[Please stand by for real time captions]

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Testing.

This is DeBrittany Mitchell. Since we have a couple of minutes I will record and broadcast audio.

[Please stand by for real time captions] .

Good afternoon, everyone and welcome to the Navajo Nation VR webinar. My name is DeBrittany Mitchell, Knowledge Translation Associate for tran-fourteen. I will mention a few points before we began our webinar. First we asked participants listen to today's webinar through computer speakers or headphones. If you must call in to the webinar, please mute your phone to avoid interference throughout the webinar. Star six will mute most phones. Second, if you experience connection issues during the webinar, try closing all Internet applications, log in and out of the webinar. There is a Q&A comment box upper right-hand corner of screen. We encourage you to type into the box when it appears. We have reserved a time at the end of the presentation to address all questions and comments. Linda [Indiscernible] will facilitate that. Fourth, there well be an evaluation that will appear on the screen at the end of the Q&A period. Follow this to complete the webinar evaluation. If you are a certified rehabilitation Counselor requesting CRE credit for the webinar, you must complete the evaluation to be secretive. It's worth once are recredit. This webinar is being recorded and will be on www.explorevr.org after this live webcast. You can find information on this site on upcoming webinars as well. Without further ado, are host today, Linda [Indiscernible] will introduce speakers for today's webinar.

Thank you, DeBrittany Mitchell. Good morning or good afternoon depending where you are from. This is Linda [Indiscernible] senior policy fellow with Institute for Community Inclusion. I would tell you a little bit about this and Who we are and will move into the presentation after that. ICI is part of the University of Massachusetts Boston. We include several other institutes including New England native American Institute. We do research and technical assistance around Vocational Rehabilitation and other disability services. We are also a part of the school of global inclusion in social development within the University of Massachusetts. Today, we are going to be learning about a project that we did with the Navajos -- Navajo Nation vocational rehabilitation program. This is part of [Indiscernible] program technical assistance Center funded -- funded by NIDILRR for vocational rehabilitation agencies. Initially, we had done a number of learning collaboratives with state Vocational Rehabilitation programs and determined it would be appropriate to include the American Indian Vocational Rehabilitation programs. We reached out to CANAR, for those of you not familiar, CANAR's consortium of administrators for Native American rehabilitation. They are a professional organization that serves American Indians and Alaska natives with disabilities throughout the nation. They represent 85 Native American Indian tribal programs that are funded to the rehab services administration. We had reached out to their Executive Director at the time, Joe Kelly, to see if they are we're interested in potentially becoming a part of our learning collaborative. As a result of that, we opened up one of our state learning collaboratives to any trouble programs who are interested in the Chickasaw nation -- programs. Chickasaw nation joins that. We funded a special project with CANAR to recruit projects specifically into the project. Today, we are going to be learning about the learning collaborative and at the Navajos particular experience. We have with us, someone who is going to be explaining that. We will get to that momentarily. I will be introducing, Paula Seanez, who is with the Navajo Nation Vocational Rehabilitation program project. She will tell us about their experience, what was learned and what their future efforts might be. In the learning collaborative model, to give you a bit of background on that, it is a model where we bring together agencies that are doing projects and provide them a small amount of funding for the project and they meet together as a Group 3 times over the course of a year. ICI provides intensive TA to them and does on-site visits as well as support and teleconferences. It is a peer-to-peer model, meaning that the members of the collaborative are meeting together and talking together learning from each other. In this particular project with CANAR, we had three trouble programs involved. We had the Coville Confederated Tribes doing project around including war veterans it to their program. We had [Indiscernible] doing reentry for ex- offenders coming back into the community. And then the Navajo Nation, the project we will hear about more specifically with motivational interviewing. I think I covered this slide so we will move on. The purpose of this project was too assist the trouble vocational programs to develop and implement solutions for management of their programs and improve their overall income. Looking at issues they were probably already addressing and to help them look at some innovative ways to move forward. As I said, learn from each other through the collaborative process. The goals of the project were to develop a culturally relevant technical assistance model that CANAR would then be able too use with the measurement to help them improve quality measurement of the program. The second goal was too implement culturally appropriate technical assistance model, again, to improve the management of programs that are specific projects that was identified by the programs that volunteered to be part of what I just described in brief terms. We do have webinars that will be on our explore VR, each one of the projects that we're part of this learning collaborative. We wanted to create partnership with CANAR and University of Massachusetts Boston so that we could improve our research and make sure we are including the American Indian Vocational Rehabilitation program, as well as the State programs within our research and technical assistance effort. As a part of the learning collaborative, we developed a management framework, and we were looking at what are the differences between the management framework that we development and the one CANAR using called the McKinsey 7 and Navajo which Paula will describe. We wanted to make sure the management was culturally relevant that will work within the content and culture of the American Indian Vocational Rehabilitation program. I'm going to let Paula talk a bit about the seven S's. I will introduce Paula Seanez. Paula, we you tell us about the seven S's and what they stand for?

Thank you, Linda. As Linda mentioned, my name is Paula Seanez. I'm a member of the [Indiscernible]. My plans or [Indiscernible]. [Indiscernible] are my [Indiscernible]. It's important for me to introduce myself in that way as a Navajo woman. As Linda mentioned, the McKinsey 7's shared value in the middle of the framework. There is seven items throughout shared values at The Center. On the outer portion of that center are structured system strategies skills. CANAR was using this as their model and strategy is planned device to maintain and build your programs. It structures the way the organization is structured in meeting it's program goals. Then and looking at systems in terms of daily activities and procedures that staff engage them. The style is the leadership style adopted. Staff are the employers -- employees and the general capabilities. The skills of each staff are the skills and competencies of employees working with your program. Again, we are looking at this from a Vocational Rehabilitation framework. I will get into, again, the ICI model did allow us to look at our own VR frameworks. I will talk about the Navajo framework in a little bit. Linda, do you want to take the next slide in terms of the technical assistance?

The framework we had developed as we were working in the earlier cohorts built around collaborative. We started to have a lot of parallels and were using the seven S's. What we had come up with is the major components we felt were crucial and effective management of ADR program. Communication was overriding issue that we felt was necessary to be successful in all areas of the framework. If you can think about communication, it was crucial in every one of the other areas because if you are not communicating effectively, you will not have an effective management of your program. Customers are obviously central to this framework because the customers are the reason we exist. In our case, it's serving individuals with disabilities. They are The Center of the mission of the purpose of the program. Services and processes are the things that we do in order to work with our customers. It gives both particular direct services. The processes we have in place as well to make sure those services are provided effectively. Partnerships deal with all of the entities outside of the Vocational Rehabilitation programs that we work with. It could be the private sector. It could be businesses. It could be community rehab programs, Department of Labor programs, Department of Education programs, community colleges. There is a multitude of partners' product we work with through Vocational Rehabilitation in order to effectively serve the individuals that are in our program. Leadership is an element that is crucial to success. Obviously, they are providing the overall management and leadership of the program. We separated out Strategic Planning. We felt it was very important that Strategic Planning be a part of the Agency so that they are looking at their overall service delivery systems, and continually try to improve those. Data and quality assurance are part of that. The collection of data and using that to examine how effective you are or what is actually happening, and monitoring the quality so that you can continually improve your services. Human Resources primarily are looking at the staff, as Paula described. Who is delivering the services. We know within our Vocational Rehabilitation agencies, we clearly have a strong component of Vocational Rehabilitation counselors, as well as other support staff, job placement specialists, technology specialists. There is a wide array of staff that are required. Again they are crucial to the service delivery for our customers. And then outcomes are the things were trying to achieve specifically. First comes to my for rehabilitation is always employment and is the primary outcome we are seeking but also integration into the community. We are thinking about the quality of the outcome, as well as the numbers of the outcome. That is the basic framework we have been using within RTAC and we felt headstrong parallels with the 7 S's that CANAR was using. We will turn it back over to you, Paula, to talk about what has happened with the Navajo project.

Thank you, Linda. The Navajo Nation participated with ICI and selected motivational interviewing as it's primary project. Too give you a little bit of background about Navajo vocational rehab program, we were the first vocational rehab program funded under the Rehabilitation Act in 1978 where they set aside funding to fund tribal vocational rehab programs. Again, Navajo was the first program in 1978 and and now has led to 85 programs across the country. The Navajo Nation is situated in the states of Arizona, New Mexico, and you top. Have a large staff -- and, you top. We have large staff serving various parts of our reservation. We have vocational Counselor we habilitation team that serve clients with disabilities across the Navajo Nation. -- [Indiscernible]. We looked at Motivational Interviewing because guidance is provided under Vocational Rehabilitation program. Counseling, guidance a developing the relationships with applicants with disabilities leads to employment outcomes. With high unemployment being at 50% across Navajo Nation, we are looking at strategy to improve counselors abilities to implement are vocational rehab program and to increase the vocational rehab outcomes within our program. The project in training staff in Motivational Interviewing allows staff to gain new skills and re- motivates the counselors and rehab technicians to believe in their abilities of their clients. The concepts of Motivational Interviewing are already within our culture. In the Navajo culture it's the beauty way are positive way of thinking. Our project now is where we have completed Motivational Interviewing training for staff at levels one and two. We have to sustain our program in terms of providing selected supervision in Motivational Interviewing. We continue to work with the consultant on working with -- management team and supervisors to continue to provide support to counselors and rehab technicians. We also have developed a closer coordination with the State VR agencies in Arizona, New Mexico and Utah, and other states implementing Motivational Interviewing as part of their program professional development. When we first started out our program with ICI, it allowed us to assess our program in terms of our streets and assets. We continue to assess our staff training needs and how to support them in monitoring and supporting staff in Motivational Interviewing skills. ICI also has continued to provide us with management support in motivational interviewing training across program staff. The impact of our project through ICI has allowed us to conduct an overall self-assessment. At the time are vocational rehab grants our five years grants. We have services administration and we do compete competitively across the country. We were in the process of writing are vocational rehab grant. Working with ICI at the time on are rehab framework allowed us to assess our program during the type of grant separation and submission. It allowed opportunity for us to look at our own rehab framework, and continue to use that structure based on the foundations of Navajo culture. It also was important in linking are project outcomes to looking at assessment data. Again, the outcome of our vocation rehab program is too increase are vocational employment outcomes within our client population. The self-assessment was an opportunity to assess our current performance. It allowed us to look at what was going well, what was not going well. Recommendations consistent with our current mission of our VR program. It helped us to look at our resource allocation support. As a major before, we were writing are Vocational Rehabilitation Grant and it allowed us to look at our budgets, current case service budgets were and what the needs work of our clan population. It also allowed us to look at our structure and management of our program within currently located at Department of Education. We work closely with behavioral health, substance abuse issues. We also work closely with the diabetes program and other health departments and other programs like workforce investment programs. It allowed us to look at our structure and management and looking at systems change across our program and looking at the numbers and types of disabilities we were serving, the needs and what we need to put in place to fill the gaps of need. It also looked -- helped us assess ourselves in the areas they Linda mentioned the customer data and quality assurance leadership, mission and Strategic Planning partnership, workforce and human resources. Again, it allowed us to look at the mission, culture and practices of our own organization work that's how we developed our framework for looking at a rehab framework that is consistent with Navajo culture. The next slide, as I mentioned is some of the impacts. It reaffirmed starting from our culture in developing a rehab framework that works particularly for our program. The framework Navajo teaching in the assessment process. We utilize the motivational interviewing training manual for our staff that was developed specifically by or adapted by Native American participation. That particular training manual really looks at motivation for change that honors the wisdom within the client instead of trying to force the counselors upon the client. It looks at the Counselor providing a humble and respectful and active guidance in helping the client examine and move forward in their own feelings about change. It's really about looking at the client being seen as a person, rather than a problem. As I mentioned before, the counseling and the motivational interviewing style is consistent with Navajo culture. It draws from the wisdom -- it draws the wisdom out from the client, and their relationship is very, very important in developing their partnership in talking with consumers or clients with disabilities. We utilized that is our basis in implementing are project. The framework that we utilized in our project is shown on this slide. It's circular in nature and it represents the Navajo basket and the teachings of Navajo culture. The Center, like other frameworks, The Center would be our values, beliefs and teachings about learning. Because we are within education, The Center represents are values and beliefs. This particular basket represents a way of life and a way of being. Like motivational interviewing, it is a way of being. All four directions are alive and connected. Every part has a purpose and meaning. The upper direction where it talks about Nisahakees is the east direction of the basket. We look at this particular portion as the thinking and purpose and direction. It represents the mental being of ourselves. These four directions also represent the different sacred stones, the different sacred mountains, as well as the different season cycles. The East represents spring. When you go to the right, that is the South. That represents the physical part of our framework. It looks at Nahata, the planning portion of our framework which represents summer and of the physical of our being. As you go down to the West, is the [Indiscernible] which represents [Indiscernible]. And [Indiscernible] represents spiritual portion. [Indiscernible] means resilience which we apply not only to Strategic Planning and how we operate on a daily basis but also to our consumers and our clients with disabilities in providing services. This cycle also is the framework or VR framework for our planning and also our day-to-day, how we work with clients in developing that relationship at the beginning from taking an application determining eligibility, putting down to writing and individuals like plan for employment and planning with individuals, moving towards the north towards an employment outcome. Again, this framework was -- came about in our planning process as we worked with ICI. Again, it is included in all of the work that we do. The assistance that has been provided by CANAR and ICI is there knowledge and experience. We had several meetings during our project where ICI staff came out to Little Rock and we met in various locations. Because it was a learning collaborative, we were able too meet with other tribes as well. The knowledge and experience provided by ICI was very helpful. We had face-to-face meetings, and the opportunity to talk, particularly, about our project and what our goals were. Of course, we had very broad goals when he first started our discussion but in meetings with ICI and their staff and our Management team, we were able too focus are project on motivational interviewing and tying that to the counselors skills and abilities. Knowledge of the State VR programs, we have a closer relationship with the State of Arizona, New Mexico and Utah VR programs and having the discussions. They were included as part of the learning collaborative and in our overall learning. The progress have been engaged and and information they can provide. Overall, we had a better understanding of how a learning collaborative works and how the process works. It's fairly natural because you meet with, as Linda mentioned the pop-up [Indiscernible] out of California and the [Indiscernible] nation out of Washington. We were able too meet with them and look at their particular projects. They gave us ideas and we shared are ideas as well. Again, we are looking at not just doing this project, but we are doing a follow-up and trying to sustain our coaching and reflective supervision of approaching motivational interviewing with our counselors and rehab technician teams. As you know, motivational interviewing has it's foundations in Haverhill health and substance abuse counseling. We have applied this were to -- it's foundations in behavioral health and substance abuse counseling. We have learned a lot in the process of working with other tribes and ICI staff. The other assistance that had been provided by CANAR and ICI was the collaborative project plan that helps guide are program. As I mentioned, each project, including Navajo, came up with a work plan that guided what we were setting out to do in the following years that came.

Next slide.

We were funded with some resources, some financial resources. Also from ICI through their project to travel to these locations to implement are learning collaborative. In beating with other staff and other tribes, it really gave a diverse perspective on what we were doing in our projects. Looking at what we have planned for the future, again, we want to continue to seek involvement in other learning collaborative projects. ICI has helped us look at other funding opportunities to fund are program. We just submitted are Vocational Rehabilitation grant to [Indiscernible]. We include a continuing motivational interviewing as part of that project. Other help needed for the future is how to improve continue collecting data, looking at our data to look at program outcomes. Again, doing data diagnostics in linking are project to overall program outcomes. As I mentioned, the main program outcome is numbers of employment outcomes of individuals that we serve. Again, looking at resources for continuous quality improvement of our program. As I mentioned, coaching and continuing to provide that support to overall staff is important for this program to sustain itself. What we have learned about the project is, again, being part of a learning collaborative. It provided diverse perspective. We learned more about what the Institute for community inclusion was about and we met all of their staff. They each come from a different perspective. They each come from various backgrounds. We were able to learn a lot more from them. We continue to do work with them. We learned more about the rehab framework. Again, the importance of data diagnostics and looking at our needs assessment data as we move forward with our program. There is opportunities to work with states and other learning collaborative throughout the country. Northern Arizona University has a grant to provide training and technical assistance, and they are also using the learning collaborative approach in providing training and technical assistance for the 85 travel VR programs -- trouble programs -- trouble VR programs across the country. We looked at that as well. Allowed us to look at the program and strengths and areas needed for improvement. That was key in developing our current vocation rehab grant and putting together a strong proposal. For the future, what we have planned for the future, again is to continue to support are staff in motivational interviewing. We want to continue that. As we have new staff , we want to continue those efforts. We also want to expand this process to other staff. We have an early childhood intervention program. We have an independent living program. We have a Home Visiting Program. The ability to train those staff an expanding Motivational Interviewing to other components of our program. We did implement Phase III four hour supervisors to support staff in providing and making sure that they are supported -- supported in providing Motivational Interviewing. Whereas, sharing with others we have conducted presentations at CANAR conferences and other forums to share with others what we have learned. We continue to collaborate with [Indiscernible] as well as the [Indiscernible] and Chickasaw nation to continue to ask each other, where are you at? Where our your challenges at this point? We continue to support one another. Again, looking at helping, there is five travel VR programs within the State of Arizona. We are looking at doing another learning collaborative within our state or the State of New Mexico. There is two trouble programs in New Mexico. One of our plans is to do another learning collaborative with those trouble VR programs. Some of the recommendations we have four ICI because, again, you always evaluate what you have done and areas that need improvement. Again NIDILRR and the rehab services administration grantees should always consider ways to Partner with CANAR and the AIVR program. Sa'ah Naaghai Bik'eh Hozhoon five is organization that provides support and advocacy through the trouble AIVR programs. That will be an excellent way of getting information out to AIVR programs and work with the 85 trouble AIVR programs across the country. There are several counseling rehab programs funded at university settings. They have a role and it would be an opportunity for trouble AIVR programs to gain additional clinical and rehabilitation counseling skills. The American Indian projects all served communities with high disability rates and high unemployment rates. As amended at Navajo is today 50%. Partnering with the various workforce programs and the other programs such as behavioral health and diabetes programs to make sure that services are being provided in a holistic manner. And so that we see the successes and employment outcomes. The American Indian trouble VR programs have much too offer in the field because we serve rural areas. We serve various in remote communities. Looking at self-employment as options for the plummet outcomes. We have a lot to share in those areas -- options for employment outcomes. We have a lot to share in those areas. Those are recommendations for NIDILRR, ICI, and recommendations for RSA as well. I hope I provided a summary of what we did, and, Linda, do you want to provide additional information?

Here is our contact information. Treva Roanhorse is our Director. I am Assistant Director if you want to contact me the contact information is listed on the slide. We can go to questions at this point unless, Linda, you have additional comments to provide.

Hello, everyone. This is DeBrittany Mitchell from ICI. I'm going to jump in here too help facilitate the Q&A session. We had one question, Treva Roanhorse and Paula Seanez from Lynne Fisher wanting to know if you could talk more about how Motivational Interviewing is congruent with Navajo shared values.

Absolutely. As I talked through are rehab framework and the basket, Motivational Interviewing really emphasizes developing that relationship. It's all about relationships with potential clients you are working with our clients you are working with. For Navajo culture, we have a clan ship. As I introduced myself earlier, that's so important when you're working with anybody such as coworkers or clients and introducing yourself. It allows you to establish that relationship. I maybe someone's aunt, someone's daughter or someone's sister. I would work with that individual to that relationship so it establishes where you are from, your respect and it really draws upon building that relationship so that you can start working with your clients. The therapeutic relationship is really about that partnership and relationship, rather than from an expert model of someone talking to a patient, if you will. We only refer to individuals as patients. As a mentioned earlier, the counseling style is piecemeal and it requires a lot of listening. It requires a lot of listening skills for individuals. That's another parallel because we are taught to listen, and your words have a lot of power. You really need to sit back, listen and observe. It does have, again, other parallels to Navajo culture and values. Again, we developed that relationship, we do have respect for the individual we are working with. It's equal type of approach to working with clients. It's important to have that empathy and be genuine. We are able too work with the client taking responsibility as well in making change, and in our live -- in our life, we were taught to be responsible for the decisions that we make and for how are life is going. It's really, as I said, congruent to how Navajos approach, the way we work on a daily basis. I hope that helps.

It does. Thank you very much for the explanation. Do we have additional questions for our speakers at this time?

I do not see anymore users typing into the chat box. Without further ado, I would like to extend are warmest thanks on behalf of ICI and landed two hours pre- presenters today, Treva Roanhorse, and Paula Seanez. We have posted their information on the slide. The recording of this webinar and presentation in PowerPoint will be listed on www.explorevr.org. Last but not least, we would like you to complete the evaluation which should be appearing on your screen in a few seconds. If you are seeking credit, the evaluation is mandatory. Please join us for our upcoming webinar by visiting www. explore the are .org too find out more. Have a wonderful day.

I would like to add one thing. This is Linda which will sum up are continued partnership with CANAR and AIVR program under the project. We will do Community of Practice on business relation activities that are taking place. If we have any participants that are from the tribal programs that are listening in, I encourage you to consider joining the Community of Practice. There well be meetings over the course of the year in conjunction with CANAR, as well as technical calls in-between. We are excited about being able to continue our partnership with CANAR to that activity. Again, thank you so much, Pollock, and everyone, for participating. Have a good day.

[Event Concluded]