

DIVISION OF SOCIAL SERVICES RESOURCE GUIDE FOR CLIENTS, CUSTOMERS & THE PUBLIC

Pursuant to Navajo Nation Executive Order No. 010-20 and Public Health Emergency Order No. 202030, the Navajo Division of Social Services Resource Guide for clients, customers and the general public aims to provide information about how the essential direct services is delivered while complying with and remaining in full compliance with these orders. There is no public access to the Division and its departments and programs.

OFFICE OF THE EXECUTIVE DIRECTOR – (928) 871-6851

Overall, this office ensures essential, quality, comprehensive, and culturally relevant human services and social services are accessible and provided on and near the Navajo Nation, Monday to Friday (8:00 a.m. to 5:00 p.m.).

This office processes burial assistance for COVID-19 related death of Navajo individuals who resided outside the Navajo Nation or determined ineligible for burial assistance provided by the Navajo Family Assistance Service. The required documents are Certificate of Indian Blood and proof of COVID-19 related death of the decedent, and mortuary invoice. The financial assistance is up to \$3,500. Individuals may contact any mortuary of their choice directly.

DEPARTMENT OF CHILD CARE & DEVELOPMENT – (928) 810-6629

The DCCD provides availability, affordability and quality child care services for income eligible parents who are working, participating in job training or an educational program, and/or for children who have special needs, or are in protective services.

The child care centers operated by DCCD are closed; however, independent child care providers continue to operate providing child care services for first responders, emergency workers, or essential workers during the COVID-19 pandemic. The DCCD administration is operating Monday to Friday (8:00 a.m. to 5:00 p.m.).

DEPARTMENT OF FAMILY SERVICES – (928) 871-6556

The DFS provides specialized services to children, adults, and elderlies who are experiencing abuse, neglect or crisis, and to help maintain healthy and stable families on the Navajo Nation. The twelve (12) field offices throughout the Navajo Nation and one domestic violence shelter in Shiprock, NM are operating Monday to Friday (8:00 a.m. to 5:00 p.m.). The on-call protective services and victim witness advocates are on-call.

DEPARTMENT FOR SELF RELIANCE – (866) 347-2403

The DSR provides financial assistance, training, education, and career opportunities to needy families with minor children so that they may become self-reliant. To be eligible for TANF benefits, one must have children under 18 years of age and in need of financial assistance.

The Navajo Family Assistance Services (NFAS) administers the following financial assistance to low-income eligible Native American individuals who reside on the Navajo Nation: General Assistance, Burial Assistance, Community Services Block Grant, Navajo Education Incentive, and Low Income Home Energy Assistance Program. The DSR and NFAS operates Monday to Friday (8:00 a.m. to 5:00 p.m.).

DEVELOPMENTAL DISABILITIES PROGRAM – (928) 871-8067

The DDP operates with a comprehensive case management system to ensure medically necessary services are delivered timely to Medicaid-eligible members that include the aged, blind, and/or physically and developmentally disabled.

The DDP is providing essential services with a modified operation. The essential employees are teleworking Monday to Friday (8:00 am to 5:00pm) utilizing virtual meetings with its members, and securing virtual signatures from its members.

INDIAN CHILD WELFARE ACT PROGRAM – (928) 871-6806 OR (928) 871-7006

The Navajo ICWA Program preserves and reunites Navajo children with their birth parents, next of kin, other appropriate Navajo families, or a Native American family, and provides ongoing, quality case management services to Navajo children who are domiciled off the Navajo Nation, and are subject to out of home care.

The Navajo ICWA Program is providing essential services with a modified operation through 90% of its essential employees teleworking Monday to Friday (8:00 a.m. to 5:00 p.m.).

NAVAJO TREATMENT CENTER FOR CHILDREN AND THEIR FAMILIES – (928) 871-6818

The NTCCF provides mental health outpatient therapeutic, trauma-focused, clinically-based treatment services to children who have been impacted by childhood trauma.

The NTCCF essential employees are not restricted from traveling to perform vital services Monday to Friday (8:00 a.m. to 5:00 p.m.), including weekends to respond to the urgent needs of clients and families.