

Navajo Nation VR

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**Building Staff Clinical Skills through
Motivational Interviewing
Arizona, New Mexico, Utah**



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What you will learn

- What is a Learning Collaborative and the AIVR Learning Collaborative?
- Navajo Nation AIVR Experience
- What was Learned?
- Future efforts



Learning Collaborative Model

- Peer to Peer model
- 3 Meetings per year as a group
- On-site intensive TA
- Periodic check ins and informal TA
- TA plan, goal setting, and support

ICI/CANAR Partnership

- Invited Joe Kelly from CANAR to attend Learning Collaborative Meetings
- Were we creating barriers to our NIDILRR project for AIVR programs?
- How could we include AIVR projects in our efforts?

ICI/CANAR Pilot Purpose

- ✓ The purpose of the Pilot is to assist Tribal Vocational Rehabilitation (TVR) Programs in developing and implementing solutions to management or performance issues of importance to their Program and which will have a significant impact on their ability to provide effective VR services and achieve increased employment outcomes.
- ✓ The management or performance issues should be one the TVR Program is already beginning to address, has started to consider, or has tried to address in the past. The Pilot will be guided by the VR Program Management Framework and use a Learning Collaborative process.

Goals

- Development of a culturally pertinent TA model to improve the quality of VR management in participating pilot AIVRS Programs.
- Implementation of a culturally pertinent TA model to improve the quality of VR management in participating AIVRS Programs using a specific management problem to address within each of the tribal programs as the project's main point of reference.
- Create a University-CANAR partnership to improve access to research, and technical assistance opportunities for AIVR programs.

7S's and RTAC Management Framework

- Importance of having a framework for project management
- Similarities and differences between CANAR and RTAC Management Framework
- Transition to a culturally relevant framework.

CANAR and McKinsey 7S's

- Shared Values
- Structure
- Systems
- Strategy
- Skills
- Style
- Staff



Where we started with the RTAC Framework

Components of VR Program Management Framework:

- Communication
- Customers
- Services & Processes
- Partnerships
- Leadership
- Strategic Planning
- Data and Quality Assurance
- Human Resources
- Outcomes



Where is Navajo project now?

- ✓ Completion of the Motivational Interviewing Level I and Level II
- ✓ Closer coordination with the state VR in understanding how they are implementing MI
- ✓ Continuing to assess program strengths and assets
- ✓ Continuing to assess staff training needs and how to support/monitor staff using MI skills
- ✓ Management supports continued MI training across program staff





Impact of project on Navajo's overall assessment of its VR Program?

- Opportunity to assess program during the time of grant preparation and submission
- Opportunity to use and continue to use Rehabilitation Framework that provided structure
- Importance of linking project outcomes with assessment data





Impact of Tribal cultural/political issues on project?

- Navajo culture is foundation to the Navajo VR program
- Incorporate Navajo teachings in the assessment process
- Use of the MI manual for Native Americans







Assistance CANAR/ICI provided?

- Knowledge and experience
- Face to face meetings provided the opportunity to help focus our project. Discussion and suggestions were very helpful
- Knowledge of the state VR programs, projects they have engaged in and information they could provide
- A better understanding of a Learning Collaborative and how the process works





Assistance CANAR/ICI provided?

- A Collaborative Project Plan to help guide our project
- Resources that related to our project and other areas of interest for AIVR
- Diverse perspectives



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Other help needed in future?

- Continued information of LC projects that are funded so we can seek involvement
- Funding Opportunities
- How to improve skills on data diagnostics, needs assessment and program evaluation
- Resources for continuous quality improvement of our program





What was learned?

- What LC are about
- More about ICI and met great staff
- Rehabilitation Framework
- Importance of data diagnostics and needs assessments
- There's opportunities to work with state(s) in the LC process
- About our program strengths and areas for improvement





What is the future of the project?

- MI training and support of staff will continue
- MI training will be expanded to other staff not only VR
- Implement Phase III for supervisors to be able to support/monitor staff
- Share with others what we learned
- Do an LC with other Tribal VR programs in AZ, NM area



Some recommendations

- NIDILRR and RSA Grantees should consider ways to partner with CANAR and AIVR.
- Rehabilitation Counseling Programs have a role! Can you provide opportunities for AIVR project employees to gain clinical and rehabilitation skills?
- AIVR projects all serve communities with high disability rates and high unemployment rates. Partnerships are important!
- AIVR's have much to offer the field in innovations in rural services, entrepreneurship, business engagement.



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