Co-Acting TANF Program Manager*  
*ACF, OFA, Region IX*
- 11:00 a.m. – 11:15 a.m.      **Break**
- 11:15 a.m. - 12:15 p.m.      **Data Management Dialogue**  
Regional office representatives will engage tribes in a discussion about their data questions and needs.  
  
*Facilitators: Rick Wever, Tribal Program Specialist*  
*ACF, OFA, Region IX*  
  
*Emily Zoellner, Children and Families Program Specialist*  
*ACF, OFA, Region IX*
- 12:15 p.m. – 1:15 p.m.      **Technical Assistance Options for Tribal TANF Programs: Lunch Presentation**  
**(Lunch will be provided)**  
This session will provide participants with an overview of technical assistance opportunities available through the Welfare Peer Technical Assistance Network (PeerTA). The presenter will share what other TANF programs, and specifically Tribal TANF programs, have requested and received technical assistance on as well as provide a step-by-step walk through on how to request technical assistance that fits each Tribe's unique needs.  
  
*Presenter: Dana Eisenberg, Senior Communications Specialist*  
*BLH Technologies*  
*Representative of the Welfare Peer Technical Assistance Network*



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- 1:15 p.m. – 2:45 p.m.      **Data Management**  
This session will provide participants with information from a Region IX tribe on how to comprehensively manage and utilize data to enhance Tribal TANF programs.  
  
*Presenter: Lester Alford, Database Manager  
Washoe Tribal TANF Program*
- 2:45 p.m. – 3:45 p.m.      **Addressing Domestic Violence within the Tribal TANF Caseload**  
Violence against Native women is an issue in many Tribal communities and within the Tribal TANF caseload. This session will offer participants information on domestic violence in Native communities, its effects on the self sufficiency of families, and options for building and funding partnerships between Tribal TANF and domestic violence services.  
  
*Presenter: Janet Deschinny, Trainer/Women of Color Committee Liaison  
Arizona Coalition Against Domestic Violence*
- 3:45 p.m. – 4:00 p.m.      **Break**
- 4:00 p.m. – 5:00 p.m.      **Addressing Domestic Violence within the Tribal TANF Caseload (cont.)**  
Session Continued
- 5:00 p.m.                      **Closing Blessing and Adjourn**





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**Tuesday, August 9<sup>th</sup>, 2011**

- 7:30 a.m. – 8:00 a.m.      **Registration and Networking**
- 8:00 a.m. – 8:15 a.m.      **Opening Blessing**
- 8:15 a.m. – 9:45 a.m.      **TANF Purposes 3 & 4 Presentation**  
This session will offer participants a program model and funding options for implementing TANF Purposes 3 and 4 as well as information on trends specific to Native American groups.  
  
*Presenters: Glenn Basconcello, Chief Operations Officer  
Owens Valley Career Development Center*  
  
*Tilford Denver, Public/Community Relations Coordinator  
Owens Valley Career Development Center*
- 9:45 a.m. – 10:00 a.m.      **Break**
- 10:00 a.m. - 12:00 p.m.      **Fraud Detection**  
In this session, participants will learn the essential basics of fraud detection, prevention, investigation, and prosecution from a professional investigator. Participants will be encouraged to discuss and share best practices, challenges and successes for the prevention, identification and investigation of both internal (staff) and external (client) fraud.  
  
*Presenter: Guy Christian, Supervising Investigator  
Tulare County District Attorney's Office Welfare Fraud Unit*
- 12:00 p.m. – 1:00 p.m.      **Fraud Detection Questions and Dialogue: Lunch Discussion**  
**(Lunch will be provided)**  
Lunch will be served while participants are given an opportunity to ask questions and further explore fraud detection.  
  
*Facilitator: Guy Christian, Supervising Investigator  
Tulare County District Attorney's Office Welfare Fraud Unit*
- 1:00 p.m. – 2:00 p.m.      **Working with the State: Arizona Presentation**  
This session will provide participants with an update on Tribal/State relations within Arizona as well as provide time for questions and answers.  
  
*Presenter: Pat McBrayer, Program and Policy Specialist  
Arizona Department of Economic Security*
- 2:00 p.m. – 3:00 p.m.      **Wrap Up and Evaluation**
- 3:00 p.m.                      **Closing Blessing and Adjourn**



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