



STATE OF MICHIGAN

GRETCHEN WHITMER
GOVERNOR

DEPARTMENT OF HEALTH & HUMAN SERVICES
LANSING

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Native American Outreach Services Policy Manuals

LEGAL BASIS

Indian Child Welfare Act, 25 USC 1901 et seq.

Social Security Act, 42 USC 670 et seq.

Social Welfare Act, 1939 PA 280, as amended, MCL 400.1 et seq.

Michigan Indian Family Preservation Act, MCL 712B. 1 - 41.

State of Michigan Annual Appropriations Act.

**OFFICE OF NATIVE
AMERICAN AFFAIRS**

The Office of Native American Affairs provides overall coordination and support of the Indian outreach services (IOS) program. While it has no direct supervisory responsibilities of the Indian outreach workers (IOWs), it does act as a liaison between the local offices and central office.

The Office of Native American Affairs plays an integral part in the delivery of services to Indian communities within the state. This is accomplished by providing the IOS program with:

- Resources, both financial and non-financial.
- Training coordination.
- Policy and program updates.
- Professional development training.
- Dissemination/coordination of information regarding tribal activities, services and resources.

LEGAL BASIS

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**DEPARTMENT
GOALS**

In line with departmental goals, Indian outreach services (IOS) are designed to:

- Assist in the prevention or remedy of neglect, abuse, and exploitation of Indian children and adults unable to protect their own interests.
- Promote the stability and security of Indian tribes and cultures, as well as, to protect the best interests of Indian families and individuals.
- Strengthen family life by assisting with preserving, rehabilitating, and reuniting Indian families.
- Assist Indians in their efforts to achieve, maintain, or maximize economic self-support, self-sufficiency, and self-determination.

DEFINITIONS

Definitions in the Native American Affairs manual series are to be used and referenced for ALL Indian child welfare matters. See Native American Affairs Glossary (NAG).

LEGAL BASIS

Social Security Act, 42 USC 670 et seq.

Social Welfare Act, 1939 PA 280, as amended, MCL 400.1 et seq.

State of Michigan Annual Appropriations Act.

**PROGRAM
DESCRIPTION**

Indian outreach services (IOS) assist Indian people with who require social, educational, psychological, physical, economic and/or cultural services to improve their quality of living.

IOW

Services are provided by Indian outreach workers (IOW)s who share or have knowledge of the values, traditions, customs, and language of the Indian community. This allows the IOW to be in a unique position of understanding the multi-faceted problems faced by Indian people. This cultural link promotes an acceptance of the suggested solutions due to the fact that they come from a client's perspective and a natural trusting relationship.

PHILOSOPHY

The Indian outreach services (IOS) program is based on the philosophy that:

- Empowerment is the basis for service. People should be provided services which help them achieve, maintain, or maximize social and economic self-sufficiency.
- Services should promote the spiritual, emotional, mental, and physical well-being of Indian families and be consistent with Indian culture and values when appropriate.
- Traditional cultural strengths and spiritual foundations can be built into service delivery, where appropriate, and will contribute greatly to revitalizing and preserving functional Indian families and communities, thus preventing or remedying neglect, abuse, exploitation, and dependence.

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**TARGET
POPULATION**

People and/or families who self-declare as having Indian ancestry and have developed or are at risk for the development of social, educational, and economic problems, particularly but not limited to:

- Children.
- Families.
- Elders.
- Low income individuals.
- Disabled persons.

may be referred directly to the Indian outreach worker (IOW) by the Michigan Department of Health and Human Services (MDHHS) staff, other community human service agencies, schools, the professional staff of the Indian community, self referral, etc., with a verbal or DHS-382, Indian Outreach Services Referral.

Special Situations

The local MDHHS staff will determine whether there will be IOW involvement and/or Indian outreach services (IOS) provided in any special situation. Examples include, but are not limited to:

- Providing IOS to a non-Indian client (For example: only one member of the household is Indian, death or divorce and spouse was non-Indian, etc.).
- Providing IOS in a county other than the county where the IOW is stationed.
- IOW covering a non-IOW county.
- The person is known to the IOW.

Special situations must be approved by the supervisor using a DHS-382.

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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.

**LOCAL OFFICE
RESPONSIBILITIES**

One of the strengths of the Indian outreach program is that the services provided are tailored to the needs of the local Indian community. Services provided by the Indian outreach worker (IOW) may include, but are not limited to:

- Working directly with individuals, families, or groups of Indian descent.
- Providing community education on issues and concerns of Indians.
- Serving as the Michigan Department of Health and Human Services (MDHHS) liaison on various community collaborative efforts.
- Coordinating needed services between agencies and/or individuals working with Indian families or individuals.
- Serving as an expert witness in Indian child welfare cases with the approval of the child's tribe.
- Acting as a local office resource person for MDHHS staff.
- Assisting MDHHS staff (cash, Medicaid and food programs; child care, child welfare and adult services, etc.) in providing culturally competent services by facilitating an understanding of the multi-faceted problems faced by Indians and any underlying issues.

Service delivery responsibilities of IOWs are diverse and reflect the needs and priorities of the local office and the Indian community.

COUNTY PLANS

Counties with Indian outreach workers (IOWs) must develop an annual business plan prepared jointly by the supervisor, IOW and local tribe(s) after reviewing Indian needs in the local county and local program objectives. This plan must be included in the county business plan and the local office plan must specify the use of IOWs as a means of service delivery in meeting local objectives.

The annual business plan must be sent to the Michigan Department of Health and Human Services (MDHHS), Office of Native American Affairs (NAA) in central office by October 1 of each new fiscal year.

County Plan Organization

An annual Indian Outreach Services (IOS) plan should minimally include the following:

- Mission.
- Scope of Services.
- Annual Goals.
- Benchmarks.
- Outputs.
- Expected Outcomes.
- Signatures/dates from county director, Indian outreach worker (IOW), Indian outreach supervisor, & tribal representatives.

Plans should encompass fiscal year cycle of October 1 – September 30 annually; see IOS Business Plan template.

REPORTS

Monthly IOS reports should be sent to IOS supervisors and director of Native American Affairs (NAA) by the 15th of each month.

IOWs should utilize the monthly report template; see IOS Monthly Report Template.

IOS Supervisors and NAA may access Bridges and MISACWIS reports for further case specific resources.

**TRAINING
REQUIREMENTS**

Indian outreach workers (IOWs) must receive training annually in:

- Worker safety.
- Indian child welfare.
- Emergency preparedness.

IOWs must also receive training to increase their knowledge of laws, legal rights, tribes, and special services related to Indian people, as well as other related civil service trainings.

**SUPERVISION AND
EVALUATION**

Supervisors must attempt to see that team formation with other service workers occurs when appropriate, as well as, support inter-agency communications and/or meetings between neighboring Indian outreach workers (IOWs) on a routine basis.

In all areas involving child and adult abuse and neglect, the IOW must make a referral to children's protective services. An IOW can provide valuable assistance to service workers in adult or child protection matters with their knowledge and understanding of Indian families.

Services or Families First program staff are encouraged to make referrals to the IOW for Indian outreach services.

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**REQUIRED
RECORDS****IOS Referral**

Referrals must assess and determine need for Indian outreach services (IOS) made by the Indian outreach worker (IOW)/supervisor using a DHS-382, Indian Outreach Services Referral form .

Indian outreach services to a client begin by getting to know and understand the client. The best way to do this is to spend face-to-face time with the client in their own home. The IOW comes into the home as a guest, with permission, and offers to help the client.

The IOS referral is designed to evaluate the strengths and resources, as well as, the needs and concerns of the client. An understanding of client strengths is necessary in order to build upon them. An understanding of the client needs is necessary in order to help them lower their own risk for abuse or neglect. The greater the needs and more severe a client's problems are, the greater the potential for child/adult abuse, neglect, and/or exploitation.

**Eligibility
Requirements**

The only eligibility requirement besides need is that the client be of Indian descent through self-declaration, except in special situations, see IOS 215, Target Population. No income or asset evaluation is required.

**REGISTRATION AND
CHANGES**

Requests for Indian outreach services (IOS) must be documented in writing on the DHS-382.

Registrations, openings and changes must be completed in Bridges for all cases and clients.

**SERVICE PLANNING
& CASE RECORDING**

After completing the DHS-382, Indian Outreach Services Referral form the Indian outreach worker (IOW) must begin an initial service plan (ISP) using DHS-385, Indian Outreach Service Report .

Refer to IOS 385, Initial/Updated Service Plan (ISP/USP), Annual Redetermination.

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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.

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.

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.

**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.

**CASE CLOSURE
REASONS**

Indian outreach services (IOS) must be terminated and the case closed under any of the following circumstances:

- The client no longer needs IOS as a result of improvement in family functioning or the absence of risk of child/adult abuse, neglect, or exploitation.

Improvement in family functioning is determined by the achievement of service goals and the ability of the client to maintain service connections without Indian outreach worker (IOW) assistance. Absence of risk of abuse, neglect and exploitation is determined by worker observation or other case information.

- The client has made no measurable improvement; therefore, continuation of IOS is no longer appropriate.
- IOS were offered and refused.
- The client moved and their whereabouts is unknown.

Client Meeting

Clients must be included in the evaluation and closure process whenever possible. It is recommended that IOWs meet personally with the client to discuss the case closure. The IOW should encourage the client to stay connected with any current resources and make any needed referrals.

CASE CLOSURE

Form DHS-385, Indian Outreach Service Report, is used to document the case closure.

**Closure Paperwork
Deadline**

Final closure paperwork must be completed within 30 calendar days from the date of case closure in Bridges.

CLOSING SUMMARY

The closing summary must include the following:

Demographic Information

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

Goals/Objectives

Include a brief description of goal achievements and any unmet needs.

Assessment of Progress

Include a brief listing or description of services, both formal and informal, which were provided to assist the client in achieving their specified goals. Include dates and types of contact (e.g., phone call, home visit, etc.), person contacted and brief description of the contact.

Action Steps

List any agencies still working with the client, include any referrals made on behalf of the client.

Recommendations

Identify any barriers that were not addressed while the case was open.

Justification of Case Closure

Include a brief description of the reason for case closure.

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LIMITED SERVICES

Many times Indian outreach workers (IOWs) provide limited service that does not require a case to be opened. An example would be a referral to another provider and follow-up contact to ensure the client has accessed their service delivery system.

Documentation

Form DHS-385, Indian Outreach Service Report is used to document this process. Select "Services Provided/Case not Opened" from the drop-down menu.

Document any available information. Refer to IOS 385, Initial/Updated Service Plan for assistance.

Note: These cases do not require Bridges registration.

Monthly Report

On an monthly basis, a tabulation of the total number of cases in which services were provided but a case was not opened must be compiled in the [IOS Monthly Report](#) and forwarded to:

MDHHS
Office of Native American Affairs
235 S. Grand Ave.; Suite 601
Lansing, MI 48909

Note: The report is due by the 15th of each month; see IOS 305.

CASE PACKET

The following forms may be included in the Indian outreach services (IOS) case packet.

Note: Some forms are optional but when used, must be filed in this packet.

- DHS-182, Home Call Notice.
- DHS-382, Indian Outreach Services Referral.
- DHS-383, Indian Outreach Services Contact Log (optional).
- DHS-384, Indian Outreach Services Packet Cover.
- DHS- 385, Indian Outreach Service Report. This form includes all of the following:
 - Initial services plan (ISP).
 - Updated services plan (USP).
 - Annual redetermination.
 - Services provided/case not opened.
- DHS-1555 cs, Authorization to Release Confidential Information.

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SYSTEM ACTIONS

The Indian outreach services (IOS) computer program records are available only in Bridges. Cases are registered, activated, denied, or withdrawn and closed using Bridges functionality. This item provides a process flow for IOS cases in Bridges.

Referral

Requests for IOS must be documented in writing on the DHS-382, Indian Outreach Services Referral form .

Registration

Register an IOS program in Bridges using the instructions in the *Application Registration* section of Bridges INDIAN OUTREACH Step-by-Step instruction user manual.

Complete these activities in Bridges using the *Application Registration* function.

When the registration is complete, a submit successful message displays at the top of the page. If services are not provided, the IOS program must be denied or withdrawn. If services are provided, the IOS program must complete the data collection sections and Initial Service Plan (ISP).

**Denial or
Withdrawal**

IOS programs are denied or withdrawn using the *Initial Interview*, *Authorize Months* or *Application Disposition* functions in Bridges. Appropriate program status reason codes for IOS withdrawals and denials include:

- 500 - Admin withdrawal or denial.
- 505 - Moved to another state.
- 506 - Client withdrew application.
- 507 - Otherwise disposed of.
- 509 - Location unknown.
- 512 - Death of applicant and all essential members.
- 561 - Denial of program.

Activation

IOS programs are activated using *Initiate Interview* in Bridges.

Note: When services are complete, close the IOS services program.

Closure

IOS programs are closed using *Initiate Interview* in Bridges.

Appropriate *status reason* codes for IOS closures include:

- Goals met.
- Refusal of IOS.
- Non-Compliance.
- Moved to another state
- Unknown location.
- Deceased.
- Transfer to another county.
- Exhausted all services.
- Information and referral.
- Failed to complete re-determination.
- Moved to another country.
- Administrative error.
- Other.

Ongoing Maintenance

Ongoing maintenance of address and other demographics for IOS programs can be completed in Bridges using one of the following functions:

- *Initial Interview.*
- *Authorize Months.*
- *Interim Historical.*

Complete these activities in Bridges for cases or clients who have been converted to Bridges using one of the following case actions:

- *Initiate Interview.*
- *Case Change.*
- *Add Member.*
- *Redetermination.*

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