



# ONAP National Best Practice Webinar

Featuring the Housing Authority of the Choctaw Nation of Oklahoma

---

SEPTEMBER 25, 2019

# OFFICE OF NATIVE AMERICAN PROGRAMS (ONAP)

---



## **Heidi J. Frechette**

Deputy Assistant Secretary

Office of Native American Programs

Department of Housing and Urban Development

## **Office of Native American Programs**

homepage: [www.hud.gov/codetalk](http://www.hud.gov/codetalk)

Mailbox: [Codetalk@hud.gov](mailto:Codetalk@hud.gov)

# TODAY'S FEATURED GUEST

---



## **Carrie Blackmon**

Director, Service Coordination

Housing Authority of the Choctaw Nation of Oklahoma  
(HACNO)

[cblackmon@choctawhousing.com](mailto:cblackmon@choctawhousing.com)

Service Coordination, ROSS & EnVision Center  
Departments employees: 12



## Housing Authority of the Choctaw Nation of Oklahoma – Service Coordination and EnVision Program

The Choctaw Nation is committed to helping its nearly 200,000 enrolled members achieve their full potential and self sufficiency. The service coordination program, now enhanced by the EnVision Program, expresses that aim.

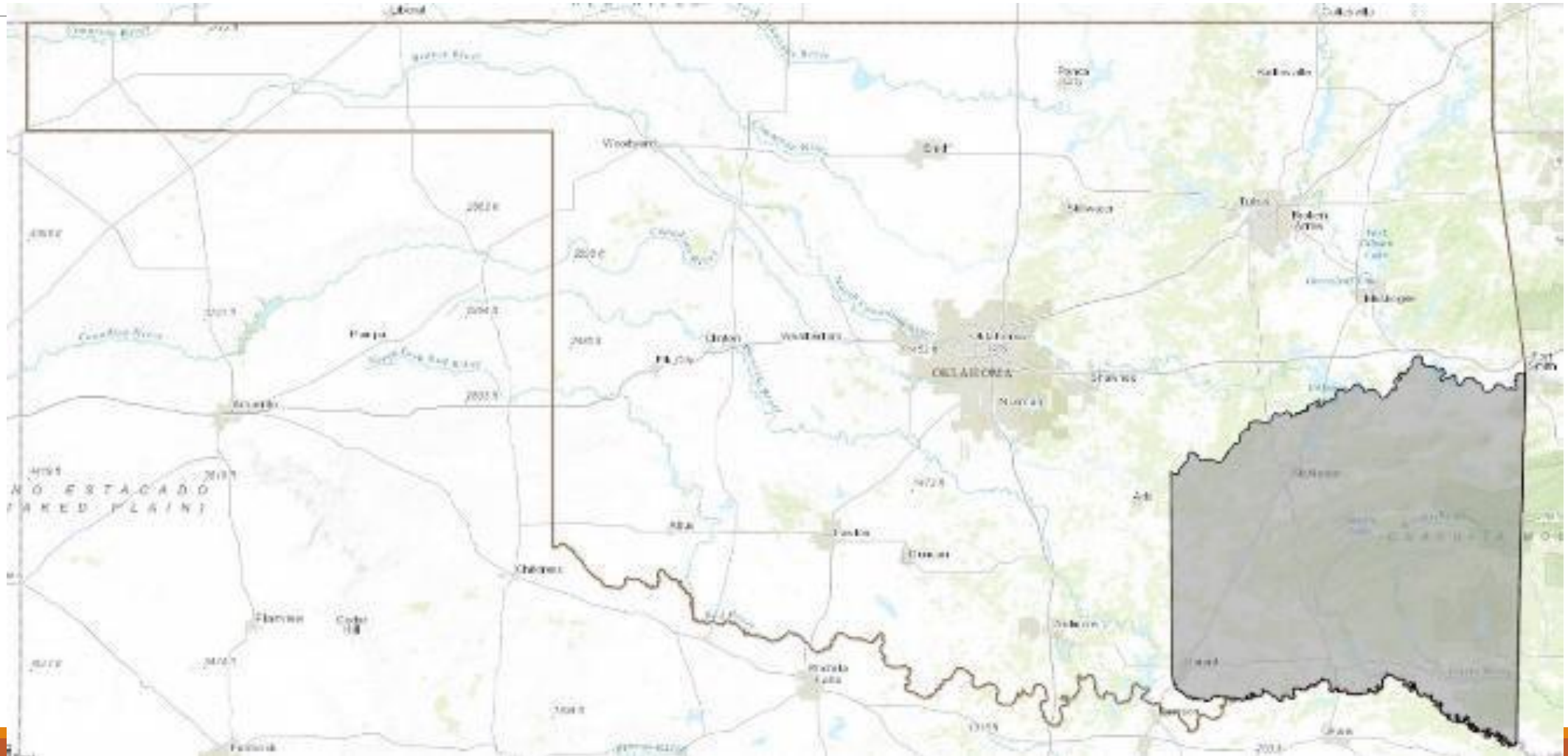
# THE CHOCTAW NATION OF OKLAHOMA

---

- The Choctaw Nation of Oklahoma (CNO) is a “non-reservation” based federally recognized tribe.
- The Choctaw Nation of Oklahoma participated as the first tribal Promise Zone, ConnectHome Pilot Community, and the first tribal EnVision Center.



# HOUSING AUTHORITY OF THE CHOCTAW NATION OF OKLAHOMA



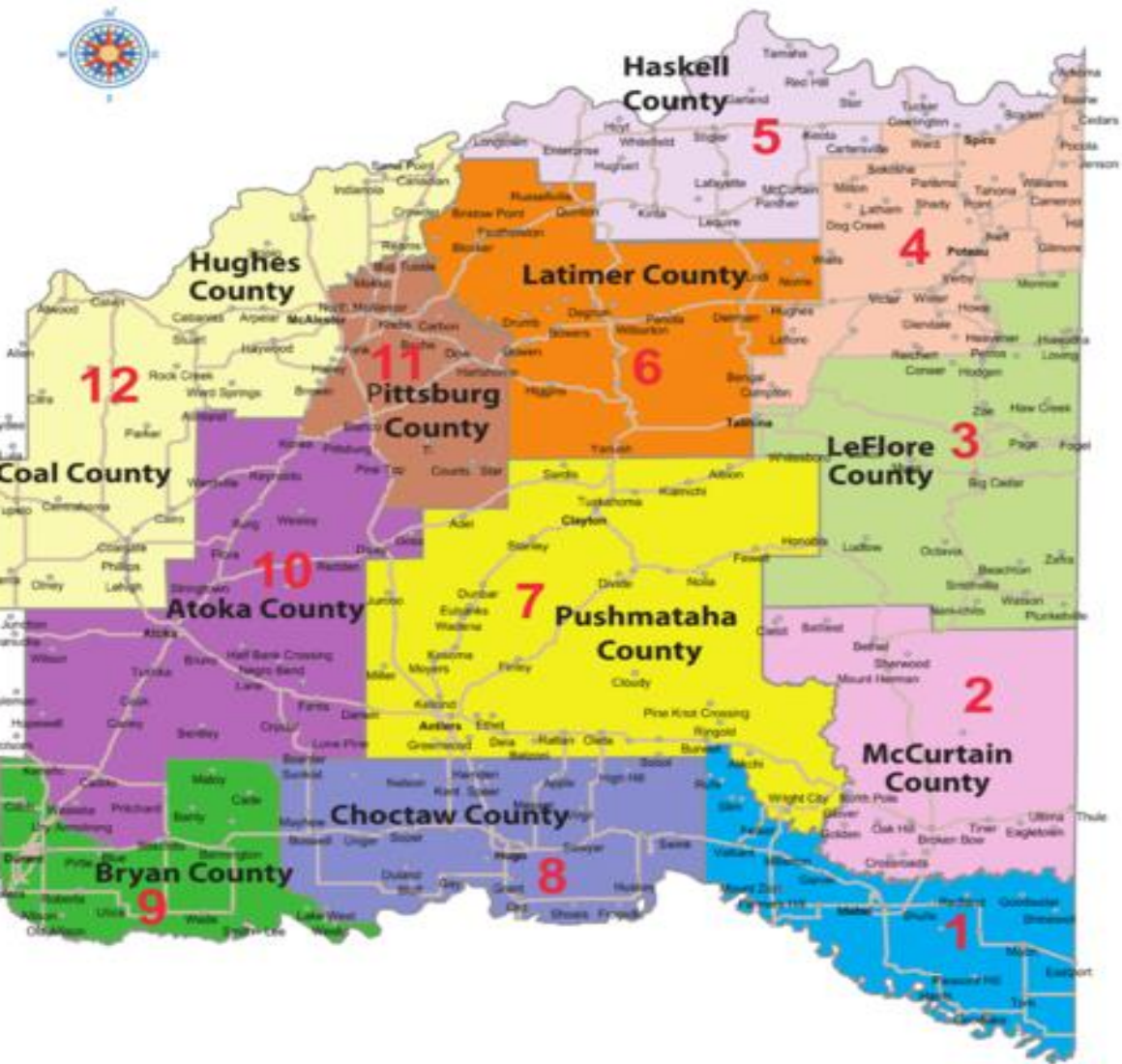
# ABOUT HOUSING AUTHORITY OF THE CHOCTAW NATION OF OKLAHOMA

---

- Service area includes 10 ½ counties covering nearly 11,000 square miles.
- Includes more than 50,000 Native Americans.
- Some service area communities are more than 50% Native American.
- The area is very rural. Residents struggle with poverty, high unemployment, low educational attainment, transportation issues, medical and health concerns. CNO is the second largest tribal service area in the lower 48 states.

# Choctaw Nation of Oklahoma

## District Map



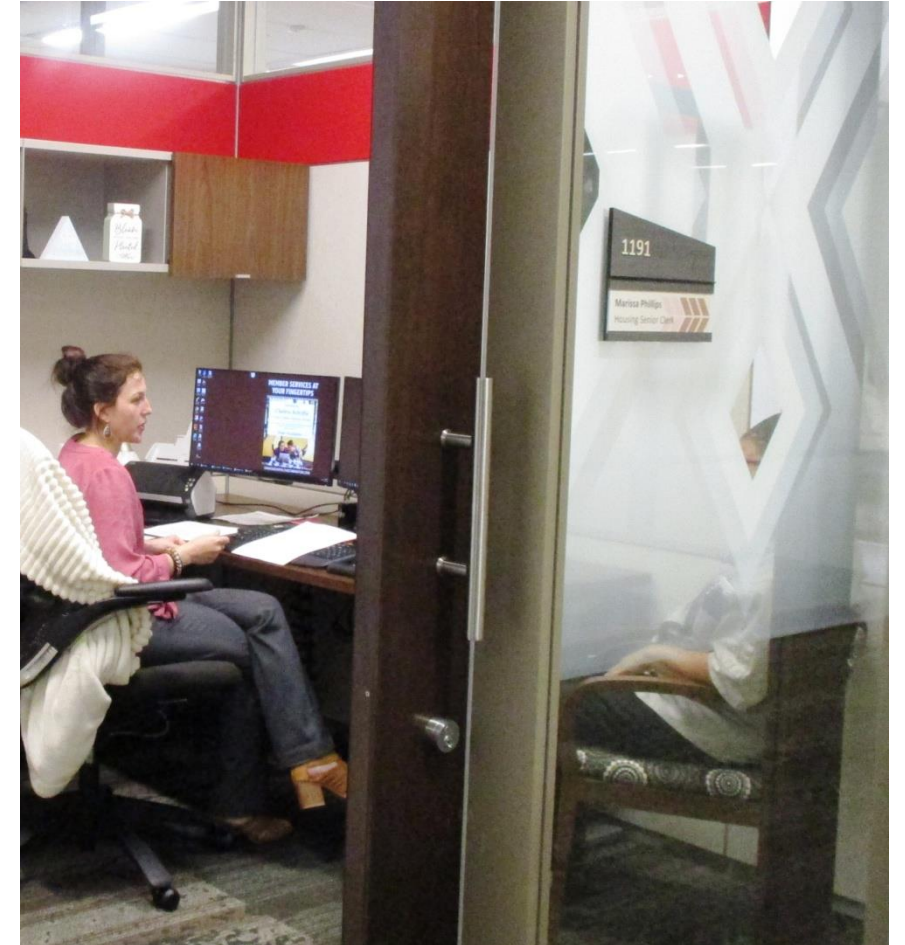
	Population Density (People Per Sq. Mile)	Mean Household Income
United States	87.4	\$74,596
Oklahoma	54.7	\$62,871
Atoka	14.5	\$50,937
Bryan	46.9	\$52,551
Choctaw	19.7	\$43,979
Coal	11.5	\$51,914
Haskell	22.1	\$46,521
Hughes	17.4	\$50,428
Latimer	15.4	\$54,615
Le Flore	31.7	\$48,083
McCurtain	17.9	\$44,384
Pushmataha	8.3	\$45,332
Pittsburg	35.1	\$55,380



# SERVICE COORDINATION

---

- Service coordination is a professional practice in which the Service Coordinator is a facilitator, advisor, educator, advocate and community services referral agent for the HACNO.
- The most fundamental role of a Service Coordinator is to link individuals to a wide range of community services that ultimately empower them to live independently and become self-sufficient.



# PROMOTING SELF SUFFICIENCY

---

- Offering residents a hand up and not a hand out.
- Working to create generational change and offer all residents the opportunity to become self sufficient
- Rental Assistance Program offered as temporary assistance for one year
  - Rental Vouchers that are provided for privately owned homes.
  - DOES NOT include rental units owned by HACNO.
- Service Coordination Team works with families intensively to ensure readiness.
- There are exceptions.
  - Disabled, elderly, etc.
- Families can qualify for assistance again after a year if necessary.

# WHY SERVICE COORDINATION

---

- Decreases duplicative efforts.
- Consolidates initiatives.
- Enhances services offered to clients.
- Maximizes employees time and efforts.
- Enhances benefits for tribal members.

# WHERE WE BEGAN

---

- Began program in 2015
- 2 STAFF MEMBERS
  - Within a month gained 1 additional Service Coordinator
  - Within 6 months had 4 service Coordinators
  - Within 1 year expanded to Director, Assistant Director, 4 Service Coordinators and Clerk
- MAIN SERVICES
  - Basic service coordination, small amounts of counseling, workshops and education
- 2016 – Service Coordination Department Budget - \$547,700
- 2017 – Received first housing counseling grant
  - Approximately \$18,000





# SERVICE COORDINATION

---

- Service Coordination programs focus on housing and it provides referrals to a full range of additional programs.
- The department includes:
  - Director
  - Assistant Director
  - 4 service coordinators (covering the 10 ½ counties)
  - 2 Education Coordinators
  - 1 ROSS Coordinator
  - 1 EnVision Coordinator
  - 2 clerks (who work with walk-in requests)

# SERVICE COORDINATION DEPARTMENT

---

Range of programs to meet the housing needs of tribal members, include:

- Pre-Purchase Homebuyer Education
- Post-Purchase Homeownership Education and Rental/Lease Workshops
- Counseling Services: Financial Management/Budget & Credit Counseling
- Mortgage Delinquency & Default Resolution
- Pre-Purchase Counseling for Potential Homeowners
- Rental Housing Counseling
- Services for Homeless Counseling

# SERVICE COORDINATION PARTNERS

---

- Tribal Departments
  - Education
  - Children & Family Services
  - Health Care
- HACNO ROSS Coordinator and EnVision Coordinator



# HOW IT WORKS

- Service Coordinators work in the field - offices and are often in the common room of the Independent Elder Communities.
- They serve all tenants in NAHASDA and 1937 Act housing, LEAP, Independent Elder, Low-Rent and all rental assistance tenants.
- They are trained to provide housing counseling services and make referrals to other programs, departments and Education Coordinators.





# HOW IT WORKS

- Tribal members reach out to Service Coordinators.
- Service Coordinators develop individual development plans for tribal members based on their needs and goals.
- Tribal members attend workshops, webinars and individual counseling sessions.



# EXPANDING HOMEOWNERSHIP

---



Goal: where possible, assist families to build their wealth and self sufficiency through homeownership.

- HACNO is a certified Housing Counseling Agency.
- HACNO operates programs for tribal members at a range of income levels. Some through NAHASDA, some through tribal dollars.

# SUPPORT FOR SERVICE COORDINATORS

---

- Caseloads of about 45 counseling clients – this will rise when rental assistance tenants have mandatory counseling.
- **Technology is critical!**
- CounselorMax software to document contact with clients, ensure rapid turn around, record info efficiently
- Shared Microsoft calendars for staff members
- Monthly staff meeting/team building day – share a new resource and toughest case.
- Safety when in the field – checking in on technology, letting others know where you are, taking a co-worker on appointments.



- 
- Full-service counseling support tool
  - Tracks all required data by HUD Housing Counseling standards
  - Tracks client education and other client needs
  - Outreach campaigns
  - Offers customizable reports
  - Assists in workload management
  - Performance measurement tool for staff and clients
  - Geographical data capabilities





### Quick Client Search

Doe, A

Doe, B

Doe, C

Doe, D

Doe, E

Doe, F

Doe, G

Doe, H

Doe, John

### Advanced Search

### Identify Clients

- ☐ All  
☐ In-Process  
☐ Closed  
☐ Prospect  
☐ Suspended

☐ Guided Counseling (GPS) ☐

### New Client

Global Mode

[Admin Menu](#)

[Logout](#)

[Support Login](#)

## Calendar

[Outreach](#)[Intake](#)[Education](#)[Counseling](#)[Loan](#)[Resources](#)[Reporting](#)

Doe, John

Client Address  
Client Phone Number

Client Email Address

English

Service Coordination

In-Process

(AMI % = 38)

HUD Adj: Extremely Low (0-30%)

Counselor:

Shelton

Shawwna

Client #: 4034037

Case #: 4168324(8/27/2019)



[Mailing Label](#)

Reminders ☐

Client Schedule: ☐ (show)

Client History: ☐ (show)

Client Log: ☒ (show)

<input type="checkbox"/> Add					<input type="checkbox"/> Print		
✓Date	✓Duration	✓Subject	✓Staff	Summary	Outlook	Cancel	Edit
9/6/2019 (3:00PM)	60	ROSS Grant/ARH Assessment	SCS	Client came into my office needing help filling out paperwork for General Assistance program from the Social Worker. Client is needing help with her rent this month. I talked to client about her action plan and told her we was adding Budget Counseling to that. Referral sent to SC. Client is also wanting to go back to school for Communications major. She is going to talk to SOSU and try and get enrolled for the Fall B block classes.	Save	<input type="checkbox"/>	<input type="checkbox"/>
8/16/2019 (10:45AM)	15	ROSS Grant/ARH Assessment	SCS	Client is working fulltime and having trouble finding after school care for her children. Client still has children in daycare and not enrolled them in school at them present. Client is wanting to go back to school and advance in her employment. Working on getting after school care in Caney.	Save	<input type="checkbox"/>	<input type="checkbox"/>

**Quick Client Search**

Doe

Doe, A  
Doe, B  
Doe, C  
Doe, D  
Doe, E  
Doe, F  
Doe, G  
Doe, H

Doe, John

**Advanced Search****Identify Clients**☐ All☐ In-Process☐ Closed☐ Prospect☐ Suspended☐ Guided Counseling (GPS) ☐**New Client**

Global Mode

[Admin Menu](#)[Logout](#)[Support Login](#)

Doe, John

Guidance & Planning System (GPS) ☐Case Profile ☐Case Resolution ☐Financial Progress ☐Client Log ☐Budget ☐Assign Counselor ☐Tools ☐Pre-Qualify ☐Work Plan ☐Document Management ☐[NCOA Reverse Mortgage](#)

Doe, John



Date	Duration	Subject	Staff	Summary
8/12/2018 (1:30PM)	15	WEB Referrals	LLW	Wt from Homeless shelter or services to get place coming from California sent first contact email.
10/8/2018 (11:00AM)	15	WEB Referrals	LLW	I have made my second attempt.
10/30/2018 (12:45PM)	15	WEB Referrals	LLW	I have made my third attempt.
11/19/2018 (12:30PM)	15	WEB Referrals	LLW	From: Sent: Monday, November 19, 2018 12:28 PMTo: @gmail.com>Cc: @choctawhousing.com>; C: Subject: RE: assistanceHere is the information for emergency services. I am also including the local assistance info.http://www.ci.galt.ca.us/about-galt/access-online-serviceshttp://www.rentalhousingdeals.com/housing-authority/CA/GALT
12/5/2018 (1:00PM)	15	WEB Referrals	LLW	is homeless and was currently staying with her sister, and stated that she would be getting tickets to arrive in Poteau Monday, the home the sister was staying is to her understanding being fought over by her sister's brother and aunt, and she was told to leave, she stated that she has been couch hopping for months and wants a stable home for her children as she felt unsafe due to her ex husband trying to make contact but being unable to get a restraining order on him, due to him "ghosting"(disappearing and others not being able to find them for periods of time). She stated she had an interview with Poteau's cafeteria lined up and that she has checked the careers website, about chili's as well as Pocola, her aunt that lives in Poteau said she had a place she could live but she would have roommates.
12/21/2018 (4:15PM)	15	Applications	LLW	call stating that the living conditions with her aunt are not ok and that she was interested in information with a shelter, I attempted to call her twice leaving messages, the first time to call me back as soon as she was able the next to giving her the phone number for the women's shelter as well as the salvation army.
1/25/2019 (12:15PM)	20	Applications	BLJ	CAME INTO THE OFFICE AND FILLED OUT ES APP & SHE SAID SHE HAD EMAILED ONE BUT ES SAID THAY DID NOT RECEIVE IT SO SHE CAME TO OUR OFFICE TO GET IT FAXED AND WE LET HER KNOW WE DO NOT HAVE A FAX MACHINE BUT WE WOULD BE GLAD TO EMAIL IT FOR HER AND I ALSO GAVE HER AND HER RELATIVE THAT CAME IN WITH HER A LIHEAP APPLICATION. SAID SHE FOUND A PLACE TO LIVE AT ROCK ISLAND IT IS A MOBILE HOME THAT IS IN BAD SHAPE BUT SHE IS GOING TO FIX IT UP. I ASKED HER IF THE LANDLORD IS GIVING HER FREE RENT AND SHE SAID NO THE RENT IS \$395 A MONTH BUT SHE SAID SHE REALLY LIKES THE LOCATION AND IT IS RIGHT IN THE MIDDLE OF OVER A 100 ACRES OF LAND AND IT HAS A POND ON IT. SHE SAID SHE IS WORKING AT OK FOODS IN FORT SMITH SO SHE IS FAIRLY CLOSE TO HER JOB
3/1/2019 (2:00PM)	20	Supportive Housing-Pending	MKP	Client called about permanent housing with Choctaw Housing. She is currently staying at the crisis center here in Durant with her 3 kids. She does have an open case with Family Violence and to my knowledge she has not used ES yet. She was given a list of landlords in the area 2 weeks ago and out right told me she has not looked at it. Now the center is telling her she need to start looking for a place or atleast trying. She kepted saying she she doesn't want to wais money and needs something permanent for her kids. With her just now starting a job with Job for the Day it doesn't give her much income for HF or even LEAP. She will need to find a place for us to help.
4/5/2019 (12:30PM)	15	Audit	LLW	Audit complete.
5/10/2019 (1:30PM)	20	Service Coordination Clients (other)	MKP	Client wanted an ARH app for the Caney site because she is having a hard time with rent. She filled it out and brought it back to me. I emailed it to
5/21/2019 (10:45AM)	20	Service Coordination Clients (other)	MKP	Needing HES for her rent. Her check was for one week instead of two because she just started and not knowing that she put her bank account into the negative. Emailed HES app to Sarah S.
8/16/2019 (9:30AM)	30	Service Coordination Clients (other)	MKP	Referring to ARH Service Coordinator. She is currently living in the Caney units.
8/16/2019 (10:45AM)	15	ROSS Grant/ARH Assessment	SCS	Client is working fulltime and having trouble finding after school care for her children. Client still has children in daycare and not enrolled them in school at them present. Client is wanting to go back to school and advance in her employment. Working on getting after school care in Caney. Client is enrolling 2 oldest kid in Caney school and leaving youngest in daycare in Tuska. Client will come in and do an assessment first chance she gets.
9/6/2019 (3:00PM)	60	ROSS Grant/ARH Assessment	SCS	Client came into my office needing help filling out paperwork for General Assistance program from the Social Worker. Client is needing help with her rent this month. I talked to client about her action plan and told her we was adding Budget Counseling to that. Referral sent to SC. Client is also wanting to go back to school for Communications major. She is going to talk to SOSU and try and get enrolled for the Fall B block classes.



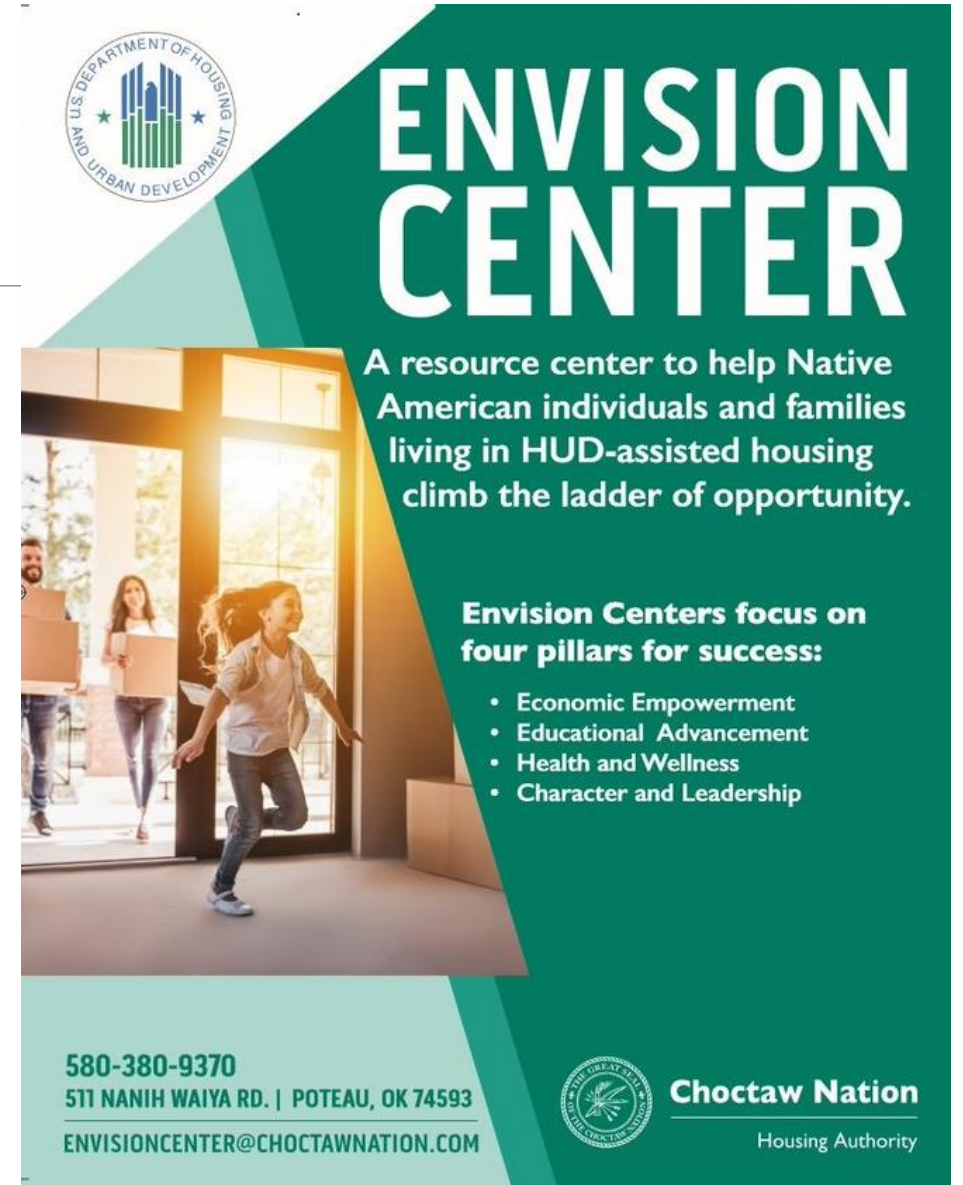
	8 am	9	10	11	12 pm	1	2	3
Staff 1	Monday, September 09, 2019							
	Durant							
			Doe, A Client c	Doe, B ; LEAP Ho	Doe, C : Dura	Doe D	Doe, A	G. I
Staff 2	Emails and Notes Antlers Office	Doe, Adam Email		Doe, S. Ft Towsc	Doe, C 123 Tribal Way		Doe, H Email	Emails and Notes Antlers Office
Staff 3	office poteau							
Staff 4	office - testing Coalgate							
Staff 5	Broken Bow Office-							
	HBE class; Chukash Hlamlpko (Strong Heart) Room - 1161;							
Staff 6	HBE class; Chukash Hlamlpko (Strong Heart) Room - 1161							
	In office; HQ							
Staff 7			Doe, Julie - LEAP Poteau Office		Doe, Sam - LEAP Wilburton Choc. Headstart	Doe, James LEAP 123 HomeDennot		




# ENVISION CENTER

Envision Center offers residents access to the four pillars of opportunity -

- Economic Empowerment
- Educational Advancement
- Health And Wellness
- Leadership And Character



The graphic features a teal background with a white circular seal of the U.S. Department of Housing and Urban Development in the top left. A photograph of three people (two men and one woman) running through a modern building entrance is positioned on the left. The text 'ENVISION CENTER' is prominently displayed in large white letters. Below it, a paragraph describes the center's mission. Further down, a section titled 'Envision Centers focus on four pillars for success:' lists the four pillars. At the bottom, contact information and the Choctaw Nation Housing Authority logo and name are provided.


 **ENVISION CENTER**

A resource center to help Native American individuals and families living in HUD-assisted housing climb the ladder of opportunity.

**Envision Centers focus on four pillars for success:**

- Economic Empowerment
- Educational Advancement
- Health and Wellness
- Character and Leadership

**580-380-9370**  
511 NANIH WAIYA RD. | POTEAU, OK 74593  
ENVISIONCENTER@CHOCTAWNATION.COM

 **Choctaw Nation**  
Housing Authority

# ADDITION OF ENVISION PROGRAM

---

- Adds health and wellness component.
- The opportunity for additional pop-up activities in the communities where clients live.
- Dedication of EnVision Center in Poteau May 2019
- This new building will be able to offer some remote education sessions.









Housing Authority of Choctaw Nation of Oklahoma EnVision Center – Poteau, OK



# Senior Fitness Class – April 2019 at the Poteau I.E. community room.



Workshop participants learned some low-impact exercises they could do in the comfort of their own home with their own household chairs.







Participants also learned how to play chair volleyball, a fun form of exercise!



# SOURCES AND USES OF FUNDS

---

## SERVICE COORDINATION

**\$829,059**

- Non-Federal Funds - Revenue from tribally funded housing programs allows Service Coordination Department to serve all income levels
- \$28,000 from HUD Housing Counseling used for travel and training

## ENVISION PROGRAM

**\$146,316**

- Non-Federal Funds

## ROSS PROGRAM

**\$223,563**

**TOTAL**

**\$1,198,938**

# RESULTS

---

Over the year-to-date, the Service Coordination program has:

- Awarded 253 Education Certificates.
- Served 293 Counseling Clients.
- Assisted 2,034 New Tribal Households.
- Served 3,004 Service Coordination Clients.
- Worked With Clients to Complete 1,678 Applications.
- But successes come in all forms, not all of them numbers.



# FUTURE PLANS

---

- Developing a financial literacy workshop series – first one to be targeted to parents with kids, teenage financial literacy.
- Dream to have a service coordinators in each district.
- Continuing partnership with Youth Advisory Board to work with elders on financial literacy and identity theft.



# LESSONS LEARNED

---

- **TECHNOLOGY.** Software helps Service Coordinators stay connected to the office while working in the field – helps them follow up effectively, document clearly, share appointments and locations to enhance off-site supervision and safety.
- **THE CLIENT SETS THE GOALS.** Clients are more motivated when they are in charge. It might be a new feeling for some clients.
- **RECOGNIZE, REFER, RELEASE.** To help keep their mission in mind, prioritize, and lessen stress, Service Coordinators learn this phrase.



# CARRIE'S TIPS FOR SUCCESS

---

- **TAKE SERVICES TO THE CLIENTS.** Change is difficult. Since we cover so many miles, we try to meet the clients where they are both in terms of services and geography.
- **DON'T DO IT FOR THEM.** Assist, but don't do the work for the client. This can refer to goal setting or filling out paperwork. Help them to be able to do it themselves the next time.
- **FOLLOW UP AND DOCUMENT.** The Service Coordinators have a 3-day follow up rule and they describe all contacts with clients in Counselor Max. It helps the counselors stay on top of case management, but also helps the department document services provided which can be useful down the road.

# CONVERSATION WITH HEIDI

---

# QUESTIONS?

---

Webinar and case study will be posted shortly on the  
Office of Native American Programs homepage:

[www.hud.gov/codetalk](http://www.hud.gov/codetalk)

Email comments to: [Codetalk@hud.gov](mailto:Codetalk@hud.gov)

### HELPFUL LINKS

ROSS grant applications – due date October 15, 2019

available through [Grants.gov](http://Grants.gov)

[Envision Center](#)