

THE NAVAJO NATION DIVISION OF SOCIAL SERVICES



Body Alyce Spotted Bear and Walter Soboleff
Commission on Native Children

Navajo Regional Hearing

Cross Systems Models, Innovations and Best Practices
April 21-22, 2022

Office of the Executive Director

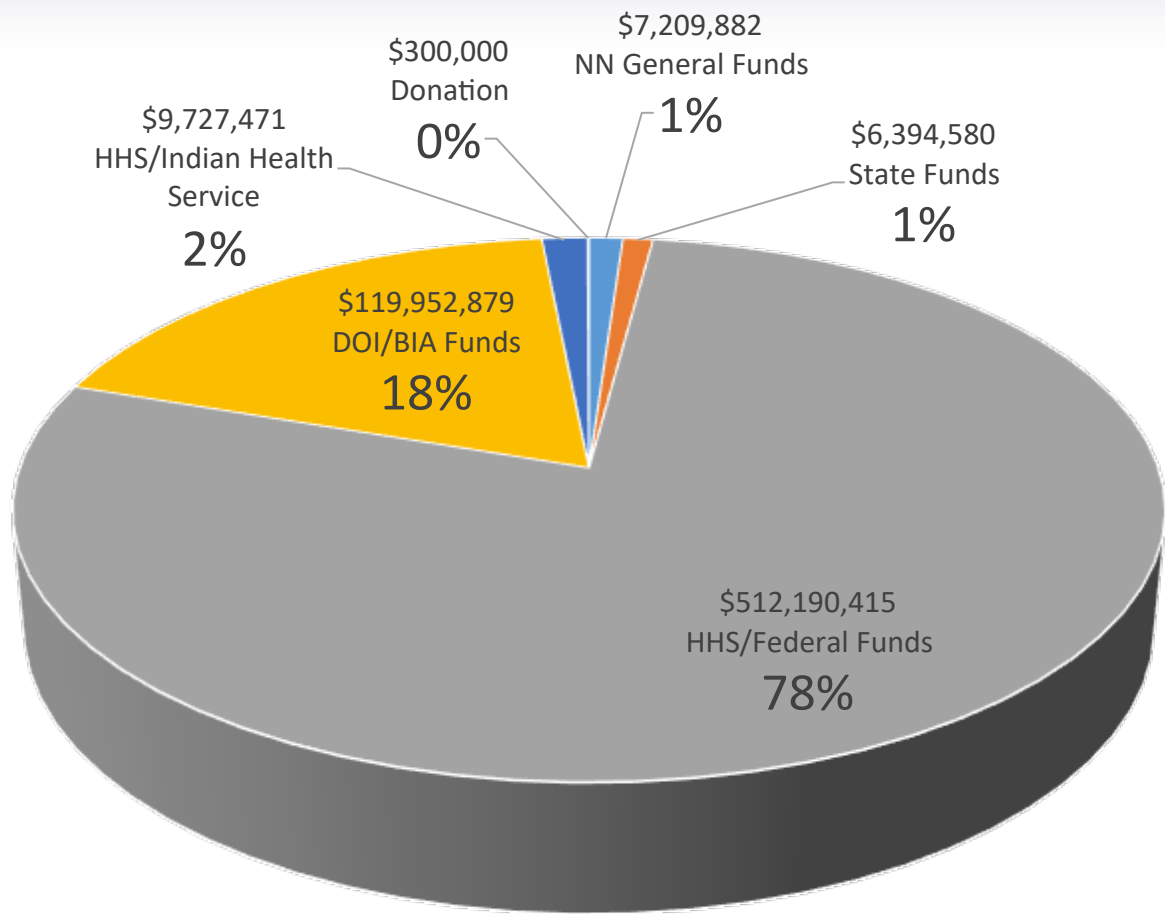
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www.nndss.navajo-nsn.gov | nndss.info@navajo-nsn.gov



AT A GLANCE

- Department of Family Services
- Department for Self Reliance
- Department of Child Care & Development
- Navajo Indian Child Welfare Act Program
- Developmental Disabilities Program
- Navajo Treatment Center for Children & Their Families
- Navajo Family Assistance Services Office



■ NN General Funds
 ■ State Funds
 ■ HHS/Federal Funds
■ DOI/BIA Funds
 ■ HHS/Indian Health Services
 ■ Donation

NDSS Workforce: 441



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BUY-IN

The division held a series strategic planning work sessions to develop a comprehensive plan with strategic goals, enhanced technology infrastructure, and to realign direct services.

- July 25 & 26, 2019, September 12 & 13, 2019, and November 19 & 20, 2019 sessions expanded and improved direct services in six (6) innovation strategies.*
- September 19-20, 2019, a division-wide General Staff Meeting, for over 600 workforce, unveiled the Strategic Plan aimed to realign, streamline, and automate case management system for input.*



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INNOVATION

Recruitment & On-boarding

Staff Development

Communications

Streamline Technology

Continuous Quality Improvement

Trauma Informed Care



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CROSS-SYSTEM MODEL

NDSS departments and programs to operate on one case management system to cross reference Customer/clientele eligibility information.

- Tribal Assistance System (TAS), an electronic case management database.
- Division-wide information technology assessment.
- Fiber optics for entire division.
- Upgraded information technology software and equipment.
- Electronic case management modules tailored to the unique needs of each department and program.
- TAS User Policy for the division and users consistent with the Navajo Nation Privacy Act.



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BEST PRACTICES

- Online WebPortal Application for the CARES Act Low-Income Home Energy Assistance Program and the Navajo School Clothing and Supplies.
- The DSR has a proven and successful track record using TAS for thirteen (13) years.
- The division will operate seamlessly with one server, one case management database, and store client information on one secured location.
- Provide a “one-stop-shop” direct services



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RECOMMENDATIONS

NDSS departments and programs to operate on one case management system to cross reference Customer/clientele eligibility information.

- Full funding to support IT Infrastructure and technical support.
 - ▶ TAS Training facilities (computer lab) to train users.
 - ▶ Broadband Infrastructure.
- Amend 45 CFR Section 98.83 to increase tribal CCDF from 15% limitation on administrative cost to 25% similar to TANF Block Grant.
- Amend 45 CFR Section ___ to allow flexibility for DCCD to keep its funding until expended similar to the TANF Block Grant.



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