



DSR Customer Finds Employment with the Navajo Nation



Libby Brown is a Temporary Office Specialist at The Department of Diné Education Office of the Superintendent which is led by Dr. Tommy Lewis under the Navajo Nation Division of Diné Education.

Former Department for Self Reliance (DSR) Customer, Libby Brown interned with the Navajo Nation Department of Diné Education (NNDODE) under the supervision of Administrative Assistant, Linda Yazzie.

An internship is unpaid job-training. Although it is not a paid position, the intern gains valuable job skills and experience. It also allows the intern to decide if they have interest in the job they are doing as well as gain professional references. Obtaining an internship does not automatically guarantee an intern employment with the organization. Sometimes when an organization finds the intern to be a major benefit to them they will offer them employment.

Through her internship with NNDODE, Libby proved that she was a benefit to the department and in return was hired and had gained a professional reference from the NNDODE's Superintendent of Schools, Dr. Tommy Lewis. In reference to Libby's work ethic and skills Lewis stated, "Ms. Brown is performing an excellent job. Her people skills have made a positive impression

on the general public and Department of Diné Education Staff. She possesses a knack for learning quickly the processes for document review for signatures by the Superintendent and Assistant Superintendent, telephone etiquette, message taking, and knowledge of the Tribal offices to deliver or retrieve official documents on a daily basis. She is very reliable and punctual in coming to work before 8 am. Her computer skills are excellent that some staff rely on her knowledge to assist them with minor trouble shooting."

Libby first came to the Fort Defiance DSR office when Libby's husband became too ill to work. The Brown's had no source of income and a child in high school. Mr. Brown applied for Supplemental Security Income but the application process was drawn out and was not providing the immediate support they needed.

The Browns then applied with the DSR and with the guidance of their DSR Senior Caseworker, Marlene Smith, they identified their barriers, organized their goals, and created a plan of action.

During this process, Libby found that she was actually at an advantage; she had an Associate's of Liberal Arts degree from Dine College before she became a DSR Customer. "Since she already had a degree, it was a just a matter of finding employment for Libby, she was agreeable to try anything." Smith recalled that Libby was extremely motivated and enthusiastic about meeting the work participation hours. "I really enjoyed having Libby as a customer, she knew what she wanted to do," said Smith.

With the DSR's help, Libby got the financial support she needed for her family and an internship referral to gain the job experience she needed for permanent employment. "It was a start, it got my foot in the door," said Libby of her internship. Libby also stated that, "being a customer of the DSR was really helpful. The DSR got me where I am."

The DSR congratulates Libby on her success and thanks her for embracing her pathway to self-reliance and T'ááhwóájít'éego.

**NAVAJO NATION
DEPARTMENT FOR
SELF RELIANCE**



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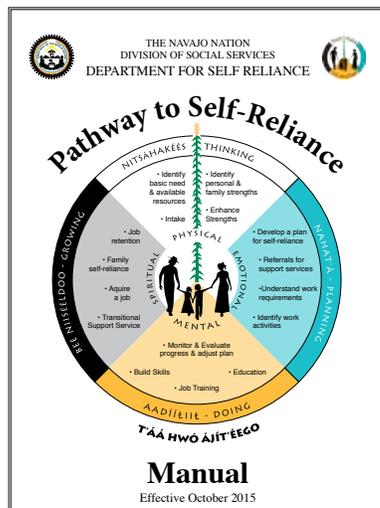
The Department for Self Reliance (DSR) is delighted to announce that their approved Tribal Family Assistance Plan (TFAP), effective October 1, 2015 to September 30, 2018, is available for view and download on DSR's website, www.nnpsr.navajo-nsn.gov.



**TFAP available for download at
www.nnpsr.navajo-nsn.gov**

Every three years the DSR must submit their TFAP to the Administration for Children and Families for approval in order to administer the Navajo Nation's Temporary Assistance for Needy Families (TANF) program.

Customers may go on-line to view and download the updated version of the Pathway to Self Reliance Manual that has the latest TFAP information included. Customers may also ask their Senior Caseworkers for a copy of the Manual as soon as the printed version becomes available.



**Pathway for Self Reliance Manual available
for download at www.nnpsr.navajo-nsn.gov**

Current Customers will notice that the DSR added Two (2) new Work Participation Activities, "Traditional Support and Mentoring" to benefit Customers well-being and to encourage Customers to become more involved within their communities; and "Agricultural Subsistence" to provide support to those Customers who are self-sufficient farmers growing their own food to feed their families. Customers are encouraged to discuss these two new work activities as well as the other updates made to the Pathway to Self Reliance Manual with their Senior Caseworkers. As a team, both the DSR staff and Customers can work together to find ways to use these work activities to benefit themselves and their families.

Along with the new TFAP and Manual the DSR is also proud to release its updated logo and service delivery model to commemorate the DSR's growth from one, six-person, office to the eight field offices and administration office that employs over one-hundred twenty people today.

With each TFAP renewal the DSR becomes clearer and stronger in their mission, "We shall serve, with integrity and in an ethical manner, to empower all families, based on the Navajo teachings of the concept of T'áá hwo'ájit' éego, to become self-reliant"



The new logo for the Department for Self Reliance.

It is now time for DSR's logo to reflect the department's growth by depicting a stronger and clearer presence of a Navajo family finding their path to self-reliance.

DSR will be focusing on four new Initiatives for the next 3 years. These Initiatives will be categorized by the colors of the titles in the above key.

ALBUQUERQUE, NM – Dr. Carolyn Morris, Director of Native American Affairs with United Healthcare (UHC) co-presented with Mark Garland also of UHC and Wendy Linebrink, Program Manager at New Mexico Crisis and Access Line (NMCAL) to one hundred and fifty staff at the Division of Social Services two-day symposium.



Dr. Carolyn Morris is a psychologist at United Healthcare of New Mexico, she offers bilingual services in a therapeutic setting.



NMCAL Crisis Counselor, Mark Garland speaks about his life prior to recovery.

Garland and Linebrink gave personal accounts of the struggles they had with mental health issues.

Garland began drinking when he went to college; he admitted losing everything before getting help for his addiction. Garland is now employed with NMCAL as a crisis counselor.

Linebrink's difficulties began as a result of depression and her ability to deal with everyday life. Through crisis intervention she was able to develop coping strategies and become employed. Linebrink is now the program manager at NMCAL.

The Department for Self Reliance (DSR) recognizes that financial hardship can be a contributing factor to addiction and depression. Also, any other crisis situation such as a medical emergency, an unplanned pregnancy, domestic violence, homelessness or



Wendy Linebrink is the project coordinator for New Mexico Crisis and Access Line.

unemployment. These crisis can force a person into financial hardship which can contribute to a decline in mental health.

Both Garland and Linebrink through professional intervention were able to get the services they needed and become stable and gainfully employed. It is important for individuals to seek help when a crisis occurs.

Below are some resources to take advantage of if you are in a crisis:

- NMCAL is New Mexico's crisis line, which helps New Mexicans with any situation that involves a behavioral health crisis. This includes suicide intervention, assistance with non-life threatening mental health emergencies, finding treatment resources for one's self and other family members who are experiencing a mental health crisis.
- Arizona crisis lines are listed by counties: Apache, Coconino and Navajo counties call 1-877-756-4090.
- National crisis number, HopeLine Suicide Hotline at 1-800-SUICIDE (784-2433).
- The National Suicide Prevention Lifeline toll-free number is 1-800-273-TALK (8255), they provide free and confidential support to individuals in suicidal crisis or emotional distress 24 hours a day, seven days a week. Since 2007, the Lifeline has been providing suicide prevention for U.S. military veterans. During the automated greeting, press "1" to be connected to a veterans suicide prevention hotline specialist located in the Veterans' Affairs call center in New York.
- hopeline.com also has an online hotline where individuals can get confidential help from individual trained to deal with crisis management.

Immediate emergencies, dial 911.

DSR's Training Instructor, Earlson Peacock Lends a Hand at DSS Work Session

Department for Self Reliance's (DSR) Training Instructor, Earlson Peacock presented at the DSS Work Session on Customer Service. Peacock's presentation focused on S.H.I.N.E. a customer service concept.



Earlson Peacock, Training Instructor for DSR leads the group in an icebreaker designed to make the participants feel at ease.

S.H.I.N.E. is an acronym which serves as a reminder to do the following:

"S" stands for "Smile," smile throughout the conversation with your customer.

"H" is for "Handshake," shake hands with your customer and all parties involved. A firm handshake is preferred.

"I" is for "Introduction," introduce yourself properly to your customer. State your name and if you prefer, your four clans and where you are from.

"N" is for "Name," ask your customer's name and use their name often during the conversation.

"E" is for "Eye contact," maintain comfortable eye contact with your customer.

Peacock had each participant draw from their own experiences with customer service. He had them list good and bad examples of customer service and had the participants come up with solutions on how to solve bad customer service.

One good or bad customer service experience can change a person's perception of a company. A good experience will insure repeat business and a bad experience may cause the customer to seek services elsewhere.



Case Management Specialist Sherry Anderson of NNDCSE provides DSR Customers information on how the process of child support is carried out on the Navajo Nation. Anderson makes monthly visits to the Kayenta and Tuba City DSR Offices.

The Department for Self Reliance (DSR) Kayenta and Tuba City Offices have formed a much-needed partnership with the Tuba City Agency Navajo Nation Department of Child Support Enforcement (NNDCSE) Office.

Sherry Anderson, Case Management Specialist for NNDCSE began visiting the DSR Kayenta and Tuba City Offices and noticed that there was a need for further clarification regarding the DSR child support compliance eligibility rule.

Many of the DSR Customers thought that compliance meant NNDCSE would simply sign a referral and the DSR child support compliance had been met; however, they did not realize that they would have to apply for child support on behalf of their children.

Anderson said, "We need to educate the customers and the public and provide complete and accurate answers," referring to the DSR child support compliance issue.

As a result, at least once a month in each of the offices, Anderson gives training to DSR customers and public interested on how DSR child support compliance is met and on how the NNDCSE child support establishment and enforcement process works.

"Our goal is to have all our single parents go through Sherry's training," said Jamie Harvey, Program Supervisor II of the Kayenta DSR Office.

"Also, Chriscelia Nelson is a big asset to have available to our Customers," Harvey said about Chriscelia Nelson.

Nelson is a Child Support Enforcement Officer who makes weekly visits to both DSR offices to help DSR Customers complete applications; she also answers questions related to child support and provides free notary services.

In order for DSR customers to be compliant with the DSR Child Support requirement, all single parents and caretakers must complete a NNDCSE application; this includes a sit down interview with a Child Support Enforcement Officer and filling out the child support application fully and accurately.

In certain instances, there are exceptions, if the custodial parent believes that applying for child support may harm himself or herself, a DSR Customer can request for a Good Cause Exemption.

The custodial parent will have to provide evidence to support the claim and provide documents such as, law enforcement, court, medical, criminal



Chriscelia Nelson, Child Support Enforcement Officer makes weekly visits to the DSR Offices in Kayenta and Tuba City to help DSR Customers.

and, or government records.

Those completing an application with NNDCSE must supply as much information about the noncustodial parent as they can, such as court orders, a divorce decree, a marriage license or other legal documents.

NNDCSE staff will initiate a case for establishment of paternity, child support and medical support or for the enforcement of an existing court order and will inform DSR Customers what documents are needed when they apply.

The Office of Child Support Enforcement, within the Office of the Administration for Children and Families under the U.S. Department of Health & Human Services was established in 1975 as Title IV-D of the Social Security Act.

The program is a federal, state and tribal program that collects child support from parents that are legally obligated to support their children.

The goals of child support are to ensure that both parents support their children, foster responsibility and self-reliance for parents and to reduce the cost of welfare to taxpayers.

For more information about child support concerns, contact NNDCSE Tuba City Agency at (928) 283-3423 or visit: <http://www.childsupport.navajo-nsn.gov>

For more information about when NNDCSE training is held for DSR Customers, contact the Kayenta DSR at (928) 697-5660, or the Tuba City DSR at (866) 731-7015.

Beginning October 1, 2015, two changes have been made to Department for Self Reliance's (DSR) Customer Due Process.

1. DSR Customers now have twenty days (20) working days from the postmarked date of their decision notice to request for an Informal or Formal Hearing. Previously, Customers had ten (10) working days.
2. Customers who want to appeal an Informal Hearing decision will submit their Request for Formal Hearing directly to the Navajo Nation Office of Hearings and Appeals (OHA). Previously, Customers had to submit their request for Formal Hearing to the DSR, who then submitted the request to OHA.

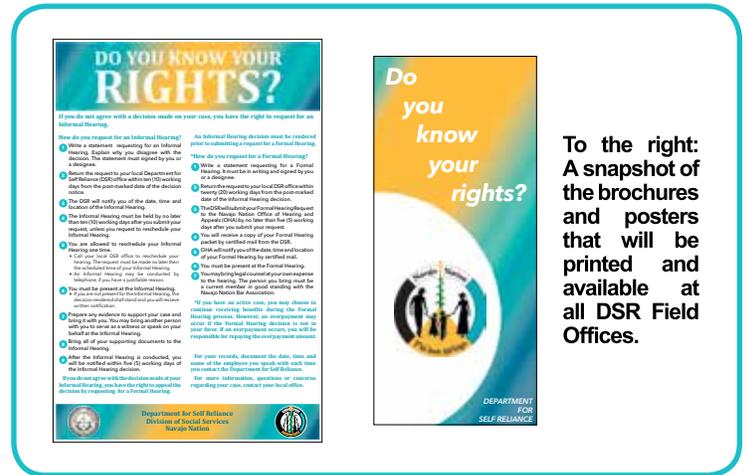
INFORMAL HEARING

If you do not agree with a decision made on your case, you have the right to request for an Informal Hearing.

How do you request an Informal Hearing?

1. Write a statement requesting for an Informal Hearing. Explain why you disagree with the decision. The statement must signed by you or your authorized representative.
2. Return the request to your local Department for Self Reliance (DSR) office within twenty (20) business days from the post-marked date of the decision notice.
3. The DSR will notify you of the date, time and location of the Informal Hearing.
4. The Informal Hearing must be held no later than ten (10) working days after you submit your request, unless you request to reschedule your Informal Hearing.
5. You are allowed to reschedule your Informal Hearing one time.
 - a. Call your local DSR office to reschedule your hearing. The request must be made no later than the scheduled time of your Informal Hearing.
 - b. An Informal Hearing may be conducted by telephone, if you have a justifiable reason.
6. You must be present at the Informal Hearing.
 - a. If you are not present for the Informal Hearing, the decision rendered shall stand and you will receive written notification.
7. Prepare any evidence to support your case and bring it with you. You may bring another person with you to serve as a witness or speak on your behalf at the Informal Hearing.
8. Bring all of your supporting documents to the Informal Hearing.
9. After the Informal Hearing is conducted, you will be notified within five (5) working days of the Informal Hearing decision.

If you do not agree with the decision made at your Informal Hearing, you have the right to appeal the decision by requesting for a Formal Hearing.



To the right: A snapshot of the brochures and posters that will be printed and available at all DSR Field Offices.

FORMAL HEARING

An Informal Hearing decision must be rendered prior to submitting a request for a Formal Hearing.

How do you request a Formal Hearing?

1. Write a statement requesting for a Formal Hearing. It must be in writing and signed by you or your legal counsel.
2. Submit the request to the Navajo Nation Office of Hearing and Appeals (OHA) within twenty (20) working days from the post-marked date of the Informal Hearing decision.
3. Submit a copy of your Formal Hearing request to the local DSR office.
4. OHA will notify you of the date, time and location of your Formal Hearing by mail.
5. You must be present at the Formal Hearing.
6. You may bring legal counsel at your own expense to the hearing. The person you bring must be a current member in good standing with the Navajo Nation Bar Association.

If you have an active case and request for a Formal Hearing, you must sign and submit an Acknowledgement-Appeal form indicating if you want to:

- 1) Continue receiving your current benefit amount. If the decision is not in your favor, an overpayment will occur and you will have to repay the overpayment; or
- 2) For benefit reduction decisions, you may choose to receive the reduced benefit amount with an understanding that if the Formal Hearing decision is in your favor, you will receive the full amount of the underpayment.
- 3) For case closure decisions, you may stop your monthly benefit payments. If the Formal Hearing decision is in your favor, you will receive the full amount of the underpayment.



Department for Self Reliance
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Northern Agency DSR Moves to Farmington, New Mexico



The DSR Offices will be in the two story building on the left, in the picture above. The offices will house the former Shiprock DSR office. The space is currently being renovated and furnished for the arrival of DSR staff. Grand Opening announcements will be forthcoming.

FARMINGTON, NM – The Department for Self Reliance Shiprock Office is moving to a new location. Due to the lack of adequate office space in the Shiprock region, the DSR was compelled to move to Farmington, New Mexico.

The DSR Shiprock is currently staffed

with 24 employees, DSR needs adequate office space to accommodate staff, DSR customers and a training room large enough for at least 25 people.

The new DSR Shiprock Office will open officially when the staff are moved into the new offices.

An announcement for an Open House will be forthcoming.

The new address is 710 E. 20th Street, Farmington, New Mexico.

For more information about the move, call the DSR Shiprock Office at (505) 368-1457.