

# National **TRIBAL** Summit



## Department for Self Reliance Navajo Nation TANF Program

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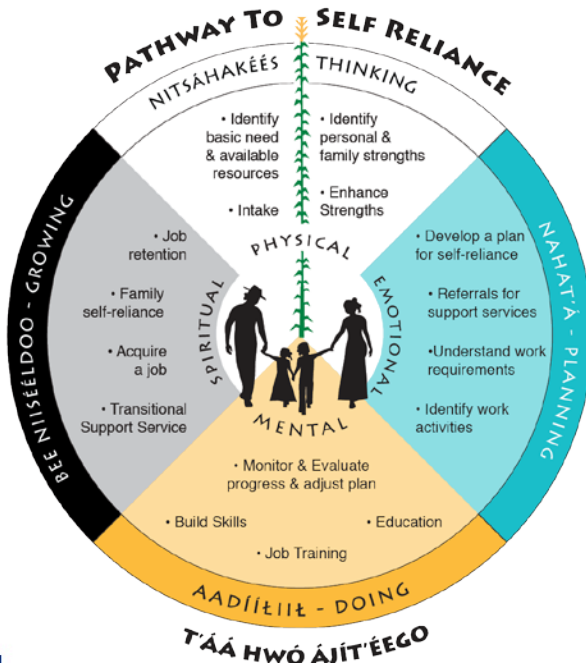
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## THE NAVAJO NATION DIVISION OF SOCIAL SERVICES DEPARTMENT FOR SELF RELIANCE



The Department for Self Reliance (DSR), the Navajo Nation's Tribal Temporary Assistance for Needy Families (TANF) Program, utilizes the Navajo concept and teachings of T'áá hwó ájit'éego, self-reliance, to empower individuals and families to take responsibility for their lives through the development and implementation of a Personal Responsibility Plan. Shown below is the DSR Service Delivery Model:



Adults receiving DSR assistance are required to engage in authorized work participation activities which provide Customers with the opportunity to gain knowledge, skills, experience and necessary resources which will move them toward self-reliance. The chart below illustrates the breakdown of the primary work participation activities authorized for DSR Customers.

AUTHORIZED WORK PARTICIPATION ACTIVITIES	# of Participants
Susidized Private Sector Employment	3
On the Job Training	4
Susidized Public Sector Employment	7
GED	7
Providing Childcare to TANF Clients	8
Community Service	31
Unsubsidized Employment	54
Vocational Education	68
Attending High School	74
Job Search - Job Readiness	108
Work Experience	121
Other Work Activities (Defined by SCW) (742)	742
<b>Total Number of Participating Cases:</b>	<b>1374</b>
<b>Average Work Participation Rate</b>	<b>*46.68%</b>

\*The negotiated work participation rate for FY 2017 is 31%



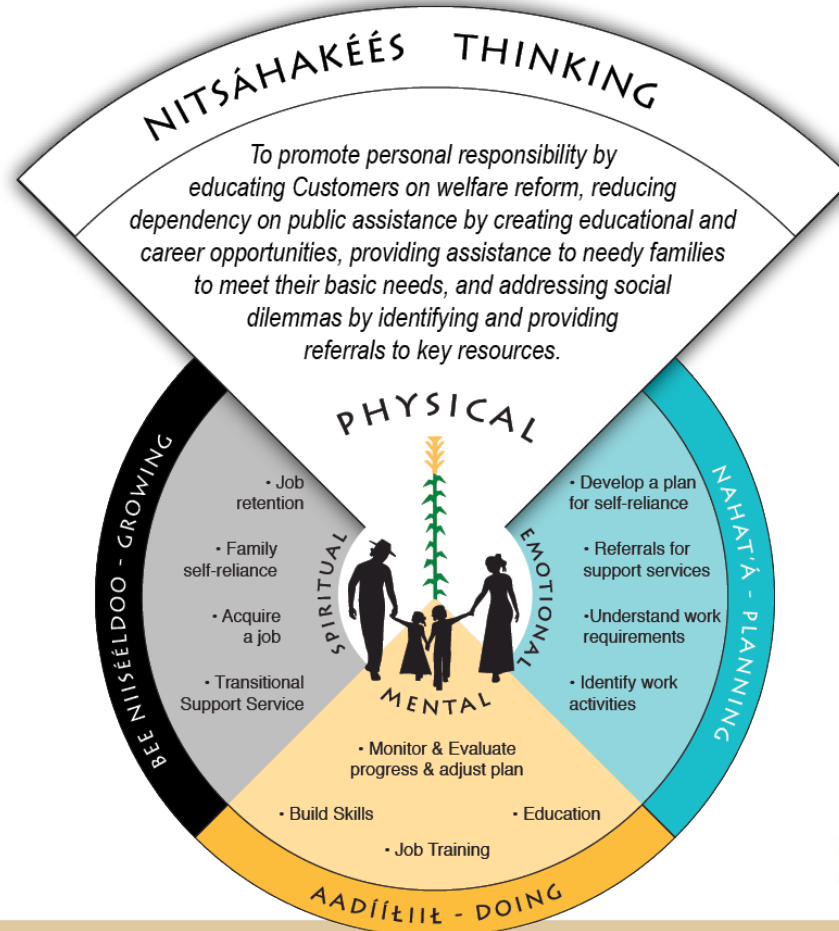
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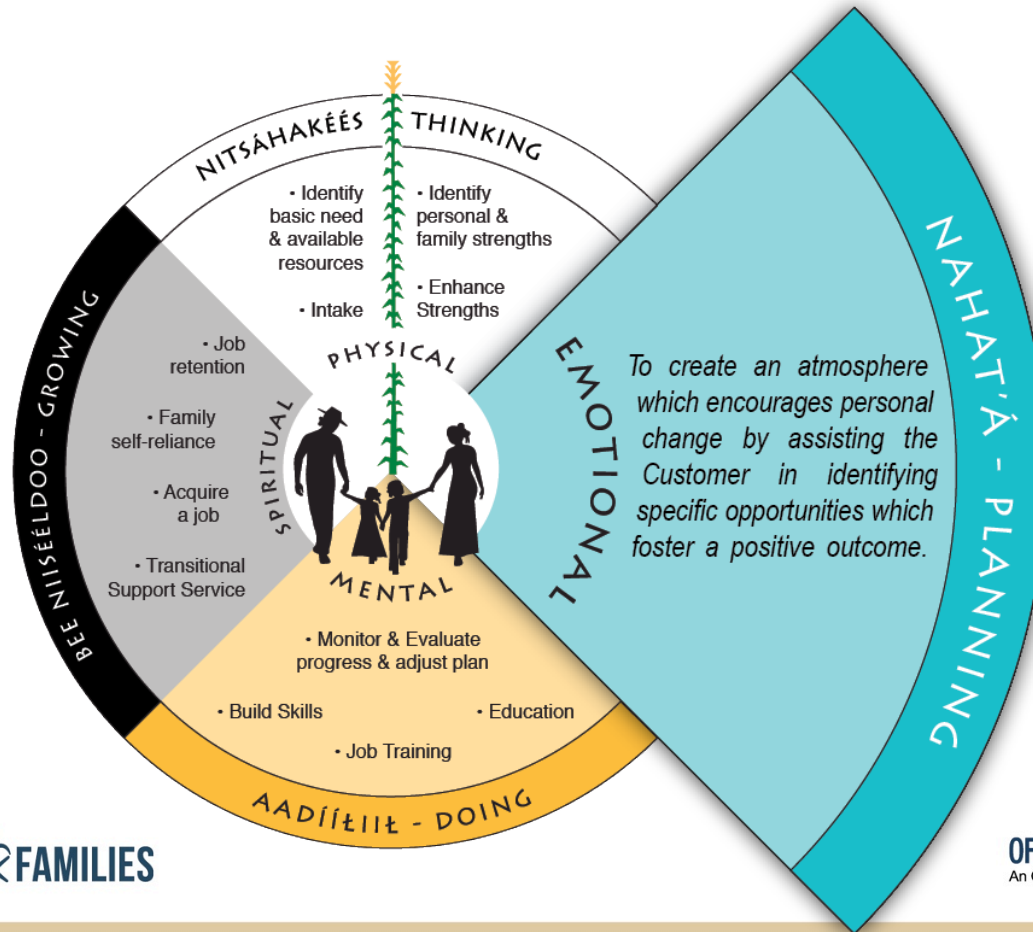
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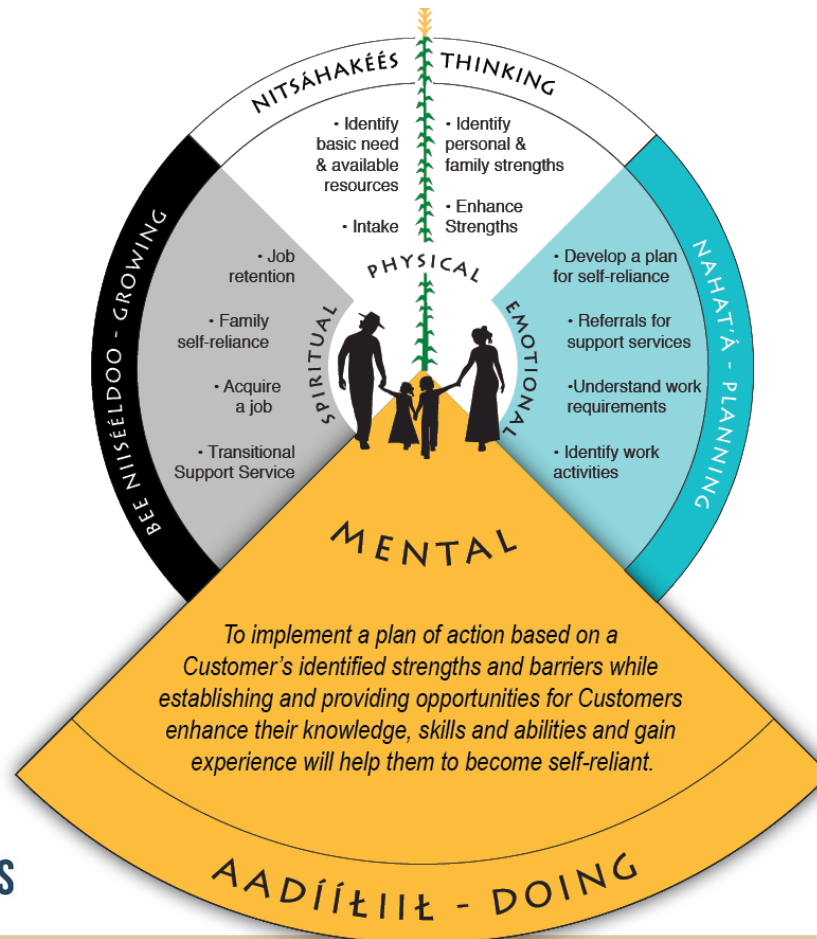
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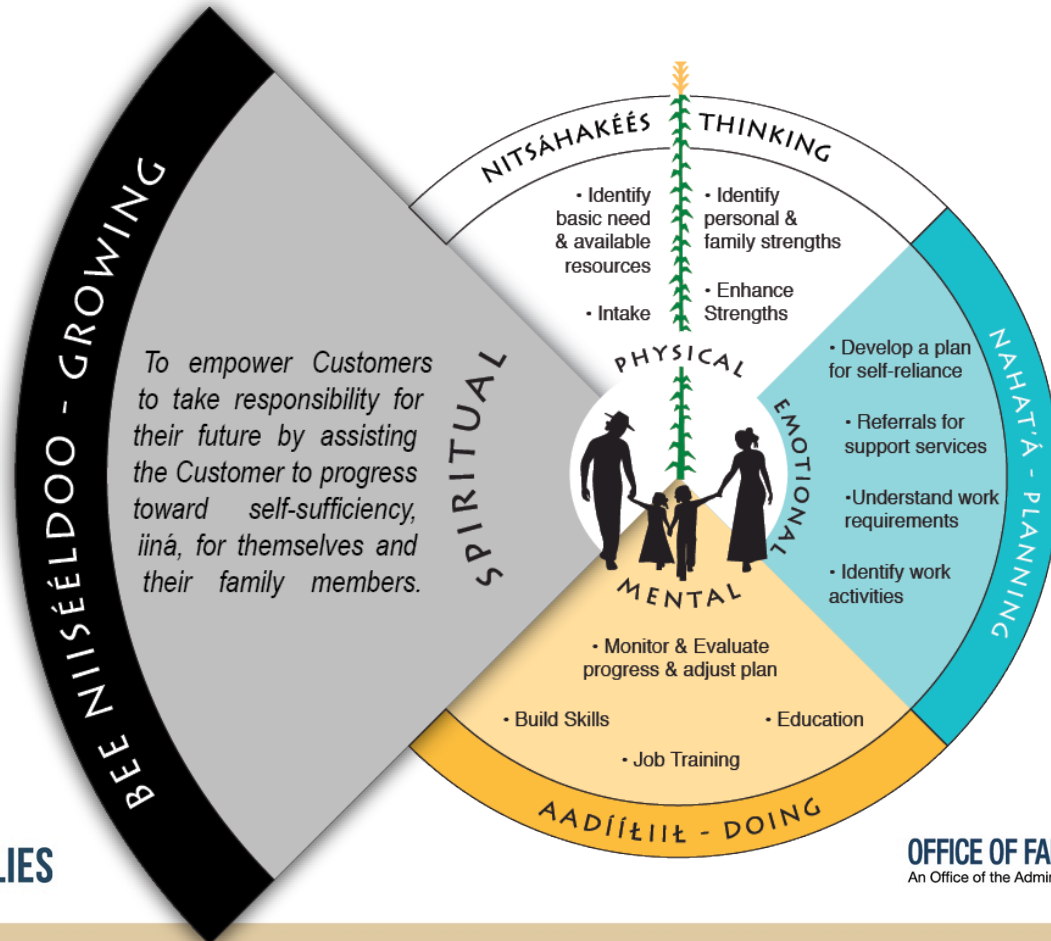
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## Other Work Participation Activity

- Job Skills Training
- Participation in Educational courses
- Participation in Adult Basic Education
- Participation in Assessments/Orientation
- Time spent in substance abuse and drug intervention
- Study time
- Participation and education in prevention, intervention, or treatment of Physical Health-related illness
- Post-secondary Education at college or university
- Job Readiness
- Self Employment
- Reasonable Transportation Time
- *Traditional Support and Mentoring*
- *Agricultural Subsistence*





## Why Agricultural Subsistence?

- *Agricultural Subsistence* work activity is defined as: An Activity associated with farming and ranching which provides for the basic needs of, or provides income for, the Needy Family.







## Supporting Data for Agricultural Subsistence

Navajo Nation Top 15 age-adjusted leading causes of Death, 2006-2009:

- Diabetes is the 4<sup>th</sup> leading cause of death for the Navajo Nation from 2006-2009.
- The age –adjusted mortality rate for Diabetes is 47.77 per 100,000 for the Navajo Nation.

Statistics provided by: Navajo Epidemiology Center Updated Vol. 1, May 2016.





## Current Outcomes of Agricultural Subsistence

- The DSR collaborated with the Little Colorado River Watershed Chapters Association (LCRWCA) to provide the DSR's Customers with Subsidized Adult Employment (SAE), for six (6) months.
- LCRWCA trained customers to provide local grass-root, activities for youth within each community of the Navajo Nation regarding food sovereignty and water preservation.
- More than seventeen (17) DSR customers participated in the SAE with LCRWCA and they reported to have learned new skills in healthy eating, weight loss, and public speaking. Two (2) Customers are not employed through LCRWCA partnerships.



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DSR Customers  
employed with LCRWCA



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## Why Traditional Support and Mentoring?

- *Traditional Support and Mentoring* is defined as: Participating in activities, conducted in a group setting, which utilize traditional teachings and methods to support and encourage the mental, physical and emotional development and wellness of DSR customers and their children, thereby improving their probability for future self-reliance.





## Supporting Data for Traditional Support and Mentoring

- “Suicide is the 2<sup>nd</sup> leading cause of death for age group 10-19 at 26.40 per 100,000, accounting for 27.5 percent of all deaths for this age group.
- “Suicide is the 3<sup>rd</sup> leading cause of death for age group 20-29 at 23.37 per 100,000, accounting for 8.3 percent of all deaths for this age group.
- “Suicide is the 3<sup>rd</sup> leading cause of death for age group 30-39 at 28.58 per 100,000, accounting for 7.7 percent of all deaths for this age group.
- “Suicide is the 5<sup>th</sup> leading cause of death for age group 40-49 at 30.97 per 100,000, accounting for 5.8 percent of all deaths for this age group.
- Statistics provided by: Navajo Epidemiology center updated Vol. 1, May 2016





## Current outcomes of Traditional Support and Mentoring

DSR piloted a collaboration project with Chinle Indian Health Services (CIHS) to certify trainers for the “Fatherhood/Motherhood Curriculum.”

The Fatherhood/Motherhood Curriculum has twelve (12) lessons that uses group discussion to enhance the curriculum.

Forty (40) women and ten(10) men have received certificates for completing the Fatherhood/Motherhood curriculum, as of date.

The Individuals that completed the curriculum self-reported an increase in positive family values, a decrease in depression, and an increase in communication with their children.



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DSR Principal Caseworker,  
Brianna Jones, facilitating a  
Motherhood is Sacred Session



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## Quality Assurance

- DSR Quality Assurance is to establish standard procedures for internal case reviews to monitor program compliance.
- Focus on methods and tools to reduce delay and deficiencies of case management practices.





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## Internal Reviews

- ✓ Files are reviewed for compliance that eligibility determination was proper & supported by appropriate documentation & verification.
- ✓ Proper regulations & procedures were applied in rendering appropriate case decisions.
- ✓ Case decisions are supported by verification of applicable completed documents & case narration.
- ✓ Working collaboratively with customer to make progress toward self-sufficiency
- ✓ Compliance with all applicable regulations for the benefit of customer service & program performance.





## Case Management Best Practices

- Building Relationships
- Reducing Resistance
- Dealing with Non-Compliance
- Monitoring
- Documentation
- Recordkeeping





## DSR Quality Assurance Objectives

- To ensure the case file accurately reflects policy regulations.
- To continuously improve the quality of case management services.
- To achieve and maintain zero audit deficiencies each year.
- To maximize customer service satisfaction everyday.





## Corrective Action Plan (CAPS)

- To identify and eliminate the source or root case of error and to prevent it from happening again.





## How does Corrective Action Work?

- Documents what happened vs. what was found.
- Respond to the corrective action in a timely manner.
- Take ownership and responsibility to resolve issue.
- “Why did the error appear?”
- List the actions that will take place to prevent the repeated discrepancy.



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## Questions?



***Thank you for your time.***



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