
SERVICE ACTIVITIES

The focus of the Indian outreach services (IOS) program is to identify the needs of individuals, their families, and communities. The Indian outreach worker (IOW) will highlight activities, programs, and services to meet those needs.

The activities, programs, and services must be planned and coordinated in such a manner that reduces barriers which inhibit economic stability and self-sufficiency. Priorities must be established at the local level dependent upon the needs of the local Indian community.

**ACTIVITY
CATEGORIES**

Categories of service activities include, but are not limited to:

**Community
Liaison/Outreach**

- Community liaison/outreach.
 - Work with Indians and their families to assist with problem solving.
 - Work with other agency personnel to develop an effective plan to overcome barriers that prevent Indian people from receiving services. It is vitally important to conduct home visits as well as follow up visits, when possible, to ensure continued communication and client participation.
 - Meet with the community providers working with the client to ensure the client's needs are best being met by the individual agency.
 - Make referrals to other agencies, where appropriate, and work constructively with tribes and agency staff in addressing issues of mutual concern.

Example: An IOW can address family, individual, and elder needs by providing assistance with: emergency food, transportation, program information, Social Security, Medicaid/Medicare Assistance Program (MMAP), forms, and by conducting home visits to check on the welfare of the client.

**Case Management,
Education, Direct
Services Delivery**

- Case management, education, and direct services delivery.
 - Maintain records of client contact and family service plans.
 - May be required, on occasion, to act as a liaison for clients of the MDHHS.
 - Provide direct services to Indian clients in the areas of money management, housing assistance, child care options, the Indian Child Welfare Act (ICWA)/Michigan Indian Family Preservation Act (MIFPA), identification of children as having Indian ancestry, and a full range of supportive services.
 - Assist Indian clients with procedures that are expected of applicants for the various agencies, such as, how to fill out forms, arrange appointments, obtain transportation, discover and advocate for Indian rights, educational options, etc.
 - Provide information about emergency crisis interventions including, but not limited to, alcohol and drug detoxification services, medical care, mental health services, disability related services, housing, and services offered through the MDHHS and other agencies.
 - Perform a range of instructional activities from simple coaching to teaching individuals and groups about serving Indians.

Example: An IOW may work with ICWA cases by assisting with obtaining tribal information, aiding in transportation to court and visitation if needed, sending out genealogy information upon request, working with purchase of service agencies and MDHHS to help with Indian client's needs, utilizing local Indian agencies for substance abuse treatment/counseling, transportation, mental health services, emergency food, delivery of holiday baskets, and job training. IOWs may refer a client to other agencies for services. IOWs can provide cultural training to agency workers.

**Community
Planning and
Support**

- Community planning and support.
 - Provide information about the IOS program and the availability of other programs offered through MDHHS to other Indian organizations, programs, agencies, and individuals within the county.
 - Coordinate with existing agencies for needed services, identify gaps in those services, and aid in the development of resources to meet those needs, including educational/vocational counseling and placement and collaboration with employment/training programs.
 - Work with community boards and committees to ensure that services for Indian families are available in the community and that Indian interests are adequately represented.
 - Support and actively participate in local community development efforts to promote cultural awareness.
 - Act as a liaison between the agency and community groups/tribes in developing and coordinating programs and services.

Example: An IOW may serve on a local domestic violence board or serve as a board member for one or more Indian organizations. Community involvement may be in many forms and can be with any agency or group depending on the needs of the local office and community.

**Employment and
Training Support**

- Employment and training support.
 - Assist individuals seeking employment and/or training.
 - Make connections with Michigan Works! agencies as appropriate.

- Coordinate with any appropriate services workers, agencies, and clients in an effort to design and implement a client service plan.
- Continuous follow up throughout the lifetime of the client's services plan to provide guidance and support as needed. This can include resume preparation, interviewing techniques, preparation for any special testing, and help in arranging and keeping any appointments.

Example: An IOW can assist a client in finding and completing programs such as GED, job training and post-secondary/higher education to enhance the employability of the client. The IOW can utilize Indian agencies with such programs and/or the Work First program. Clients who are disabled and want to work can be referred to the Michigan Rehabilitation Services and, if they are blind, to the Bureau of Services for the Blind at <http://www.michigan.gov/lara/0,4601,7-154-28313---,00.html>.

Advocacy/ information/ Referral

- Advocacy/information/referral.
 - Provide referrals to agencies, as appropriate, and provide information to families about available programs to support them.
 - Assist Indian people by participating with department staff in developing a services plan that is consistent with cultural values.
 - Help in the assessment of client or community needs by identifying medical, mental health, social, or educational problems and assisting further in the formulation of plans to improve or resolve these conditions.
 - Provide follow-up to Children's Protective Services (CPS) Michigan Statewide Automated Child Welfare Information System (MISACWIS) ICWA/MIFPA Alerts for potential American Indian child(ren). CPS MISACWIS ICWA Alerts are sent via MicroSoft Outlook email to an Indian Outreach Worker (IOW), Indian Outreach Services (IOS) supervisor, and county director in the respective county the alert

originated. The director of Native American Affairs receives all county CPS MISACWIS ICWA/MIFPA alerts for potential Indian child(ren) statewide. These alerts will better assist county staff (caseworkers, supervisors, and county director) and central office administration with compliance with the Indian Child Welfare Act (ICWA)/Michigan Indian Family Preservation Act (MIFPA) mandates including: identification of Indian child, notification to tribes, active efforts to prevent the break up of Indian families, placement priorities, tribal intervention, and culturally competent services for American Indian children and families in care.

Example: An IOW can provide information on the various programs and services that are available to the client within the county/state. The IOW may provide advocacy for their client and the Indian community in court proceedings and serve on local/state/national boards.