

PARTNERSHIP



COOK  
INLET  
**TRIBAL**  
COUNCIL

Celebrating more than **35 years** of Impact

Presented by:

**Samantha Hansen**

**Senior Manager of the Employment & Training Services Department**

CONNECTING PEOPLE TO THEIR POTENTIAL THROUGH PARTNERSHIP

PEOPLE

POTENTIAL

# ALASKA

## *THE GREAT LAND*



- Statewide population: **728,903**
- AK Native/Am. Indian: **131,203**
- Alaska Size: **663,000** sq. miles
- **13** Alaska Native Regional Corps.
- **12** Regional non-profits
- **229** federally recognized Tribes
- **8** Tribes in Cook Inlet Region



# CITC Service Area



People. Partnership. Potential.

# CITC Mission

**To work in partnership with Our People to develop opportunities that fulfill Our endless potential.**

**As an organization built upon values rooted in Alaska Native cultures, we believe that investing in individual human potential builds human capital and advances the self-determination of Our People.**



# Our Vision

**We envision a future in which all Our People—especially Our youth, the stewards of our future—have access to vast opportunities, and have the ability, confidence, and courage to advance and achieve their goals, infused with an unshakeable belief in Our endless potential.**

# Our Values, Who We Are

- INTERDEPENDENT
- RESILIENT
- ACCOUNTABLE
- RESPECTFUL
- WE CAN BE HUMOROUS TOO!



# Employment & Training Services Department



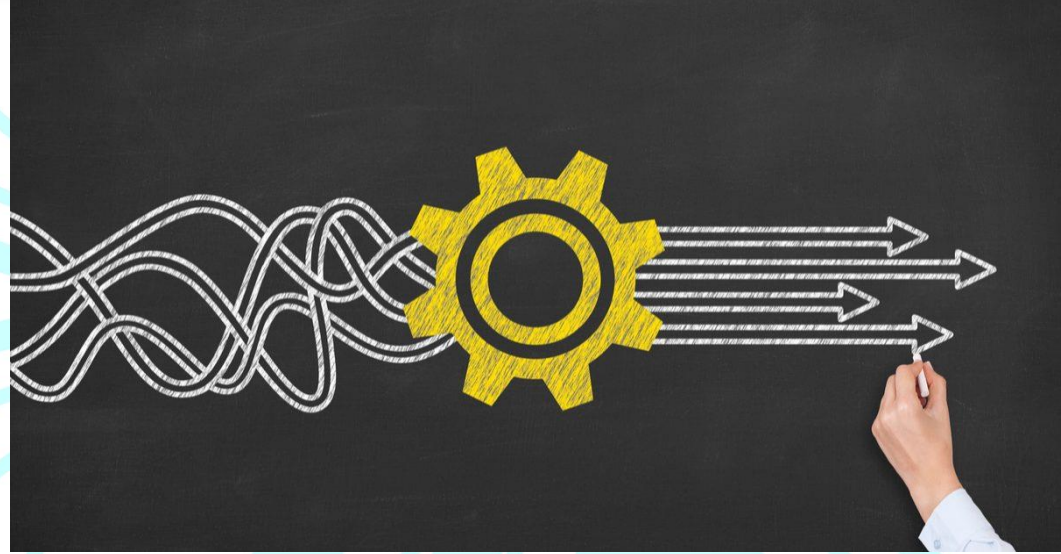
## EMPLOYMENT & TRAINING SERVICES

- Adult Education
- Alliance for Young Families
- Burial Assistance
- Child Care Assistance
- Drop-in Child Care Center
- Eklutna, Inc. Grant Program
- Employment Supportive Services
- GED Preparation
- General Assistance
- Healthcare Job Training
- Intensive Case Management
- Life Skills Classes
- Low Income Heating Assistance
- Temporary Assistance for Needy Families (TANF)
- Tribal Vocational Rehabilitation
- Vocational Training
- Youth Employment Program
- Internship
- Youth Services



# Our Process

- Screening
- Application
- Eligibility Appointment
  - Assessment of Services
  - Job Ready Assessment
- Referral to appropriate 477 Case Manager
  - Job Coach
  - Intensive Case Manager
  - Youth Case Manager



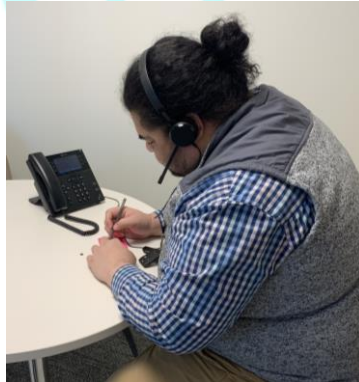


# Eligibility Services

Eligibility Team is made up of 9 Staff Members

COVID Solutions:

- Electronic/Fillable Application
- Verbal/E-mail Signatures
- Phone available onsite in room



**SIGN HERE:**

Please email this application to [elg@citci.org](mailto:elg@citci.org)

## 230-4 SIGNATURES

The participant and case manager must both sign (either virtually, telephonically or by a physical signature) the completed FSSP. If the FSSP is developed by telephone, the case manager notes the participant's agreement with the family's plan in the case record, signs the family's plan, keeps a copy for the case record, and sends the original to the participant to sign and return.

**Note:** During declared emergencies when it's challenging to receive signatures an acknowledgement from the participant virtually or telephonically can be accepted temporarily until normal business operations can resume.

# CITC ETSD Case Managers

- Job Coaches – Provide work-focused case management to work-ready participants.
- Intensive Case Managers – provide coordination for housing, employment, and other vital, intensive-need services.
- Youth Services – Provide case management focused on education, training, and work readiness.



# Case Management Case Counts

	2019	2020
Average TANF Caseload Size	488	373
Total GA Served	483	807*
Job Counts	331	251
Youth Caseload	169	210*



# We're Here to Serve



Marked safe from  
Coronavirus outbreak.





# Updating the Family Self Sufficiency Plan

- % of CITC TANF cases that met Work Participation Rate FY2020– 57%

Challenge	Solution
FSSP's must be signed.	<ol style="list-style-type: none"><li>1. Allowing verbal, e-mail, or electronic signatures for FSSP's</li><li>2. Mailing FSSP's and utilizing drop box</li><li>3. iPads, laptops, desks, and phones</li><li>4. Utilizing admin staff onsite for printing and mailing needs</li></ol>
Work First Program	<ol style="list-style-type: none"><li>1. Fillable Work Activity Logs</li><li>2. Flexibility</li><li>3. Life Skills, Peer to Peer &amp; GED services</li></ol>
Distribution of Supportive Services	<ol style="list-style-type: none"><li>1. Disasters and Declared Emergencies policy update to TANF Manual</li><li>2. Utilizing admin staff onsite for mailing or distributing SS</li></ol>
Case Management/Home Visits/Building Rapport	<ol style="list-style-type: none"><li>1. Utilizing Peer to Peer</li><li>2. Microsoft Teams</li></ol>



# What is Peer to Peer?



Peer Power  
Led by Participants  
Positive Outcomes  
Relationship Building  
Networking  
Conversation  
Culture Inside – and Outside – the  
Classroom



# Peer to Peer Challenges

- Not everyone has the technology skills needed for Microsoft Teams
- Zoom fatigue
- Miss out on non-verbal communication
- Home environment – disruptions – kids, pets, etc.
- Mute function – harder to engage
- Much easier to build relationships face-to-face



# Life Skills

- Group and Individual Settings
- Social Emotional Environment
- Hard and Soft Skills Education

CITC Life Skills Workshops topics include communication techniques, transferrable skills, transitioning from rural to urban communities, budgeting, setting SMART goals, parenting, healthy relationships, workplace expectations, and job search strategies



**Georgianna Moses**  
**Life Skills/Workplace**  
**Competencies Instructor**





# COVID Challenges for Life Skills

- Attendance decreased

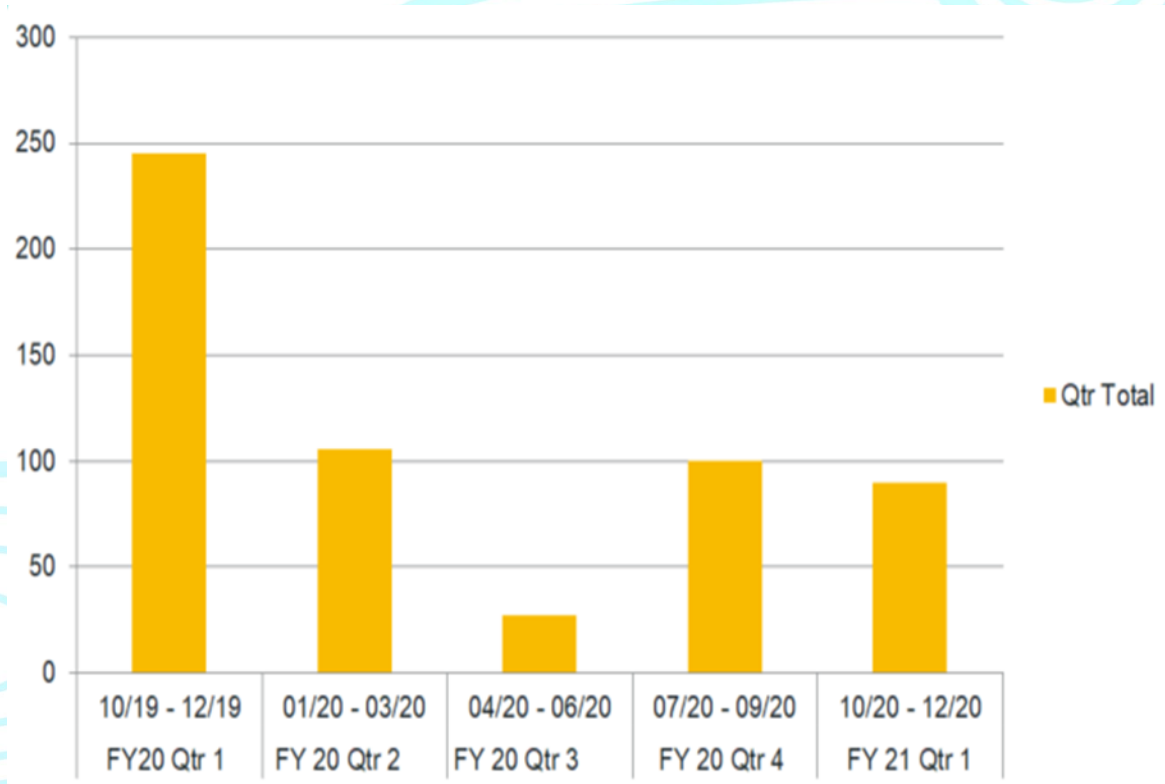


Program	FY19 Attendance	FY20 Attendance
Adults	708	478
Youth	1548	1315

## Popular Workshops Since Pandemic

FY 20 Qtr. 3	FY20 Qtr. 4	FY21 Qtr. 1
<ul style="list-style-type: none"> <li>• Art of Resiliency</li> </ul>	<ul style="list-style-type: none"> <li>• Exploring Counting Cords</li> </ul>	<ul style="list-style-type: none"> <li>• Increase your Communication Potential</li> </ul>
<ul style="list-style-type: none"> <li>• Science of Growth</li> </ul>	<ul style="list-style-type: none"> <li>• Money Management Basics</li> </ul>	<ul style="list-style-type: none"> <li>• Resume Development</li> </ul>
<ul style="list-style-type: none"> <li>• Money Management Basics</li> </ul>	<ul style="list-style-type: none"> <li>• AK Native Heritage</li> </ul>	<ul style="list-style-type: none"> <li>• Money Management Beyond</li> </ul>
		<ul style="list-style-type: none"> <li>• Making Dance Fans</li> </ul>

# Pandemic Impact on Workshop Attendance



# GED

## Education Services include

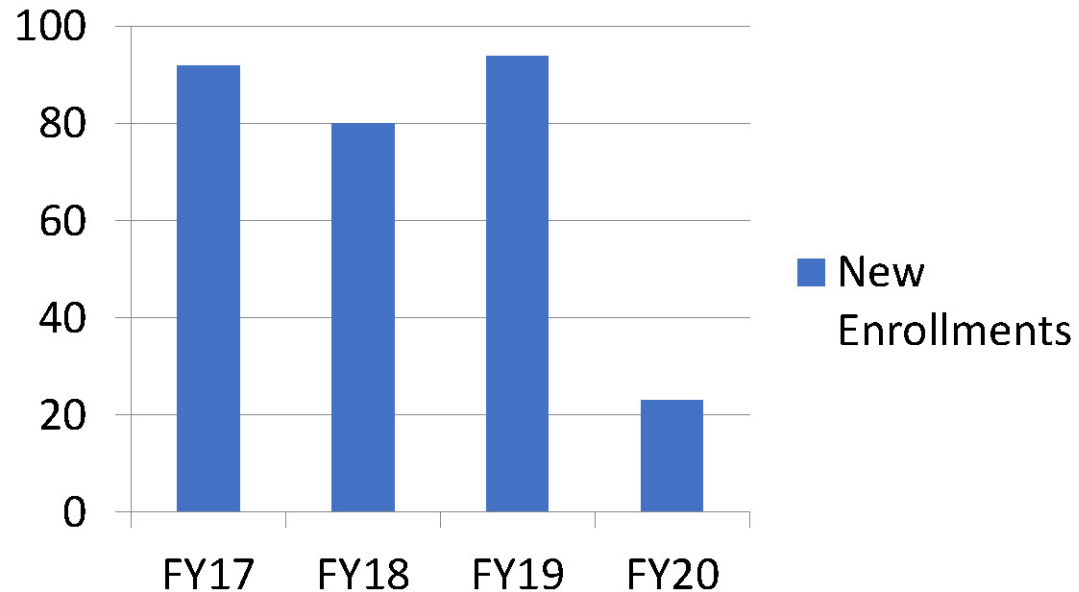
- Onsite Study Lab Access
- Individual Coaching Sessions
- Online Software Access
- Resources & Tools
- Flexible Learning Options
- Weekly Incentives and Testing Fees Assistance
- Transportation
- Onsite Child Care
- Focus on Curriculum Only
- Classroom Setting Only
- Hands-on Group Activities



# COVID Impacts on GED Services

- Classes were cancelled
- GED only offered online through software such as AZTEC & Microsoft Teams
- Decrease in referrals and active students

## New Enrollments







# THE **FIVE FACTORS** OF PARTICIPANT SUCCESS

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**SPIRITUAL WELLNESS**

**RELATIONSHIPS**

**HEALTHY LIFESTYLES**

**EDUCATION & TRAINING**

**FINANCIAL STABILITY**

PARTNERSHIP

# QUYANA!



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