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**OVERVIEW**

When Indian outreach workers (IOWs) work with families, intervention must be planned and purposeful. One of the essential elements of planned and purposeful intervention is a complete and accurate understanding of the client's strengths/resources and needs/concerns.

Form DHS-385, Indian Outreach Service Report is used to document the initial service plan (ISP), the updated service plan (USP) and annual redetermination developed for the client.

**Due Dates**

- The ISP is due 30 days from the date of case assignment by the supervisor.
- The first USP is due 90 days from the completion of the ISP.
- Subsequent USPs are due quarterly, every 90 days.
- A redetermination of the client's need for Indian outreach services (IOS) must be completed on an annual basis.

**INITIAL/UPDATED  
SERVICES PLAN**

The goal of the ISP is to strengthen family life by preserving, rehabilitating, and reuniting Indian families or individuals. This will assist Indians in the achievement of self-support, self-sufficiency, and self-determination.

The IOW, working together with family members, helps a client to identify and come to a mutual understanding of their strengths, needs and concerns..

The ISP/USP must include, at a minimum, the following information:

**Demographic  
Information**

This information includes family member names, dates of birth, tribal affiliation, place of employment, etc.

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**Goals/Objectives**

Briefly describe the issues identified by the client, IOW, and/or other agency personnel. IOWs must be involved in setting goals with their client. There may be times that the goals are only stated verbally with the client, but are spelled out in the ISP and subsequent USP.

***Goal Setting Questions***

The following questions may be helpful for IOWs to consider when setting goals with the client:

- What goals must be achieved?
- What are the client's priorities among the goals?
- What intervention approaches or services will facilitate successful goal achievement?
- What is the client willing to do to change things?
- What will the IOW do to facilitate change?
- What resources, both formal and informal, are available for the client?

To answer these questions effectively, the IOW actively involves the client actively in the planning process. The IOW, along with the client, develops clear and realistic goals that address the treatment needs identified and helps the client change the conditions/behaviors. The IOW cooperates with the client to choose the area(s) they desire to work on first.

Goals should be specific and concrete. The IOW helps the client separate the goals into small, achievable tasks with realistic time frames for completion. Determining the time frames is based on a thorough understanding of the client's needs/concerns, their strengths/resources, and abilities.

**The ISP/USP helps the IOW and the client express what goals they hope to accomplish.** When one set of goals is attained, new goals are established. In this way, families take small steps that add up to major changes.

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**Assessment of Progress**

Provide an assessment of the strengths and resources available to the client based on interviews, observations, collateral contacts or other sources. Include dates and types of contact (For example: phone call, home visit, etc.), person contacted and brief description of the contact. Form DHS-383, Indian Outreach Services Contact Log to document all contacts.

**Action Steps**

List the agencies currently working with the client. This list must include any informal relationships which are already in place. Also include in this section a listing of any connections or services that need to be made.

**Note:** Use DHS-1555 cs, Authorization to Release Confidential Information, when requesting information be released to MDHHS.

Also include in this section the goals, action steps, and time frames established to assist the client in achieving department program goals.

It is recommended that an IOW:

- Actively involve the client in the planning process, making sure the client's feelings and concerns have been heard, respected, and taken into account, resulting in client ownership and investment in the goals.

The following questions may be helpful during the planning process:

- What does the client express as their cultural level of assimilation (Traditional, Bicultural, Transitional, or Assimilated)?
- Does the client know or want to learn about their family heritage?
- How do they feel about themselves in general?
- What they would like to change in their lives?
- What some of the root causes are of the problems and needs they are experiencing?

- What is their level of ability?
- What their special needs are, if any, such as disabilities including: learning disabilities, ADHD, mental illness, etc.?
- What is the quality of relationships in their family?
- What services are currently being provided?
- Select reasonable and achievable goals that address the area the client would like to work on first.
- Initially select goals that can be accomplished quickly.
- Make sure that goals are very specific so everyone knows exactly what needs to be done and who is responsible for doing it.
- State goals behaviorally using words that make the goals measurable so that everyone will know when the goals have been achieved.
- State goals positively, indicating the desired behavior rather than highlighting the negative behaviors.
- Help the client write goals/tasks that use their strengths and resources. Goals must be written in clear and understandable language.
- Select tasks that can be achieved realistically by the client and the IOW in the agreed upon time frame.
- Separate the goals into small, meaningful, and incremental tasks.
- Recognize and applaud progress no matter how small, and praise each completed task as an achievement.
- Include how and when the goals will be evaluated.

### **Recommendations**

Provide an assessment of any barriers identified by the client, IOW, or other sources. Describe how these barriers will be overcome.

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**ANNUAL  
REDETERMINATION**

In addition to the elements required in the USP, the IOW must answer the following questions:

- Is there a continued need for IOS?
- Does the client want to continue IOS?
- Is the client making progress on the goals they have set?
- Have the goals changed or are there new goals?

**Documentation**

At redetermination, the IOW must also document the following:

***Available Resources***

- Include in this section a description of the formal and informal resources that the client is currently connected with.
- Describe any potential connections that may be made in the next six months that will help the client.

***Barriers***

- Describe any barriers that hinder achievement of goals and what is or will be done to overcome them.