



DEPARTMENT OF ECONOMIC SECURITY  
*Your Partner For A Stronger Arizona*

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Governor

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**Arizona Department of Economic Security**

**TRIBAL CONSULTATION ANNUAL REPORT**

**July 1, 2018 – June 30, 2019**

***Agency Overview***

**Purpose:**

The Arizona Department of Economic Security (DES or Department) works to strengthen and build strong relationships with Arizona's 22 Tribes. The Department is committed to working with American Indian Tribes to improve the quality, availability, and accessibility of human services to children, youth, and adults. The Department's Tribal Government Consultation policy ensures that DES engages in ***open, continuous, meaningful communication, and consultation*** with the 22 Arizona Tribal Nation. This consists of information exchange and mutual understanding prior to taking actions that will likely have a direct impact on the American Indian Tribes in Arizona.

**Office of Tribal Relations Team:**

To ensure that the Department thoroughly engages and is accessible to the 22 Arizona Tribes, the Office of Tribal Relations (OTR) has five (5) Tribal Liaisons, one from each division, and a Tribal Relations Manager. The Division of Developmental Disabilities (DDD) and Division of Benefits and Medical Eligibility (DBME) both have a dedicated full-time Tribal Liaison. The Division of Aging and Adult Services (DAAS), Division of Child Support Services (DCSS), and Division of Employment and Rehabilitation Services (DERS) have selected staff to work on Tribal matters on an as needed basis, with no set hours/time dedicated for Tribal support.

The role of the Tribal Liaison is to be the conduit between the Department and each sovereign Tribe; to provide guidance, support, and technical assistance to the Tribes on Divisional programming, as DES has over 40 different programs. In addition to being the connection and point-of-contact for DES with Tribes, the Tribal Liaison assists with identification of issues with DES policy, procedures, and process.

The role of the Tribal Relations Manager is to make certain that the Department is in good standing with the Department's Tribal Government Consultation Policy and that the relationship and partnership with the 22 Sovereign Tribes is consistent and productive through sound and responsible management. Creating effective and efficient program development goals and strategies through data and analysis of program approach is a delicate but necessary responsibility of the position because each of the 22 Tribes are unique and require separate communication to equitably and effectively address their needs. The Tribal Relations Manager works with Department's Leadership team to make sure they are made aware of successes and

challenges in working with the Tribes to create a strong working relationship, and to stay true to the intention of the Tribal Consultation Policy.

### **The 22 Arizona Tribes:**

According to the Arizona Indian Gaming Association, Arizona has more Tribal land area than any other state in the United States. The American Indian population is roughly 296,000 which is four percent of the total Arizona population. The majority of the tribal lands are in the rural corners of Arizona, where services and resources are limited and lacking, making the point for the OTR Team members to drive to these areas to connect and communicate with the Tribes and Tribal communities.

In FY 2019 the DDD Tribal Liaison drove a total of 13,198 miles, visiting each of the 22 Tribes; most of these trips were completed from January to June 2019. This does not include the helicopter ride to the bottom of the Grand Canyon to meet with Havasupai.

### **Standard of Work for Office of Tribal Relations:**

Beginning January 2019, the Tribal Relations Manager began to identify strategies to reorganize the OTR program structure in order to effectively and efficiently meet the needs of the Tribes. Prior to January 2019, the Tribal Liaisons provided DES and divisional information via community outreach, and handled individual cases involving a tribal member that included a complaint, process issue, and/or miscommunication with a DES program. This dual role hindered the data collection of individual cases/complaints and frequency of outreach and communications with Tribes. Because the Tribal Liaison for Outreach and Communication will be on the road visiting and communicating with Tribes, they are unable to address cases/complaints/issues in a timely manner, thus going over the 42-hour resolution timeframe. Therefore, the restructuring is creating a Tribal Liaison for Outreach and Communication, and a Tribal Ombudsman.

To stay in constant communication and contact with the 22 Tribes, the role of the Tribal Liaison for Outreach and Communication will be the face of DES and representative of their respective Division. They will provide division/program information and updates, attend tribal meetings, and provide technical assistance to the Tribes. Their communications between tribes will be relayed back to the Tribal Relations Manager, so that the overall issues or communications can be addressed at an elevated level should the issue need leadership involvement.

The Tribal Ombudsman will handle individual cases that involve tribal members. These cases could be complaints, assistance with program eligibility, navigation of programming for tribal members, and miscommunication with tribal members and staff. The hope is that the Tribal

Ombudsman, just like the general DES Ombudsman’s office, will be able to capture data and frequency of complaints/cases to help with process improvements. Funding for five Tribal Ombudsman is not available at this time, therefore the cases, calls, and inquiries are handled via the client advocates under the Ombudsman’s Office, who function as the “Tribal Ombudsman” for each Division. All their data and time will be captured in the DES electronic client service database.

**FY 2019 Division Data for Tribal Outreach:**

<b>DIVISION OF DEVELOPMENTAL DISABILITIES (DDD)</b>				
Number of Tribal Visits (in person)	Number Tribes Visited	Tribal Communication (meetings)	Presentations to Tribes	Number Tribal Consultations
86	22	51	65	1

<b>DIVISION OF DEVELOPMENTAL DISABILITIES (DDD) Tribal Consultation Activities</b>		
Goal	Tribal Communication Objective	Activity and Impact/Outcome
<b>To meet, support and engage in collaborative efforts (in accordance with agency tribal consultation policy).</b>	White Mountain Apache Tribe Social Services – Technical Assistance, Resource sharing, and program outreach	7/9/2018 - Presented DDD information eligibility, referral, services, and resources. ABLE accounts and Raising Special Kids information to eight tribal staff.
	White Mountain Apache Tribe Community Meeting– Technical Assistance, Resource sharing, and program outreach	7/9/2018 - Presented DDD information eligibility, referral, services and resources. ABLE accounts and Raising Special Kids information to 35 community members.
	Native American Grant Advisory Board Meeting – Community Collaboration	7/19/2018 - Attended meeting as board member. Agenda developed by NAU. 3 attendees.
	American Indian Disability Summit Planning Committee - Community Collaboration	Monthly - Attended and participated with 12 committee members on planning for 2019 Summit.
	Navajo Nation Social Services/DDD - Technical Assistance, Resource sharing, and program outreach	8/7/2018 - Attended meeting to discuss coverage for NN Contracted Unit.  8 attendees.

Pascua Yaqui CSP Child and Family Team - Technical Assistance, Resource sharing, and program outreach	8/8/2018 - Presented DDD information eligibility, referral, services and resources to 10 tribal staff.
White Mountain Apache Tribe Social Services - Technical Assistance, Resource sharing, and program outreach	8/13/2018 - Presented DDD information eligibility, referral, services, and resources to 20 community and council members.
Tohono O'odham Social Services - Technical Assistance and Resource sharing	8/22/2018 - Facilitated meeting to discuss concerns brought forth by tribe regarding an AzEIP provider. Developed action plan to improve communication to address concerns. 9 attendees.
Fort Yuma Quechan Tribe Social Services - Technical Assistance, Resource sharing, and program outreach	8/29/2018 - Presented information on DDD to 30 tribal staff on eligibility, referral process, services, and resources.
Hopi Health Care Center - Technical Assistance, Resource sharing, and program outreach	9/4/2018 - Discussed issue that IHS clinic not filling psychotropic med prescription by behavioral health providers.  5 attendees.
ITCA Tribal Social Services Workgroup - Technical Assistance, Resource sharing, program outreach, and collaboration	9/6/2018 - Attended ITCA meeting as invited guest. Agenda developed by ITCA. 15 attendees.
First Things First (FTF) Tribal Consultation - Technical Assistance, Resource sharing, program outreach, and collaboration	9/11/2018 - Attended FTF Tribal Consultation as state partner. Agenda developed by FTF. 40 attendees.
Hopi Tribe's 22nd Annual Disability Awareness Day - Technical Assistance, Resource sharing, program outreach, and collaboration	9/11/2018 - Provided DDD information to the Hopi Tribe community members & local organizations. 300+ attendees.
Yavapai Apache Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	9/20/2018 - Presented DDD information on eligibility, referral process, services, and resources to 5 tribal staff.

	Native American Grant Advisory Board Meeting - Technical Assistance, Resource sharing, program outreach, and collaboration	10/5/2018 - Attended meeting as board member. Agenda developed by NAU. 8 attendees.
	DDD Employment and Transportation Workgroup for disabled youth and adults on the Navajo and Hopi Reservations - Technical Assistance, Resource sharing, program outreach, and collaboration	10/9/2018 - Participated on DDD Employment Strategy team in the rural communities with a team approach. 15 attendees.
	Hopi Disability Awareness Week - Technical Assistance, Resource sharing, program outreach, and collaboration	10/16/2018 - At Leupp School K-12, provided DDD information eligibility, referral process, services, and resources. 2 attendees.
	Head Start, Child Care & Child Intervention Program in Kykotsmovi - Technical Assistance, Resource sharing, program outreach, and collaboration	10/17/2018 - Presented DDD information eligibility, referral process, services, and resources. 3 attendees.
	San Carlos Apache Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	10/22/2018 - Presented DDD information eligibility, referral process, services, and resources to 10 tribal staff.
	Fort McDowell Yavapai Apache Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	10/24/2018 - Presented DDD information on eligibility, referral process, services, and resources to 11 tribal staff.
	ADES Quarterly Tribal Consultation - Technical Assistance, Resource sharing, program outreach, and collaboration	11/1/2018 - Attended and DDD information on eligibility, referral process, services, and resources to 25 invited tribal leaders.
	San Carlos Apache Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	11/7/2018 - Meet with Tribal Adult Case Manager to discuss case management issue. 1 attendee.

DCS Tribal Foster Care Recruitment - Technical Assistance, Resource sharing, program outreach, and collaboration	11/14/2018 - Attended meeting as invited guest. Agenda developed by DCS on foster care recruitment to meet ICWA requirements. 7 attendees.
Ak-Chin Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	11/16/2018 - Presented DDD information on eligibility, referral process, services, and resources to 6 tribal staff.
Six TANF Tribes Quarterly meeting - Technical Assistance, Resource sharing, program outreach, and collaboration	12/11/2018 - Attended meeting as invited guest. Agenda developed by host tribe, Salt River Pima Maricopa Indian Community. 20 attendees.
Annual Indian Nations and Tribes Legislative Day	1/16/2019 - Provided DDD information to 300+ attendees at the event.
Tribal Early Childhood Workgroup Meeting - Technical Assistance, Resource sharing, program outreach, and collaboration	2/7/2019 - Attended meeting as invited guest. Agenda developed by Verna Johnson. 14 attendees.
Hopi/Navajo Nation Transportation and Employment Workgroup- Technical Assistance, Resource sharing, program outreach, and collaboration	2/8/2019; 2/14/2019; 2/27/2019- Participated in strategic meeting for Employment and Transportation Workgroup for disabled youth and adults on the Navajo and Hopi Reservations.
Special Tribal Consultation Teleconference on AHCCCS Tribal Relations on IHS and 638 Pharmacies - Technical Assistance, Resource sharing, program outreach, and collaboration	2/14/2019 - Attended meeting as invited guest. Agenda developed by AHCCCS. 15 attendees.
Fort Mohave Indian Tribe Department of Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	3/4/2019 - Presented DDD information on eligibility, referral process, services, and resources to 5 tribal staff.
Tonto Apache Tribe Department of Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	3/5/2019 - Presented DDD information on eligibility, referral process, services, and resources to 3 tribal staff.

Tonto Apache Tribe Community Members - Technical Assistance, Resource sharing, program outreach, and collaboration	3/5/2019 - Presented DDD information eligibility, referral process, services, and resources to 20 community members.
DDD Employment and Transportation Workgroup for disabled youth and adults on the Navajo and Hopi Reservations - Technical Assistance, Resource sharing, program outreach, and collaboration	3/6/2019 - Participated and presented information on DDD Tribal Liaison's duties, provided updates on strategic meeting with DES VR Unit for deaf, hard-of-hearing, and deafblind. 10 attendees.
American Indian Disability Summit Planning Committee	3/11/2019 - Attended and participated with 8 committee members on planning for 2019 Summit.
2019 Annual Health Fair for the Fort McDowell Tribe - Technical Assistance, Resource sharing, program outreach, and collaboration	3/27/2019 - Presented DDD information eligibility, referral process, services, resources and DES information on other Divisions to 300+ event attendees.
15 American Indian Disability Summit - Technical Assistance, Resource sharing, program outreach, and collaboration	3/29/2019 - Presented DDD information eligibility, referral process, services, resources and DES information on other Divisions to 200+ event attendees. Also presented liaison's updates, since June 2018, on accomplishments and ongoing projects.
Ganado High School Sped Department - Technical Assistance, Resource sharing, program outreach, and collaboration	4/3/2019 - Provided DDD information eligibility, referral process, services, and resources. 14 attendees.
Salt River Pima-Maricopa Indian Community Soc Serv Director & Managers - Technical Assistance, Resource sharing, program outreach, and collaboration	4/5/2019 - Presented DDD information eligibility, referral process, services, resources. Presented liaison's updates, since June 2018, on accomplishments and ongoing projects to 14 attendees.
Cocopah Tribe - Technical Assistance, Resource sharing, program outreach, and collaboration	4/9/2019 - Presented DDD information eligibility, referral process, services and resources. Presented liaison's updates, since June 2018, on accomplishments and ongoing projects to 5 attendees.

Fort Yuma Quechan Tribal Social Services Child Abuse Awareness event - Technical Assistance, Resource sharing, program outreach, and collaboration	4/12/2019 - Provided DDD information eligibility, referral process, services, resources and DES information on other Divisions to 150+ event attendees.
Navajo Nation Rehabilitation Services Office of Self Reliance - Technical Assistance, Resource sharing, program outreach, and collaboration	4/18/2019 - Presented DDD information eligibility, referral process, services, and resources to 14 attendees. Also, presented liaison's updates, since June 2018, accomplishments and ongoing projects.
Ak-Chin Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	4/24/2019 - Presented DDD information eligibility, referral process, services, and resources to 2 attendees. Also, presented liaison's updates, since June 2018, on accomplishments and ongoing projects.
Día del Nino with Pascua Yaqui Tribe and the Township of Guadalupe - Technical Assistance, Resource sharing, program outreach, and collaboration	4/27/2019 - Provided DDD information eligibility, referral process, services, resources and DES information on other Divisions to 300+ event attendees.
Child Abuse Awareness Day with the Fort Mojave Indian Tribe - Technical Assistance, Resource sharing, program outreach, and collaboration	4/30/2019 - Provided DDD information eligibility, referral process, services, resources and DES information on other Divisions to 300+ event attendees.
Yavapai-Prescott Tribe Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	5/2/2019 - Presented DDD information eligibility, referral process, services, and resources to 3 attendees.
Yavapai-Apache Nation Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	5/13/2019 - Presented DDD information eligibility, referral process, services, and resources to 5 attendees. Also, presented liaison's updates, since June 2018, accomplishments and ongoing projects.
Colorado River Indian Tribes Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	5/15/2019 - Presented DDD information eligibility, referral process, services, and resources to 5 attendees. Also, presented liaison's updates, since June



		2018, accomplishments and ongoing projects.
	Yavapai-Apache Nation SS Director - Technical Assistance, Resource sharing, program outreach, and collaboration	5/16/2019 - Staffed DDD/Tribal member cases that needed support. 1 attendee.
	Navajo Nation Social Services Division of Developmental Disabilities - Technical Assistance, Resource sharing, program outreach, and collaboration	5/21/2019 - Presented DDD information eligibility, referral process, services, and resources to 14 attendees. Also, presented liaison's updates, since June 2018, accomplishments and ongoing projects.
	Tohono O'odham Nation Department of Health & Human Services - Technical Assistance, Resource sharing, program outreach, and collaboration	5/22/2019 - Presented DDD information eligibility, referral process, services, and resources to 10 attendees. Also, presented liaison's updates, since June 2018, accomplishments and ongoing projects.
	San Juan Southern Paiute Tribe - Technical Assistance, Resource sharing, program outreach, and collaboration	5/24/2019 - Presented DDD information eligibility, referral process, services, and resources to 8 attendees. Also, presented liaison's updates, since June 2018, accomplishments and ongoing projects.
	Hopi Tribe; The Office of Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	5/24/2019 - Staffed a transportation inquiry. 2 attendees.
	Hopi Tribe; The Office of Revenue Commission - Technical Assistance, Resource sharing, program outreach, and collaboration	5/24/2019 - Staffed a transportation inquiry. 2 attendees.
	Job Fair Hosted by the Pascua Yaqui Tribe - Technical Assistance, Resource sharing, program outreach, and collaboration	6/1/2019 - Provided DDD information eligibility, referral process, services, resources and DES information on other Divisions to 200+ event attendees.
	DDD Employment and Transportation Workgroup for disabled youth and adults on the Navajo and Hopi Reservations -	6/5/2019 - Participated and provided information on DDD Tribal Liaison's

Technical Assistance, Resource sharing, program outreach, and collaboration	duties, provided updates to 15 attendees.
Hopi Disability Awareness Conference - Technical Assistance, Resource sharing, program outreach, and collaboration	6/7/2019 - Presented and provided DDD information eligibility, referral process, services, resources and DES information on other Divisions to 200+ event attendees.
Havasupai Tribal Council and Social Services - Technical Assistance, Resource sharing, program outreach, and collaboration	6/13/2019 - Presented DDD information eligibility, referral process, services, and resources to 15 attendees. Also, presented liaison's updates, since June 2018, accomplishments and ongoing projects.
San Juan Southern Paiute Pow Wow - Technical Assistance, Resource sharing, program outreach, and collaboration	6/15/2019 - Presented and provided DDD information eligibility, referral process, services, resources and DES information on other Divisions to 100+ event attendees.
Hualapai Social Services Office - Technical Assistance, Resource sharing, program outreach, and collaboration	6/17/2019 - Presented DDD information eligibility, referral process, services, and resources to 3 attendees. Also, presented liaison's updates, since June 2018, accomplishments and ongoing projects.
Kaibab Band of Paiute Indians Social Services Office - Technical Assistance, Resource sharing, program outreach, and collaboration	6/18/2019 - Presented DDD information eligibility, referral process, services, and resources to 1 attendee. Also, presented liaison's updates, since June 2018, accomplishments and ongoing projects.
Gila River Social Services Office - Technical Assistance, Resource sharing, program outreach, and collaboration	6/19/2019 - Presented DDD information eligibility, referral process, services, and resources to 1 attendee.
Tribal Community Wellness & Awareness Conference - Technical Assistance, Resource sharing, program outreach, and collaboration	6/21/2019 - Presented and provided DDD information eligibility, referral process, services, resources and DES information on other Divisions to 300+ event attendees.
Pueblo of Zuni Social Services Office - Technical Assistance,	6/27/2019 - Presented DDD information eligibility, referral process, services, and

	Resource sharing, program outreach, and collaboration	resources to five attendees. Also, presented liaison's updates, since June 2018, accomplishments and ongoing projects.
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**Other Issues of Interest:**

**1. Identify the challenge(s) encountered by staff in providing services to tribes and/ tribal community members.**

The DDD Tribal Liaison had difficulty, on some occasions to reserve a State vehicle in time, as many visits were requested within a very short time, leaving little time for preparation. Contracted providers serving tribes and/community members reported a lack of reliable communication devices (internet/phones) to coordinate visits with members as a most common barrier.

**2. Identify a memorable highlight or learning experience that could benefit other state agencies.**

The most memorable was presenting to the community, whether it was for just one attendee or 30, this approach opened the door for follow-up communications between tribal social services and other agencies to strengthen governmental relationships.

**3. Identify Legislative changes that may have an impact on tribes and/or tribal community members.**

Transportation certification across agencies was found to be a barrier. Rural areas have transportation agencies that are familiar with the area. However, transportation agencies must bid for the rides as first come first serve. This process has created a lack of knowledgeable drivers; thus, many rides are not completed. Uncompleted medical and non-medical transport creates a possible health concern.

<b>DIVISION OF EMPLOYMENT &amp; REHABILITATION SERVICES (DERS)</b>				
Number of Tribal Visits (in person)	Number Tribes Visited	Tribal Communication (meetings)	Presentations to Tribes	Number Tribal Consultations
6	6	11	9	2

<b>DIVISION OF EMPLOYMENT &amp; REHABILITATION SERVICES (DERS)</b>		
<b>Tribal Consultation Activities</b>		
Goal	Tribal Communication Objective	Activity and Impact/Outcome
<b>To meet, support and engage in collaborative</b>	ARIZONA@WORK/Native Health Reentry Program - Technical	Jul 25, 2018 - The Division of Employment and Rehabilitation Services (DERS) Tribal

<b>efforts (in accordance with agency tribal consultation policy).</b>	Assistance, Resource sharing, program outreach, and collaboration	Liaison attended the grand opening, met with tribal members, and provided contact information for future communications as needed.
	Quechan Indian Tribe Social Services Resources Team Monthly Meeting - Technical Assistance, Resource sharing, program outreach, and collaboration	Aug 29, 2018 - The DERS Tribal Liaison presented DERS resources to attendees and provided contact information.
	Hopi Family Assistance Program (HFAP) Site Visit - Technical Assistance, Resource sharing, program outreach, and collaboration	Sep 14, 2018 - The DERS Tribal Liaison visited the Hopi Reservation upon invitation from the Hopi Family Assistance Program (HFAP)/Tribal Temporary Assistance for Needy Families (TANF) program supervisor; toured DES and Hopi Tribal facilities; also met with HFAP staff, Tribal TANF placements, and private providers of various tribal social service agencies in multiple Hopi villages.
	ARIZONA@WORK/Native Health Second Chance Job Fair - Technical Assistance, Resource sharing, program outreach, and collaboration	Oct 15, 2018 - The DERS Tribal Liaison attended the job fair, provided information to attendees regarding support available, assisted attendees as needed.
	Arizona Department of Economic Security (DES) Tribal Government Consultations - Technical Assistance, Resource sharing, program outreach, and collaboration	Nov 1, 2018 - The DERS Tribal Liaison attended the DES-hosted consultation, as part of a DES commitment to meet with tribal leadership to discuss initiatives, issues, and topics of mutual interest.
	Arizona State University (ASU) Construction in Indian Country Networking Session - Technical Assistance, Resource sharing, program outreach, and collaboration	Jan 17, 2019 - The DERS Tribal Liaison attended the networking session, met with various attendees to inform of assistance and support available through the liaison and Division, and provided contact information.
	24 <sup>th</sup> Annual Indian Nations and Tribes Legislative Day - Technical Assistance, Resource sharing, program outreach, and collaboration	Jan 24, 2019 - The DERS Tribal Liaison represented the Division at an Office of Tribal Relations (OTR) information table.

	<p>North Region II Management Meeting - Technical Assistance, Resource sharing, program outreach, and collaboration</p>	<p>Mar 1, 2019 - The DERS Tribal Liaison presented information regarding various programs within DERS and provided contact information.</p>
	<p>15<sup>th</sup> Annual American Indian Disability Summit - Technical Assistance, Resource sharing, program outreach, and collaboration</p>	<p>Mar 25, 2019 - The DERS Tribal Liaison represented DERS both at an OTR information table and as an OTR panel presenter.</p>
	<p>Nineteen Tribal Nations (NTN) Directors' &amp; Workforce Development Board (WDB) Quarterly Meetings and Annual Conference - Technical Assistance, Resource sharing, program outreach, and collaboration</p>	<p>Aug 14-15 2018; Dec 3-7, 2018 - The DERS Tribal Liaison regularly attended quarterly meetings and conference to provide consultation and support to member tribes.</p>
	<p>Six Tribes/Tribal Temporary Assistance for Needy Families (TANF) Quarterly Meetings/Conferences - Technical Assistance, Resource sharing, program outreach, and collaboration</p>	<p>Hosting Tribe:</p> <p>Navajo Nation – Sep 12-13, 2018</p> <p>Salt River Pima-Maricopa Indian Community – Dec 11-12, 2018</p> <p>Navajo Nation – Mar 12-13, 2019</p> <p>Pascua Yaqui – Jun 25, 2019 The DERS Tribal Liaison regularly attended quarterly meetings and conferences to provide consultation, Division updates regarding TANF as appropriate, and support to member tribes that operate their own Tribal TANF programs.</p>
	<p>DES Office of Tribal Relations Tribal Consultation for the Supplemental Nutrition Assistance Employment &amp; Training (SNA E&amp;T) 2020 State Plan - Technical Assistance, Resource sharing, program outreach, and collaboration</p>	<p>Jun 27, 2019 - The DERS Tribal Liaison assisted in coordination and facilitation of the Tribal Consultation as part of the federal requirement to consult annually with tribal leadership from the Tribes of Arizona. The DERS Tribal Liaison provided a presentation and discussed the SNA E&amp;T 2019 State Plan to solicit feedback and comments for the 2020 SNA E&amp;T State Plan. Information provided included discussion regarding the opportunity for tribes to implement Supplemental Nutrition Assistance Program Employment &amp; Training (SNAP E&amp;T) on tribal</p>

		lands with assistance and guidance from U.S. Dept. of Agriculture Food & Nutrition Services (FNS); and portions of the State Plan that pertain to any special needs of the tribes and how they may be addressed now through current practices of the SNA E&T Program and through the SNAP Community Assistance Network (SNAP CAN).
	Inter-Tribal Council of Arizona (ITCA) Social Services Workgroup & Early Childhood Development Meetings - Technical Assistance, Resource sharing, program outreach, and collaboration	Monthly - The DERS Tribal Liaison regularly attended monthly meetings to support and consult member tribes.
	DES Office of Tribal Relations monthly meetings - Technical Assistance, Resource sharing, program outreach, and collaboration	Monthly - The DERS Tribal Liaison hosted and attended monthly meetings to present and discuss tribal issues and projects, share successes and opportunities, and collaborate with other DES divisional tribal liaisons.
	Veterans & Homeless Veterans Stand Down Events - Technical Assistance, Resource sharing, program outreach, and collaboration	Statewide- Ongoing: The DERS Tribal Liaison attended multiple Veterans Stand Down events to meet with tribal veterans and provide OTR information.
	American Indian Disability Summit Planning Committee - Technical Assistance, Resource sharing, program outreach, and collaboration	Phoenix- Ongoing: The DERS Tribal Liaison served as a committee member, attended monthly meetings, and provided regular planning support.
	Professional introduction/referral	Statewide- Ongoing: The DERS Tribal Liaison regularly facilitated communications between tribal representatives and DES subject matter experts, as well as to DES leadership, external professionals, resources, partners, stakeholders, and representatives from other tribes, both proactively and by request, to address a wide-array of tribal interests and needs.
	DES proprietary systems technical assistance:	The DERS Tribal Liaison regularly provided the Hopi Tribe with technical assistance and system updates to support the Tribe's

	Statewide- Ongoing	ongoing use of the State systems in the provision of their Tribal TANF program.
	Federal, state and other governmental guidance and notification, technical, event and funding notification, tribal-related organizational materials, etc.:	The DERS Tribal Liaison regularly forwarded federal, state, and other source provided materials to tribal leadership, representatives, cooperatives, resources, and other tribal liaisons, to ensure that the tribes remain informed, engaged, connected, and well-supported.
	Statewide- Ongoing	

**Other Issues of Interest:**

**1. Identify the challenge(s) encountered by staff in providing services to tribes and/ tribal community members.**

The DERS Tribal Liaison continues to find that the quality, distribution, and awareness-level concerning DERS programmatic and service-related information varies significantly from tribe to tribe. Whether the audience is tribal leadership, tribal staff, or the membership of tribal communities, communication is a constant challenge. Contributing factors may include differences in preferred or available communication mediums, geographical and technological barriers, the availability of staff to compile, organize, and present/distribute such information, and turnover within both DES and the tribes which can often disrupt the flow of information.

The DERS Tribal Liaison, who contributed about ten percent of duty time to tribal relations, departed in March 2019. The tribes are currently being served by the Interim DERS Tribal Liaison at approximately 15 to 25 percent commitment of duty time, as available. With the assistance of other DES divisional Tribal Liaisons and the tribes themselves, the Interim DERS Tribal Liaison is working to overcome these challenges through continued communication strategies. The Tribal Liaison for DERS, working only on an as-needed bases on tribal issues and inquiries does not provide a consistent and accessible technical expert and resource that the Tribes can utilize.

**2. Identify a memorable highlight or learning experience that could benefit other state agencies.**

The DERS Tribal Liaison met with the DERS Reemployment Assistance Administration (RAA) Administrator and RAA Deputy Administrator to address the need for a designated Tribal Veterans Outreach Coordinator and a Statewide Tribal Veterans Reporting Coordinator. Commitment was received from the DERS Deputy Administrator to designate two veteran employees to provide outreach and reporting for tribal veterans being served in Northeastern Arizona. These activities are being reported weekly to the Tribal Relations Manager via the DERS Tribal Scorecard and are also being keyed in the DES client services database to track assistance being provided to tribal members. The DERS Tribal Liaison continues working with the DES Tribal Relations Manager to connect DERS Veterans staff with tribal members statewide who require assistance and services.

The DERS Workforce Innovation Opportunity Act (WIOA) Policy Specialist and the new DERS Workforce Technical Assistance Coordinator provided continued technical assistance to those tribes operating (WIOA) Title I-B Programs on their tribal lands. The Technical Assistance Coordinator presented at the Nineteen Tribal Nations (NTN) Annual Conference, the NTN Training Academy, and at quarterly Management Information System (MIS) meetings, as well as visited reservations to address each tribe’s individual WIOA Title I-B technical assistance needs. The Technical Assistance Coordinator attended the quarterly NTN Local Workforce Development Board meetings and the NTN Directors meetings and was available to answer questions related to the WIOA Title I-B Program during the meetings. The DERS Workforce Policy and Support Unit also assisted in scheduling training in the rural areas for the Arizona Job Connection (AJC) System, thus eliminating the need for tribal members to travel to Tucson or Phoenix for the training.

**3. Identify Legislative changes that may have an impact on tribes and/or tribal community members.**

Not applicable.

**4. Recommendations from Tribal Representatives:**

Arizona’s tribal leadership, as a whole, consistently express a desire to be more engaged both with and by their governmental peers, recommending more peer-to-peer involvement by DES leadership in formal meetings and consultations, and reiterating the need to actively include the tribes in the drafting of State policy by which they may be directly affected. Tribal leadership and tribal staff also stress the need for continued and continuously improved communications strategies, to ensure a more balanced and efficient distribution of information to the Tribes of Arizona.

<b>DIVISION OF CHILD SUPPORT SERVICES (DCSS)</b>				
Number of Tribal Visits (in person)	Number Tribes Visited	Tribal Communication (meetings)	Presentations to Tribes	Number Tribal Consultations
3	3	2	6	1

<b>DIVISION OF CHILD SUPPORT SERVICES (DCSS)</b>		
<b>Tribal Consultation Activities</b>		
Goal	Tribal Communication Objective	Activity and Impact/Outcome
<b>To meet, support and engage in collaborative efforts (in accordance with agency tribal consultation policy).</b>	Native Health - Once a month- Technical Assistance, Resource sharing, program outreach, and collaboration	DCSS caseworker saw 31 clients. Assisted with Child support program outreach, awareness, and program assistance in child support.
	Office of Tribal Relations (OTR) Monthly Meetings- Technical Assistance, Resource sharing,	DCSS regularly attended monthly OTR meetings.



	program outreach, and collaboration	
	Guadalupe Coalition Meetings- Technical Assistance, Resource sharing, program outreach, and collaboration	DCSS regularly attended monthly meetings.
	15 <sup>th</sup> Annual American Indian Disabilities Summit Meetings- Technical Assistance, Resource sharing, program outreach, and collaboration	DCSS was a on the planning committee for this conference. Meeting were held monthly.
	Yavapai-Apache Nation Tribal Presentation. - Technical Assistance, Resource sharing, program outreach, and collaboration	9/20/2018 - DCSS was able to provide an overview of child support services to 10 Tribal members.
	4 <sup>th</sup> Annual Conference on Alzheimer's Disease in Native American - Technical Assistance, Resource sharing, program outreach, and collaboration	12/7/2018 - DCSS attended this informative conference and interact with its attendee's.
	Six Tribes TANF Quarterly Conference - Technical Assistance, Resource sharing, program outreach, and collaboration	12/11-12/2018 - DCSS attended this meeting and provided an update about child support services.
	24 <sup>rd</sup> Annual Indian Nations and Tribes Legislative Day - Technical Assistance, Resource sharing, program outreach, and collaboration	1/16/2019 - DCSS supported the Office of Tribal Relations information booth. DCSS was able to speak with 56 tribal members.
	Meeting with White Mountain Apache Tribal Chairwoman Gwendena Lee-Gatewood - Technical Assistance, Resource sharing, program outreach, and collaboration	1/17/2019 - DCSS met with Apache Tribal Chairwoman Gwendena Lee-Gatewood to discuss Child Support Services and the White Mountain Apache Nation.
	Relationship Building In Indian Country Webinar - Technical Assistance, Resource sharing,	1/23/2019 - DCSS attended this webinar to learn how to successfully outreach to tribal communities that require trust building.

	program outreach, and collaboration	
	Ft McDowell Yavapai Nation Tribal Liaisons Introduction - Technical Assistance, Resource sharing, program outreach, and collaboration	2/27/2018 - OTR members introduced themselves and did an overview of services for 12 Tribal members.
	15 <sup>th</sup> Annual American Indian Disabilities Summit Conference - Technical Assistance, Resource sharing, program outreach, and collaboration	3/29/2019 - DCSS was there to assist in manning an information booth about child support services. Liaison Daren Sweet was able to do a presentation to 43 Tribal members on child support.

**Other Issues of Interest:**

**1. Identify the challenge(s) encountered by staff in providing services to tribes and/ tribal community members.**

Just as in years past some Tribes do not have any Tribal Codes and/or Ordinances within their Constitution that pertain to Child Support or Child Support enforcement. Another challenge is making sure that tribal members are aware that they can apply for DCSS services and what location they can visit closest to their area. The Tribal Liaison for DCSS working only on an as-needed bases on tribal issues and inquiries does not provide a consistent and accessible technical expert and resource that the Tribes can utilize.

**2. Identify a memorable highlight or learning experience that could benefit other state agencies.**

None identified

**3. Identify Legislative changes that may have an impact on tribes and/or tribal community members.**

NA

**4. Recommendations from Tribal Representatives:**

Continue to support and stay involved with Tribal Governments as it pertains to the State of Arizona and its Child Support Services. Continue to reach out to tribes and let them know we are available to help where the Tribes see fit. Continue to attend Tribal meeting, consultations, and conferences. Seek any input that Tribal Governments may have to continue to support and nurture working relationships.

<b>DIVISION OF AGING AND ADULT SERVICES (DAAS)</b>				
Number of Tribal Visits (in person)	Number Tribes Visited	Tribal Communication (meetings)	Presentations to Tribes	Number Tribal Consultations
3	3	2	6	1

**DIVISION OF AGING AND ADULT SERVICES (DAAS)**  
**Tribal Consultation Activities**

<b>Goal</b>	<b>Tribal Communication Objective</b>	<b>Activity and Impact/Outcome</b>
To meet, support and engage in collaborative efforts (in accordance with agency tribal consultation policy).	Office of Tribal Relations (OTR) Monthly Meetings - Technical Assistance, Resource sharing, program outreach, and collaboration	Ongoing - DAAS regularly attended monthly OTR meetings.
	Arizona@Work/Native Health Job Fair - Technical Assistance, Resource sharing, program outreach, and collaboration	10/15/18 - The DAAS Tribal Liaison attended the job fair and provided information to attendees.
	Guadalupe Coalition Meetings - Technical Assistance, Resource sharing, program outreach, and collaboration	Ongoing - DAAS has attended various meetings.
	15 <sup>th</sup> Annual American Indian Disabilities Summit Meetings - Technical Assistance, Resource sharing, program outreach, and collaboration	3/25/19 - DAAS supported this event with manning an information booth. DAAS spoke to individuals about services we provide.
	Inter-Tribal Council of Arizona Social Services Workgroup Meetings - Technical Assistance, Resource sharing, program outreach, and collaboration	Ongoing - DAAS regularly attended monthly meetings at ITCA.
	Native Health Meetings in Phoenix, AZ - Technical Assistance, Resource sharing, program outreach, and collaboration	Ongoing - DAAS regularly attended meetings at Native Health in Phoenix.
	ADES Tribal Consultation - Technical Assistance, Resource sharing, program outreach, and collaboration	11/1/18 - DAAS regularly attends this event as a part of the Office of Community Engagement commitment to meet with Tribal members about DES services.
	Fort Mojave Indian Tribe - Technical Assistance, Resource sharing, program outreach, and collaboration	Various dates - DAAS worked closely with the Fort Mojave Indian Tribe to resolve an APS issue.
	24 <sup>th</sup> Annual Indian Nations and Tribes Legislative Day - Technical Assistance, Resource sharing, program outreach, and collaboration	1/24/2019 - DAAS supported the Office of Tribal Relations information booth. DAAS was able to speak with over 40 tribal members.
	State and local governmental guidance to Tribal member - Technical Assistance, Resource sharing, program outreach, and collaboration	Ongoing - DAAS assists Tribal members and Tribal staff with various questions.

Nineteen Tribes Nation (NTN) Directors Meetings - Technical Assistance, Resource sharing, program outreach, and collaboration	8/14/18 - DAAS attended the NTN Directors meetings in support of Tribal members.
Legal Services - Technical Assistance, Resource sharing, program outreach, and collaboration	Ongoing - DAAS provides legal support to Tribal members on a regular basis.
DAAS/Salt River Pima - Maricopa Indian Community Overview - Technical Assistance, Resource sharing, program outreach, and collaboration	DAAS was able to meet with Tribal members and give an overview of services.
Six Tribes TANF Conference - Technical Assistance, Resource sharing, program outreach, and collaboration	12/11-12/2018 - DAAS attended the Six Tribes TANF Conference to support Tribal members and answer any questions.
15 <sup>th</sup> Annual American Indian Disabilities Summit Conference - Technical Assistance, Resource sharing, program outreach, and collaboration	3/25/2019 - DAAS was there to assist in manning an information booth and distributed information regarding DAAS services. Scott Geiger was able to distribute Legal Guides to Tribal members and answer questions.
Cultural Awareness - Technical Assistance, Resource sharing, program outreach, and collaboration	Ongoing - DAAS has attended various Cultural Awareness trainings as well as set up a Lunch & Learn for DAAS.
14th Annual Native American Conference on Alzheimer's disease & Caregiver Support - Technical Assistance, Resource sharing, program outreach, and collaboration	10/25/18 - DAAS was there to assist in manning an information booth regarding DAAS services.

**Other Issues of Interest:**

**1. Identify the challenge(s) encountered by staff in providing services to tribes and/ tribal community members.**

Communication with the Tribes can be challenging at times. It is also difficult to build trust, which is understandable. I believe with continued outreach as well as Tribal Consultations, things will get better. The Tribal Liaison for DAAS working only on an as-needed bases on tribal issues and inquiries does not provide a consistent and accessible technical expert and resource that the Tribes can utilize.

**2. Identify a memorable highlight or learning experience that could benefit other state agencies.**

None identified.

**3. Identify Legislative changes that may have an impact on tribes and/or tribal community members.**

NA

**4. Recommendations from Tribal Representatives:**

Continue to support and stay involved with Tribal Governments as it pertains to the State of Arizona and the Division of Aging and Adult Services (DAAS). Continue to reach out to tribes and let them know we are available to help when the Tribes request it. Continue to attend Tribal meeting, consultations, and conferences. Seek any input that Tribal Governments may have to continue to support and nurture working relationships. I believe having a full time Tribal Liaison for each division will go a long way in showing commitment to Tribal relations.

<b>DIVISION OF BENEFITS AND MEDICAL ELIGIBILITY (DBME) November 2018 – February 2019</b>				
Number of Tribal Visits (in person)	Number Tribes Visited	Tribal Communication (meetings)	Presentations to Tribes	Number Tribal Consultations
3	4	43	1	1

<b>DIVISION OF BENEFITS AND MEDICAL ELIGIBILITY (DBME) Tribal Consultation Activities</b>		
<b>Goal</b>	<b>Tribal Communication Objective</b>	<b>Activity and Impact/Outcome</b>
<b>To meet, support and engage in collaborative efforts (in accordance with agency tribal consultation policy).</b>	White Mountain Apache Tribe – Technical Assistance, tribal outreach, resource sharing	11/29/18 – Worked with WMAT to clarify DES policy.
	Navajo Nation – Technical Assistance, tribal outreach, resource sharing	11/30/18 – Followed up with call to Navajo Nation to restart Data Sharing Agreement (DSA) process. Sent revised information to tribe contact.
	Pascua Yaqui – Technical Assistance, tribal outreach, resource sharing	12/04/18 – Met with PYT to develop TANF scenarios that would allow eligibility as contained in their new TANF plan.
	White Mountain Apache Tribe – Technical Assistance, tribal outreach, resource sharing	12/6/18 – Assisted DES HR and DBME Showlow Office requesting space in WMAT area for interview space.
	Six TANF Tribes Quarterly Meeting – Technical Assistance, tribal outreach, resource sharing	12/11/18 – Attended Six Tribes TANF quarterly meeting to provide program updates about DBME.
	Navajo Nation – Technical Assistance, tribal outreach, resource sharing	12/12/18 – Navajo Nation requested information on EBT systems provider. Worked with DBME policy to obtain needed information.
	Navajo/Hopi DES Office Quarterly Meeting – Technical Assistance, tribal outreach, resource sharing	12/13/18 – participated in the Northern Region II quarterly meeting. Received updates and issues for DES providers working in the Navajo and Hopi DES offices.
	Salt River Pima Maricopa Indian Tribe – Technical Assistance, tribal outreach, resource sharing	12/18/18 – Tribe inquiry regarding per cap, provided response on same day.

Tohono O’Ohdam Nation – Technical Assistance, tribal outreach, resource sharing	1/10/19 – attended quarterly meeting between DES and TON
ALL Tribes – Technical Assistance, tribal outreach, resource sharing	1/14/19 – sent SNAP information to Tribes for information sharing and inquiry about SNAP benefits being sent early.
Hopi Tribe – Technical Assistance, tribal outreach, resource sharing	1/14/19 – Hopi asked for assistance on SNAP announcements regarding benefits release dates.
All Nations Tribal Legislative Day – tribal outreach, resource sharing, technical assistance, collaboration	1/16/19-Meet with Tribes and Tribal Community members to inform about DES and Office of Tribal Relations.
Gila River Indian Community – Technical Assistance, tribal outreach, resource sharing	1/22/19 – Provided Gila River policy clarification on tribal TANF vs Food Stamps on what is countable for each.
Pascua Yaqui Tribe – Technical Assistance, tribal outreach, resource sharing	1/23/19 – Provided program process assistance and bridged communication gaps between PYT and DES to improve TANF assistance.
Navajo Nation – Technical Assistance, tribal outreach, resource sharing	1/29/19 – DCS Tribal Liaison requested information on filing a MA application for tribal member.
Ft. Mohave Tribe – Technical Assistance, tribal outreach, resource sharing	2/7/19 – Ft. Mohave requested assistance with obtaining access to AZTECS.
Six TANF Tribes – Technical Assistance, tribal outreach, resource sharing	2/7/19 – Provided updated information about potential changes to the Abled Bodied Adult Without Dependent (ABAWD) criteria that may impact their programs.
Hopi Tribe – Technical Assistance, tribal outreach, resource sharing	2/25/19 – Hopi requested clarification on whether other Tribes were counting Child Support against TANF budget.

**Other Issues of Interest:**

**1. Identify the challenge(s) encountered by staff in providing services to tribes and/ tribal community members.**

Staff have encountered roadblocks when attempting to verify information through tribal entities.

The correct division is not always notified in a timely manner when there are concerns or requests elevated by tribal entities. Having one point of contact for the department assists with this challenge.

**2. Identify a memorable highlight or learning experience that could benefit other state agencies.**

The DES Office of Professional Development offers a Cultural Awareness Classroom Training that is available to all employees.

**3. Identify Legislative changes that may have an impact on tribes and/or tribal community members.**

None identified.

**4. Recommendations from Tribal Representatives:**

It would be beneficial to review all Data Security Agreements (DSA) and Inter-Governmental Agreements (IGA) help with the tribal entities to ensure compliance and effectiveness. This will assist with the billing inquiries that have been submitted by Tribal TANF programs.

Face-to-Face interactions with Tribal Social Service Program Administrators support the trusting, communicative relationship DBME has with the tribe.

**FY 2019 Division Data for Tribal Ombudsman:**

	<b>DDD</b>	<b>DERS</b>	<b>DCSS</b>	<b>DAAS</b>	<b>DBME</b>	<b>Other</b>
<b># Calls</b>	34	9	0	4	30	6
<b># Resolved</b>	5	8	0	3	27	6

**For questions or more information, please contact:**

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