

# MOCCASIN TELEGRAPH

**AIVRTTAC- Meeting the needs of AIVRS programs through the provision of Universal, Targeted, & Intensive TA**



*“When I talk about Native Nation Building and tribal members with disabilities; it’s not just about getting a job and becoming financially independent. I’m also talking about their inclusion and access to everyday activities.”*

## DIRECTOR’S CORNER

For this Spring 2019 issue we wanted to do something a bit different and pose some questions to Dr. Lee Gaseoma. Enjoy!

### **What is your first memory of working with AIVRS Programs?**

In 1992, as a Graduate Research Assistant for the American Indian Rehabilitation Research and Training Center at IHD I worked on research projects about tribal VR. In 1995, as the Project Coordinator for the Capacity Building for American Indians Project, I became more involved with the AIVRS programs through the annual grant writing workshops and attending the CANAR conferences. I recall sitting up late at night with my co-workers collating and punching holes in our training materials to be placed in binders and inserting labels in the section dividers – no jump drives to hand out!

### **What do you feel is the greatest achievement so far for AIVRTTAC?**

Demonstration of a dedicated and committed Team and content experts who exercise due diligence to make sure quality training and TA services are being provided to the AIVRS programs. In addition, the positive feedback from the ITA site personnel about program changes because of the TA services (e.g., case management, development of consumer IPE).

### **When you think about the impact the AIVRTTAC staff have made with providing technical assistance to the AIVRS Program, what would that be, and why?**

The AIVRS programs are beginning to understand the three types of training and TA available to them (universal, targeted, and intensive). I believe AIVRTTAC’s TA has made the most impact on AIVRS programs who received intensive TA and were successful due to both parties being committed and ready to achieve common goals. The ongoing coaching and guidance provided by the AIVRTTAC team as part of its professional development strategy have demonstrated the AIVRS program staff is improving their knowledge, skills, and abilities.



Institute for Human Development

The Institute for Human Development is a research and training program located on Northern Arizona University. Our program is part of a national network of University Centers for Excellence in Developmental Disabilities (UCEDD). In Arizona, we are designated as one of two Arizona University Centers on Disabilities.

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**You have been working with AIVRS Programs consistently for over 25 years now. What are your thoughts of how things have evolved over the years and what do you want to see change to make a greater impact to tribal members with disabilities obtaining employment?**

When I started work in tribal VR, I believe 25 AIVRS programs were funded by RSA and today we have 88 AIVRS programs. When I talk about Native Nation Building and tribal members with disabilities; it's not just about getting a job and becoming financially independent. I'm also talking about their inclusion and access to everyday activities and the need for their input in policies and practices to remove barriers to achieve full participation in society and become contributing members to their respective communities.

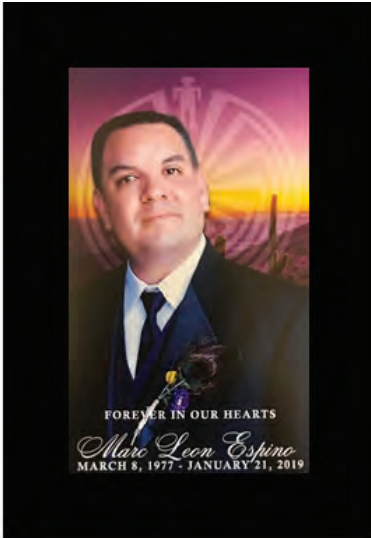
**You've been around the block a long time now, what is your best story?**

After a long day of driving and finally arriving at the hotel, Suzanne and I walk up to the elevator and we both could not find the button to push and open the elevator door! So I practically put my nose up against the elevator door and started feeling out buttons until I find the right one. Then we get in the elevator and the door closed, and we stood patiently waiting and not talking as we're both really tired, and it finally dawned on us that we needed to find and push the "button" to go up to our rooms. We think no one saw us, but somewhere an elevator camera may still have us on their videotape.

A handwritten signature in black ink that reads "Lee R. Gaseoma". The signature is stylized with a long horizontal line extending from the end.

Lee Gaseoma

# IN MEMORIAM



## MARC ESPINO

The “Man in the Maze” is a visual representation of the Tohono O’odham Indians’ belief in one’s journey through life. By following the circular pattern, beginning at the top, the figure goes through the maze encountering many turns and changes. As the journey continues, one acquires knowledge, strength, and understanding. According to the Tohono O’odham people, the Man in the Maze or I’toi (pronounced EE-toy) is a sacred symbol.

Marc Espino, member of the Tohono O’odham Nation, joined the American Indian Vocational Rehabilitation Training and Technical Assistance (AIVRTTAC) team at Northern Arizona University (NAU) in the Institute for Human Development (IHD) in 2017 as a Vocational Rehabilitation (VR) Technical Assistance and Training Specialist. His knowledge and background in counseling, psychology, and vocational rehabilitation brought a level of experiences and perspective that was easily relatable, respected, and needed by the tribal VR personnel he interacted with on a daily basis.

Marc’s continual influence on AIVRTTAC and the American Indian Vocational Rehabilitation Services (AIVRS) Programs is evident through his contributions to the website, e-learning modules, webinars, onsite Intensive Technical Assistance, and conference presentations. Dr. Lee Gaseoma said that Marc contributed immensely to the foundational development and direction of AIVRTTAC.

All will miss Marc’s sweet, kind spirit, his radiant, beautiful smile that provided comfort, his boisterous laugh that reminded us to find the joy, and his professional demeanor that led to trust. In memory of Marc, the AIVRTTAC team is dedicating all training and technical assistance undertakings along with the remainder of the grant activities to Marc in his honor, 2019-2020.



# HUNTER & GATHERER

## WAYNE DAGEL, MS, LCPC VR TRAINING AND TECHNICAL ASSISTANCE SPECIALIST

Wayne Dagele, first generation descendant of the Blackfeet Tribe, has over 20 years of experience in the Vocational Rehabilitation (VR) world.

Wayne kicked off his VR experience as a client in 1996 after he was involved in a motor vehicle accident that resulted in a spinal cord injury. Neither the accident nor the injury would hold him back or keep him down. The whole experience taught him that he had more to give, choosing to assist other people with disabilities achieve employment outcomes.

For the next 8 years, Wayne worked for the State of Montana providing VR services to the Northern Cheyenne and Crow Reservations. While working for the State, Wayne had the opportunity to develop and provide training to the entire staff of State VR Counselors on culturally appropriate services for American Indian clients. During this time, Wayne had the opportunity to work as Program Director for the Northern Cheyenne TVR Program and was given the responsibility of writing the TVR grant to continue VR services to the reservation.

Wayne has experience developing a Community Rehabilitation Provider Program from building the initial infrastructure to the implementation of services as an employment specialist assisting individuals with disabilities in obtaining community employment. In addition, Wayne has experience managing a community employment program funded under the Workforce Investment Act (WIA)

Since 2011, Wayne has been a technical assistant consultant and trainer for AIVRS programs. He initially joined AIVRTTAC as a consultant and is now a full-time employee with the project.

When Wayne is not working with AIVRTTAC, he enjoys the great outdoors while fishing or hunting. We are so lucky to have him work with us at AIVRTTAC.

### **One thing no one may know about me:**

I currently drive the 1959 Ford pickup that I learned to drive in at age 8. I had to rebuild the engine and create an aftermarket wiring harness to get it running.



# HUNTER & GATHERER

## WINONA REID, M.ED. VR TRAINING AND TECHNICAL ASSISTANCE SPECIALIST

Winona Reid is a member of the Navajo Nation. She is Tódich'í'nii (Bitter Water Clan) from her mom's side. Her maternal grandfather is Tsénjikiní (Honey Combed Rock People of the Cliff Dwellers People Clan).

On her birthday, twenty years ago, Winona traveled in -20 degree weather to New Town, North Dakota with Dr. Lee Gaseoma to assist in her very first onsite technical assistance and training with the Three Affiliated Tribes Vocational Rehabilitation (VR) Program. That onsite TA/training was a positive life-altering moment that changed the trajectory of her life.

Winona worked with the Capacity Building for American Indian Projects (CBAIP) at Northern Arizona University (NAU) in the Institute for Human Development (IHD) for 13 years providing technical assistance and training to AIVRS programs and new tribes interested in applying for grant funding.

For the past six years, Winona worked in the field of Research Administration with faculty at Northern Arizona University and then with faculty at the University of Arizona on proposal development, pre-award management, budget development, finding funding, contract negotiation, policy interpretation, award acceptance, and compliance.

Winona is very excited to return to working with the AIVRS programs and the AIVRTTAC team! Welcome back Winona!

Outside of work, Winona enjoys her little vegetable garden growing tomatoes, zucchini, squash, pumpkins, cucumbers, radishes, kale, and asparagus.

### **One thing no one may know about me:**

I have visited every state in the U.S. except OHIO!



# AIVRTTAC Activities Update

## Intensive, Targeted and Universal Technical Assistance

### 1. Intensive, sustained training and technical assistance (ITA)

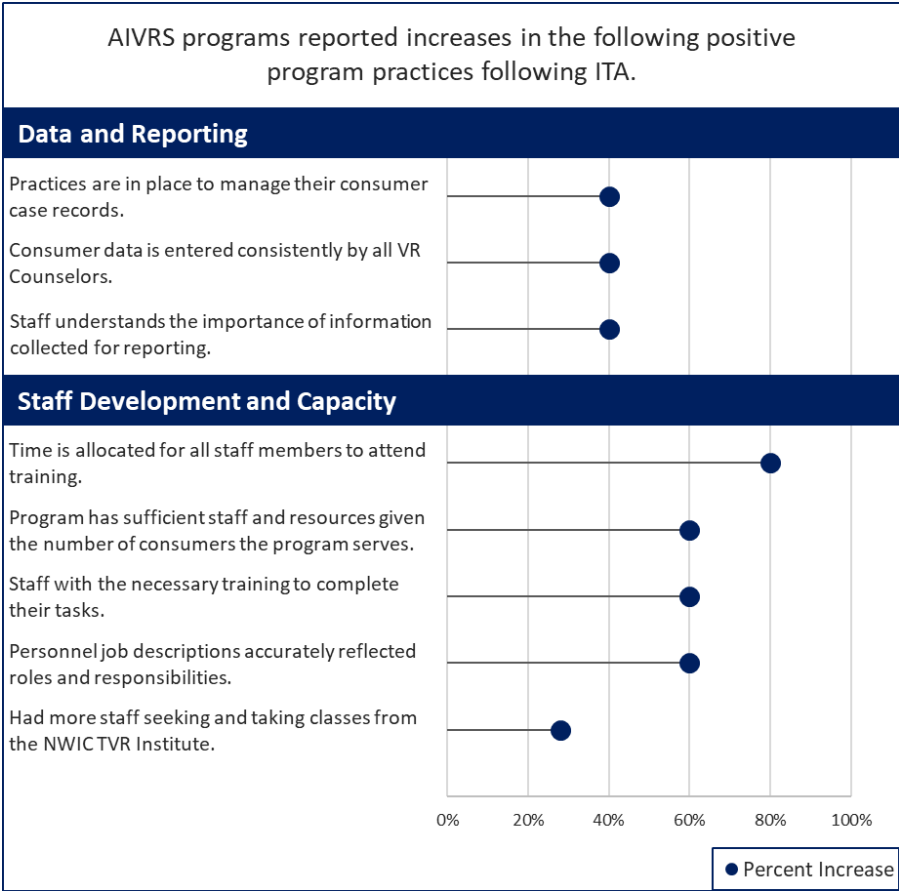
- Virtual meetings (Zoom, phone calls, emails) to discuss the ITA Request and develop an ITA Agreement
- Typically provided onsite and virtually to cover what was agreed upon in the jointly developed ITA Agreement
- Intended results are changes in policies, practices, and/or operations that support the increased capacity of the AIVRS Program

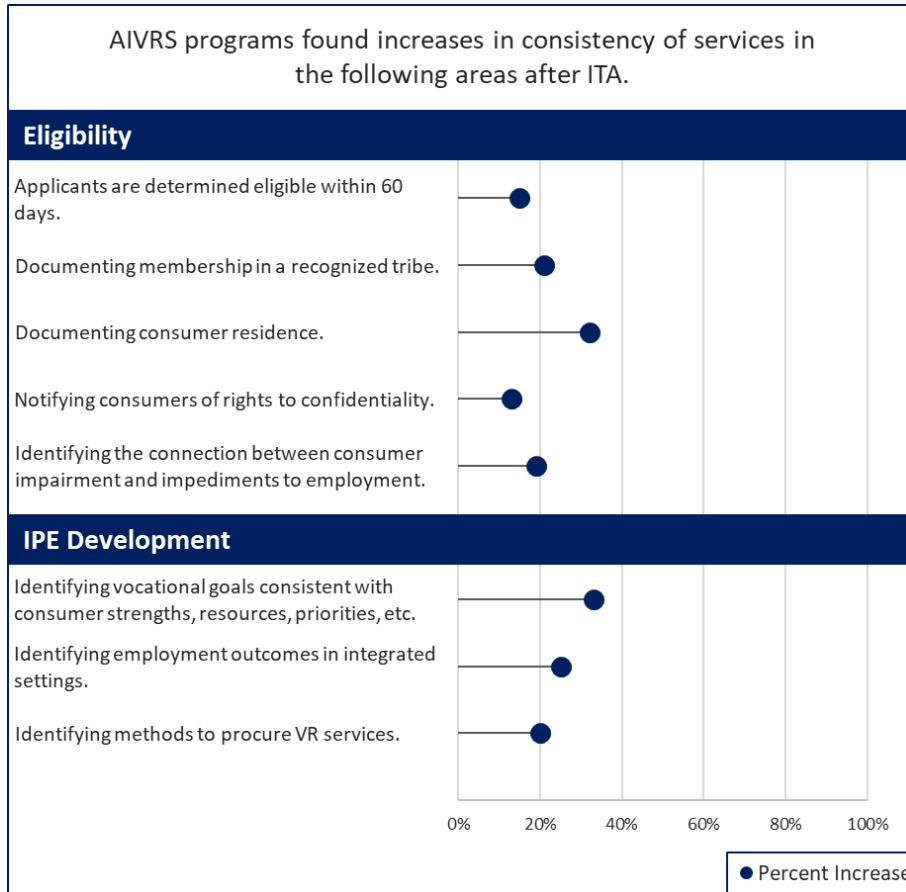
Since April 2017, there are 18-signed ITA Agreements with AIVRS Programs, of which five have completed ITA and 13 are still involved in the ITA process. In the last six months, AIVRTTAC staff have provided ITA to four AIVRS Programs. In addition, the AIVRTTAC staff conducted approximately 109 Zoom coaching meetings and conference calls with AIVRS Program staff, and seven face-to-face meetings with AIVRS Programs at the last CANAR conference occurred with respective RSA AIVRS Program Project Officers.

The six most requested topics covered in ITA include

- |                                       |                               |  |
|---------------------------------------|-------------------------------|--|
| 1. <i>Case Management File Review</i> | 3. <i>VR Process</i>          | 5. <i>Annual Performance Reporting</i> |
| 2. <i>Policies and Procedures</i>     | 4. <i>Transition Services</i> | 6. <i>Collaboration with State VR</i>  |

At the end of ITA, AIVRS Programs reported changed practices in (1) data and reporting activities, (2) staff capacity, and (3) consistency and efficiency in working with consumers.





See page 9, of this newsletter, for more information about the ITA Process and to request ITA in the next year.

## 2. Targeted, specialized training and technical assistance (TTA)

- One-time, labor-intensive events, such as facilitating webinars and hosting regional workshops
- TTA is based on needs common to multiple recipients and not extensively individualized
- Episodic, less labor-intensive events, such as facilitating a series of conference calls on single or multiple topics that are designed around the needs of the AIVRS recipients
- Facilitating communities of practice can also be considered targeted, specialized training and TA

AIVRRTAC hosted two webinars covering the New Directors Toolkit – the First 90 Days and one virtual Talking Circle (Community of Practice). The following are the number of participants for each.

Program and Tribal sections	47 online participants
Federal and State sections	45 online participants
Virtual Talking Circle	35 online participants

Five AIVRS Programs are receiving TTA covering topics on policies and procedures, form review/recommendations, VR process, case management techniques, self-employment, outreach, program management and job development practices for rural settings.

### 3. Universal, general training and technical assistance (UTA)

- Information provided to individuals through their own initiative, resulting in minimal interaction with AIVRTTAC staff such as conference presentations by AIVRTTAC staff
- Information or products, such as newsletters or guidebooks, downloaded from the AIVRTTAC’s website by independent users
- Brief communications by AIVRTTAC staff with AIVRS recipients, either by telephone or email, are also considered universal, general training, and TA

1. AIVRTTAC staff led two presentations at the 2018 Annual CANAR Conference in Scottsdale, Arizona. The presentation topics included
  - a. PreETs Collaboration with State VR presented by Darold Joseph, Paula Seanez, Navajo Nation OSERS, and Betty Schoen, RSA Region 1 Transition Specialist at Arizona Department of Economic Security. (21 attendees)
  - b. AIVRS Program Management presented by Wayne Dagele and Suzanne Malson (47 attendees)
2. AIVRTTAC’s Facebook page had a 49% increase in the number of likes since January 2019, averaging two new likes per week from January to March, and reaching an average of 57 users per week.

Facebook Analytics	Jan.	Feb.	Mar.
<b>Total Page Likes</b> <i>(The total number of unique users who have liked AIVRTTAC’s page.)</i>	47	59	70
<b>Average Weekly Reach</b> <i>(The number of unique users who had any contact from or about AIVRTTAC’s Page enter their screen, including posts, check-ins, ads, etc..)</i>	77	34	62

3. The number of users of the AIVRTTAC website have generally remained consistent across time, with around 20-30 total users per month.
4. AIVRTTAC’s [YouTube channel](#) has reported an increase in total amount of time spent viewing a video. Top 3 video views include
  - a. AIVRTTAC New Directors Toolkit Webinar Tribal and Program Sections (175 views)
  - b. AIVRTTAC Video Newsletter (160 views)
  - c. Promising Practices for Providing AIVRS Services (121 views)





# RECRUITMENT FOR NEW ITA SITES



All AIVRS Programs! AIVRRTAC staff are currently recruiting for new Intensive Technical Assistance (ITA) sites for Year 5. ITA includes personalized services through an ITA Agreement between the AIVRRTAC and an AIVRS program. ITA duration is based upon the AIVRS program needs (e.g., development of policies and procedures, development or amendment of cooperative agreements with the State VR Agency) and involves onsite and offsite coaching and guidance to address specific program needs. The outcome of ITA should result in improvements in policy, program, practice, and/ or operations, as well as AIVRS program performance and consumer employment outcomes. The ITA process includes:

- ⊕ AIVRS Program Director completes the Request for ITA Form
- ⊕ AIVRRTAC schedules a call to review the ITA request with the AIVRS Program Director
- ⊕ AIVRRTAC informs assigned RSA Project Officers about the AIVRS program ITA request
- ⊕ Once the ITA request is approved, the AIVRS program is assigned an ITA Team
- ⊕ First onsite ITA visit is conducted with the AIVRS program to finalize the ITA Agreement, review the five-year AIVRS program grant proposal, conduct training in the use of the Consumer Case File Review Tool (with consumer consent or redaction of personally identifiable information), review program forms to determine alignment with the VR process, and conduct community tour to meet tribal leaders, program administrations and local service providers
- ⊕ Follow-up ITA coaching and guidance is provided to AIVRS programs based on the work plan that is part of the ITA Agreement
- ⊕ ITA phase out plan is determined by the ITA Team and the AIVRS Program Director

For additional information and materials, on the ITA criteria and process, please go to the following link: [www.aivrttac.org](http://www.aivrttac.org).

**He who would do great things should not attempt them all alone.**

- Seneca Proverb

# WHAT HAS AIVRRTAC BEEN UP TO?





**IHD**  
Evidence  
for Success  
Disability Conference

2019

**July 14-16, 2019**  
**We-Ko-Pa Resort**  
Scottsdale/Fountain Hills, AZ

**One Conference – Three Different Focus Areas!**



[www.aztap.org/conference](http://www.aztap.org/conference)

### Assistive Technology (AT)

Celebrating 20 years as Arizona's largest, most comprehensive Assistive Technology Conference

Featuring *Therese Willkomm* at the *AT Makers Preconference Workshop*

### Evidence-Based Practice in Disability Disciplines (EBP)

Bridging the research-to-practice gap to help professionals implement evidence based practices

### American Indian Vocational Rehabilitation Training and Technical Assistance Center (AIVRRTAC)

Supporting positive outcomes for Tribal members receiving vocational rehabilitation services

### Reasons to Attend

#### Professional Development

- 65+ educational sessions + optional preconference workshop
- Up to 18 education credit hours

#### Expansive Exhibit Hall

- 50+ exhibitors
- Open to the community, free of charge (Monday afternoon only)

#### Enjoyable Learning Environment

- Exciting venue at great rates
- Networking opportunities
- Free raffle tickets



Institute for Human Development

# SEPTEMBER SNEAK PEAK

The theme for the Fall 2019 AIVRTTAC Newsletter is “Harvest” and will feature new products and tools developed for use by AIVRS Programs.

Currently, the AIVRTTAC Products and Tools Catalog contains 44 products and tools that are posted on the AIVRTTAC website, published on the National Clearinghouse of Rehabilitation Training Materials (NCRTM) website, and near completion or in progress. Here is the September sneak peek.

- **AIVRS Eligibility/Certification Template**
- **AIVRS Program Evaluation Checklist and Guidelines**
- **Bi-Annual Fall 2019 AIVRTTAC Newsletter**
- **Two CANAR 2019 Mid-Year Conference PowerPoint Presentations**
  - Implementing the use of AIVRTTAC tools and strategies to inform AIVRS case management
  - Reporting your AIVRS Program Outcomes to RSA

The image shows two overlapping forms. The top form is the 'AIVRS Certificate of Eligibility/Ineligibility (COE)'. It includes an introduction, instructions for use, and a section for 'Completing the COE' with five numbered steps. The bottom form is the 'Statement of Eligibility/Ineligibility'. It contains a header with 'First Name', 'Initial', and 'Last Name' fields, followed by 'VR Counselor' and 'Case No.' fields. It has several sections with checkboxes: 'A. Is an enrolled member of a federally recognized tribe', 'B. Individual resides, on or near (DESCRIPTOR) the TRIBE reservation border', 'C. There exists a medically documented physical or mental impairment(s) that constitutes a substantial impediment to employment', and 'D. Vocational Rehabilitation Services are required to prepare for, get, and keep a job that is compatible with (rather) unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.' Below these are checkboxes for 'Complete and check applicable boxes below' and 'Eligible for VR Services' vs 'Not Eligible for VR Services'. The form also includes a signature line for the 'Vocational Rehabilitation Counselor' and a 'Date' field.