LIHEAP Navigation and Service Resources

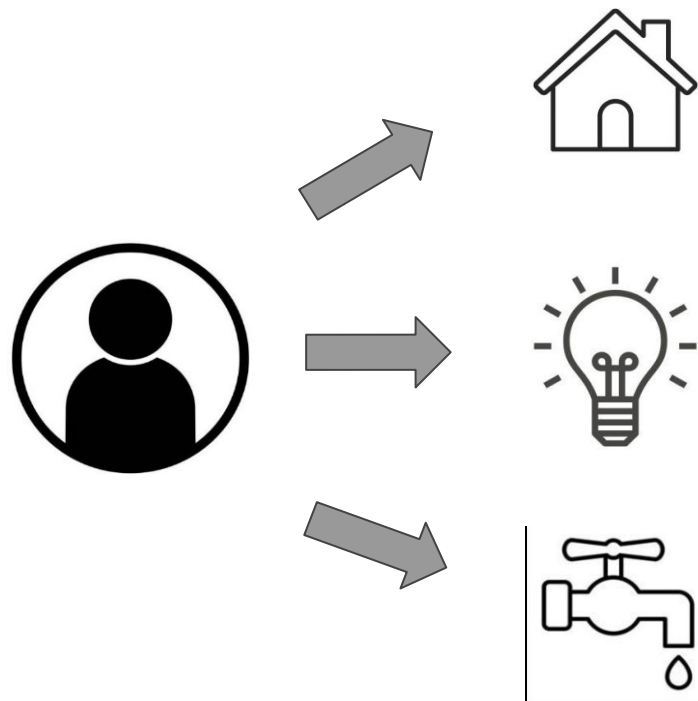Community Navigation for DCAD Programs

LIHEAP: Case Study

Tribal Nation & DCAD Collaboration

- ADES Partnership w/ Tribal Nation Administered Programs
- ADES Contracted
- ADES Administered

What is Community Navigation?

Resource Navigation is leading customers to the right resource at the right time

"No wrong door, no wrong person" approach

Community Navigation Goals

Increase client awareness

Expand access to critical assistance programs

Treat people like people - not numbers

Why is Community Navigation Important?

Inequitable access to public programs

Barriers to access for historically underserved communities

Barriers include lack of transportation, lack of child care, inability to access local offices during business hours, etc

Individuals with limited internet access and who struggle to understand requirements of public programs are left to struggle.

Community Resource Navigation

STEP 1 — A community member in need contacts their community-based organization

Community Resource Navigation

STEP 2 — Location
The community-based organization interviews the individual and assesses the barriers the individual faces

STEP 3 — Mapping & Navigation
The community-based organization determines which program(s) best meet the needs of the individual and assists them with their application(s) online

STEP 4 — DES adjudicates the application and disburses timely assistance

LIHEAP

A Case Study of Community Navigation

LIHEAP's Importance

LIHEAP helps keep families safe and healthy through initiatives that assist families with energy costs. LIHEAP provides assistance to manage costs associated with:

- Home energy bills

- Energy crises

- Weatherization and energy-related minor home repairs

How to Apply

Paper Application

Phone

Apply Online

PHONE:
1-833-912-0878 (Rental Asst)
1-833-453-2142 (Water Asst)
1-866-494-1981 (Utility Asst)

Community Action Agency

Housing Stability and Utility Assistance Portal

DES and 12 Partners Provide LIHEAP in Arizona

Community Action Human Resources Agency (CAHRA)
Geographic Area Served: Pinal County

Maricopa County Human Services Department
Geographic Area Served: Balance of Maricopa County

Western Arizona Council of Governments (WACOG)
Geographic Area Served: Mohave, Yuma and La Paz Counties

City of Phoenix Human Services Department
Geographic Area Served: City of Phoenix

Gila County Community Action Agency
Geographic Area Served: Gila County

Tohono O'odham Nation
Geographic Area Served: Tohono O'odham Reservation

Southeastern Arizona Community Action Program (SEACAP)
Geographic Area Served: Greenlee, Graham, Cochise, and Santa Cruz Counties

City of Glendale Community Action Program
Geographic Area Served: City of Glendale

Mesa Community Action Network (Mesa CAN)
Geographic Area Served: City of Mesa

Northern Arizona Council of Governments (NACOG)
Geographic Area Served: Yavapai, Navajo, and Apache Counties

Coconino County Community Services Department
Area Served: Coconino County

Pima County Community Action Agency
Geographic Area Served: Pima County

Arizona LIHEAP Client Satisfaction

Client testimonials are one of the reasons we tailor AZ LIHEAP to meeting the needs of multiple populations!

"I was surprised on how fast the application was approved, especially considering it is through a government agency! Really just joking but government agencies are not known for being fast or easy to deal with! But this was exceptionally easy and fast! Thank you!" - LIHEAP Applicant

"The whole process was smooth. Thank you so very much !!!!" - LIHEAP Applicant

83% Satisfied with Services - LIHEAP Customer Survey,

229 responses

How can Tribal Nations collaborate with ADES to deliver services, such as LIHEAP, to their members?

LIHEAP Tribal Nation Partnerships

These include:

- Tribal Nation Administered

- ADES Contracted

- ADES Administered

COORDINATION
the act of **making parts of something**, groups of people, working together in an efficient and organized way

COOPERATION
the fact of **doing something together** or of working together towards a shared aim

COLLABORATION
the act of working with another person or group of people to **create or produce something**

Tribal Nation Administered Programs

- The Tribal Nation receives funding for, and administers its own Program

- ADES may assist the Tribal nation with program administration, by:

  - Sharing best practices, policies, and forms

  - Providing technical assistance with program administration, reporting and monitoring

  - Sharing or collaborating in training opportunities

- Let us be a resource for you!

ADES Contracted / Administered

- ADES Contracted:
    - The Tribal Nation receives Program funding, but contracts with ADES to administer its Program on behalf of the Tribal Nation.
    - The Tribal Nation sets Program guidelines (eligibility, benefits, etc.), ADES administers to Tribal Nation members per contract.

- ADES Administered:
    - The Tribal Nation does not receive or has exhausted its Program funding, and Tribal Nation members are served by ADES (subject to funding and specific program criteria)
    - ADES may assist the Tribal Nation with service delivery through community navigation, by providing training and technical assistance to a local Program coordinator or formal community navigator
    - As a general rule: Members of Tribal Nations are *always* eligible for ADES benefits if they are not already eligible to receive the same benefit through their Tribal Nation.

LIHEAP Tribal Nation Partnerships - Summary

Regardless of the type of partnership, we are here as a resource and partner for our Tribal Nations

- Tribal Nation Administered
  - Information sharing and technical assistance for program administration

- ADES Contracted
  - Administration of program on behalf of Tribal Nation

- ADES Administered
  - Community navigation training and assistance for local access to Tribal Nations

Contact Information

For Navigation & Partnership Questions:

- dcadcaps@azdes.gov

For Tribal & Community Outreach or Policy Questions:

- dcadpolicy@azdes.gov

Questions ?