



# T'áá hwó ájit'éeego

Navajo Nation Department for Self Reliance Customer Newsletter

## DSR Customers receive certificates in phlebotomy, become employed

The Department for Self Reliance (DSR) had three DSR Customers complete their certification in the Phlebotomy with San Juan College in Farmington, NM in the spring of 2022.

Marli Francis is a former DSR Customer from Round Rock, AZ. She has three children, a son in high school, age 14; a 11-year-old son in the fifth grade, and her youngest son will be two in December. Marli's husband, Eric Badonie, is also in school. "I actually motivated him to go back to school, once he saw me graduate, he said, 'I think I can do it too!' He's studying counseling," stated Marli.

Marli exclaimed, "I have a job with Chinle Comprehensive Health Care Center. I love working in my community, with the elders, all the way down to the kids, to the infants. It was a difficult job at first but getting the hands-on training made a difference, I'm a visual learner."

These days, Marli's priorities have changed, "My focus is taking care of the patient, and making sure their patient information is correct and their samples are accurate and ready for testing."

Marli relates a painful memory that reinforced her desire to pursue employment in the health field, "I was motivated by my late sister I recently lost last November. It's been a year now, she suffered from liver cirrhosis and it was really hard seeing her go through the pain and the struggle. I was always there for her and I stayed there the times she needed me and it was a struggle. Knowing what I didn't know and now that I know that I'm learning it's a lot to embrace and I'm very proud of that today."

"I always think to myself each morning I get up, that I accomplished this goal and I always tell myself I'm glad there's this program, TANF. I didn't know there was



Marli Francis poses for pictures at graduation festivities held at San Juan College campus on Saturday, May 14, 2022.

this source of help and the opportunity. I'm glad to take that step and it was a huge step, it was hard at times but you know I managed to get through and I did accomplish my goals. It was worth it!"

Marli describes school, "It was a lot of hands-on training, we had a lot of good experiences with the classes and the instructor we had was really great. He worked with us one-on-one," said Marli.

Marli spoke about the times she struggled to make it to classes, "Commuting-wise, it was pretty tough for me but much like I said earlier TANF really helped out. My caseworker helped me out; she really pushed me through the whole training. She guided me through and told me, 'You can do it! Don't give up!'"

"I'm going to be honest. There was this one time I put myself down one day and I was like I can't do this. I almost gave up, I can't do it but then a part of me was like I

can't let this go, this is the one opportunity for me, I cannot let it pass me. I have to think about my kids. I want to become somebody before they get any older and I want to show them that you can continue your education at any age you are, and achieve your goal! That's what I tell my kids every day. I want the best for them."

Marli recounts the support her family gave her while attending the training "My kids were great, they would motivate me. They would help pack my lunch with my husband and write me notes and put them in my lunch box, because we didn't have a lot of communication while I was going to classes. I wouldn't even think about them and I'd find little notes in the vehicle saying, 'Mom you got this! You can do this! Come on home!' That really motivated me and really touched my heart."

Marli tells her children about how she grew up. "I said, 'I never had the things you guys have today and that's what I want for you guys. I want the best for you guys, I want to provide what I can for you. Back when I was growing up, I couldn't have all of this, it was either hand me downs or I couldn't have it at all.'"

"All I hear is, 'Mommy I love you! Mommy how was your day?' And at the dinner table, we enjoy our talks and our laughs and our jokes and that's the best part I love about being a Mom," said Marli.

Marli described how quickly time passed, "School went by fast, it didn't seem like five months, it seemed more like two and a half months. I'm like wow! I can't believe its already graduation time! Finals are around the corner and you know I was so excited, I actually did a really good

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The Department for Self Reliance (DSR) is established under the Navajo Nation Division of Social Services within the Executive Branch of the Navajo Nation government. The DSR is responsible for administering the Tribal Temporary Assistance for Needy Families (TANF) program for eligible families residing on the Navajo Nation and near reservation communities within the states of New Mexico, Arizona and Utah.

The DSR provides short-term cash benefits to families with minor children for their basic needs while assisting the adult(s) to secure sustainable employment through appropriate support, work experience opportunities, training and education.

### DSR CHINLE

Imperial Mart Circle Route 7  
P.O. Box 2420, Chinle, AZ 86503  
T: (928) 674-8194 | F: (928) 674-2351  
TOLL FREE: 1-866-700-5175

### DSR CROWNPPOINT

Lower Point Road Highway 371, Route 9  
P.O. Box 818, Crownpoint, NM 87313  
T: (505) 786-2384 | F: (505) 786-2394  
TOLL FREE: 1-866-784-1694

### DSR FARMINGTON

710 E. 20<sup>TH</sup> Street, Farmington, NM 87401  
PH: (505) 278-8190 | FAX: (505) 278-8579

### DSR GALLUP

2907 East Aztec Gallup, NM 87301  
T: 505.722.8940 | F: 505.722.8959  
TOLL FREE: 1-866-704-6940

### DSR GREASEWOOD

HC 58 Box 75, Ganado, AZ 86505  
T: (928) 654-3434 | FAX: (928) 654-3905

### DSR KAYENTA

103 KBC Mesa Drive  
P.O. Box 570, Kayenta, AZ 86033  
T: (928) 697-3218 | F: (928) 697-5665

### DSR WINDOW ROCK

48 W. Hwy. 264, Quality Inn Office Complex  
P.O. Box 920, St. Michaels, AZ 86511  
T: (928) 810-8553 | F: (928) 810-8598  
TOLL FREE: 1-866-860-9549

### DSR TUBA CITY

North Main St., Suite 103  
P.O. Box 3050, Tuba City, AZ 86045  
T: (928) 283-6613 | F: (928) 283-3413  
TOLL FREE: 1-866-731-7015

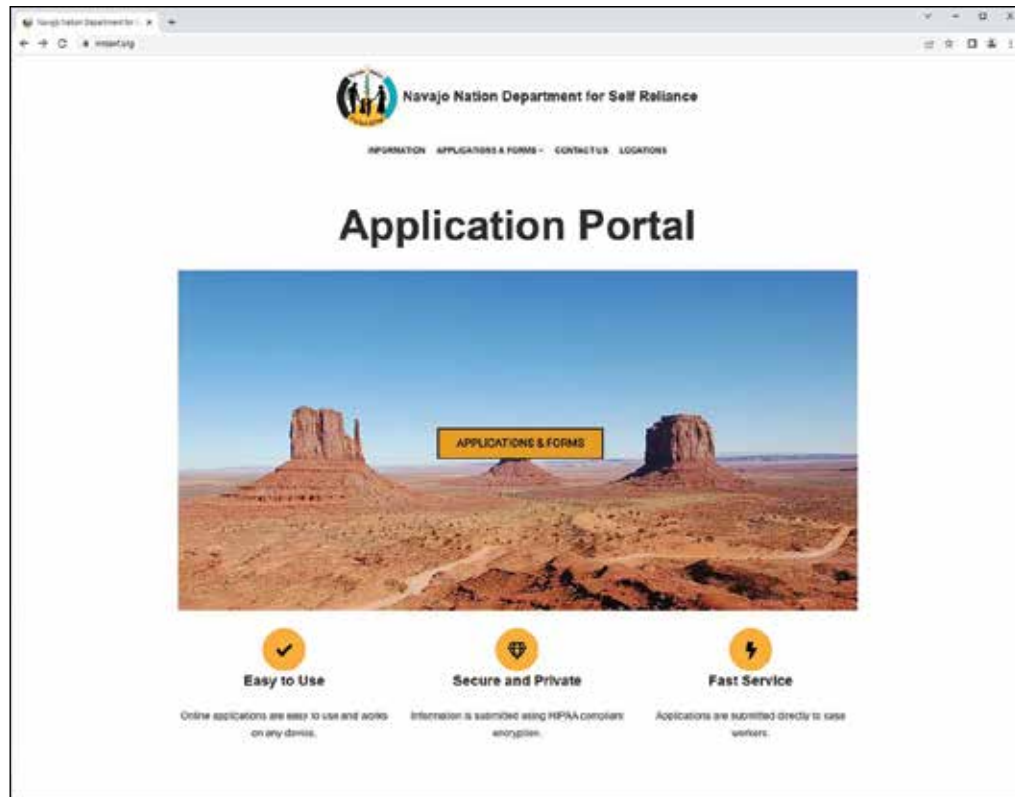
## How to submit your Monthly Change Report (MCR) Online

The Department for Self Reliance (DSR) is adding a new way for DSR Customers to submit their Monthly Change Report (MCR) and other supporting documentation online.

### Prerequisites:

- Computer or smart phone with wi-fi
- Call back phone number
- Email address

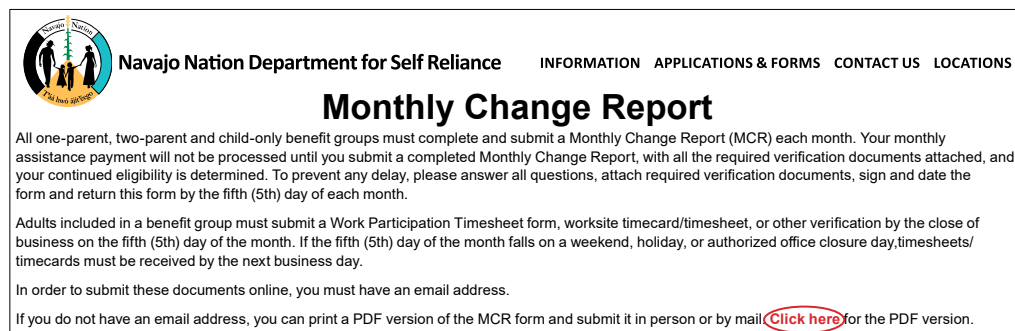
1. Go to Application Portal: <https://www.nntanf.org/monthly-change-report/>



2. Click the “Application & Forms” button (Under the INFORMATION link, there is a PowerPoint with more information on how to submit the MCR form.)



3. The “Monthly Change Report” button will appear. Click the button.



4. The “Monthly Change Report” page will appear.

- If you do not have an email address, you will be able to print the MCR screen and submit by mail, fax, or in person. Click the “Click here” button to get the PDF form.

5. Begin answering the questions. For “Office/Site” a drop-down box will appear, select the DSR Office where you go for DSR services.

- *Complete each field. The highlighted fields require an answer to proceed.*
  - *Answer each question with a “Yes” or “No”. If the answer is “Yes”, complete the boxes with your new information.*
6. Reporting Self Employment: Were you or any member in your household self-employed in the last 30 days?
    - *If you answered, “Yes” Click the highlighted “HERE” link to open the Self Employment Worksheet” Complete form, sign, and upload form.*
    - *Enter the Month/Year for which you are reporting Self Employment Income. For example, the MCR due at the beginning of October, the Month/Year should be entered 09/2022*
    - *Enter the days you earned self-employment income: Food sale, Firewood Sale, Arts & Crafts, etc. Only enter the day the income was earned; for example, a Navajo Rug Weaver should only enter the day they sold the rug. Enter the number of hours worked and how much income was earned that day.*
    - *In the “Customer Signature” box, sign your name. Enter the date you are submitting the form.*
    - *Enter a Password you can remember. This document will be emailed to you and you will need this password to open your document.*
    - *Enter your email address, then Click on “Submit” a PDF file of the Self Employment Worksheet form will be sent to your email address.*
    - *Check the email address that you entered, your completed Self Employment Worksheet has been sent to that email. Review and save the form to your device. Attach the form to your MCR form.*
    - *You should see “Submission Successful” after completing your Self Employment Worksheet.*
  7. Once all of the questions have been answered, check the boxes “I UNDERSTAND THAT” Read each statement and Click the box that you understand each statement.
  8. Certify your form submission by checking the CERTIFICATION box to agree to, “I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE NAVAJO NATION THAT THE FACTS CONTAINED IN THIS REPORT ARE TRUE AND CORRECT. IN ADDITION, I CERTIFY THE ATTACHED DOCUMENTS ARE TRUE COPIES OF THE ORIGINAL DOCUMENT.”
  9. Self Employment Worksheet Submitted: If you are self-employed, check the box if you are attaching your Self Employment Worksheet (this was completed earlier).
    - Step 1 Check your email, look for the email from NNDSR Forms, Self Employment Worksheet.*
    - Step 2 Open the email and you will see the Self Employment Worksheet attachment.*
    - Step 3 Enter the Password you created earlier. Enter the password, and Click “OK”.*
    - Step 4 Review your Self Employment Worksheet and save it to your device. Select the Save button. Save as a PDF, and select the folder you wish to keep it in. Name your document and select the “Save” button.*
  10. Upload Supporting Documents
    - *Take a picture of your document (hard copy) and save it to your device.*
    - *Click the “Choose from” button, select Files from your device, upload the picture.*
    - *Upload all supporting documents – Take a picture of your Time Sheet and other supporting documents and upload them.*
    - *Self Employment form: The document you saved earlier can be uploaded here.*
    - *Time Sheet and other supporting documents: Due by the 5th of every month.*
  11. Check the HIPPA Privacy Statement “I agree to the HIPAA Privacy Statement”
  12. Sign your name in the gray box.
  13. Finally, Click the “Submit” button.
  14. You should see “Submission Successful” after completing the MCR form.

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job! I was telling myself I’ll probably get about 70 percent or something but I aced my finals and I was so happy!”

Marli proudly speaks about her children and the lessons she was able to model to them about being a good student, “My oldest son made the basketball team and I told him, ‘You have to keep your grades up. You want to play basketball? You have to remember your grades come first before you go out on the court,’” said Marli.

“My second oldest, he’s fulfilling his reading and math requirements, he stays after school for tutoring, he likes it. He says, ‘Mom, I’m going to stay after school.’ He’s really learning a lot. I noticed that he’s improving in his reading, usually I would hear him say, ‘How do you spell this? Or, how do you say this?’ Now, when he reads, I can tell his skills are improving,” said Marli.

Marli adds, “On top of that, his favorite activity is boxing. Here in Chinle, we have a boxing club. He has his mind focused and that’s what motivates him, he has that energy. His coach is always on him all the time, he tells him, ‘Hey, I have smart boxers, your work comes first. You have to go to school, if you stay after, go ahead and do that, I’ll make time for you.”

Marli recalls her original aspiration, “I did go to school for nursing right after I got out of high school. I applied at Navajo Technical University but I never finished. I only went about two semesters and I never went back,” Marli recalled.

Marli does plan to continue her education and finish her original goal, “I want to become a registered nurse.”

Having to support a family, Marli found employment locally, “I found a side job as a transportation driver I used to transport clients to the hospital and to their homes. I worked with that company a little over eight years,” said Marli.

Marli explained that working as a transport driver was tedious, “I was just driving, driving, driving, and it was kind of getting to me, I needed something new.”

Marli said everything changed when she received a phone call, “One day my



caseworker called, out of the blue, that was so exciting. She asked, 'Miss Francis, are you interested in phlebotomy training? Do you want to go to school?' I mentioned this to her while we were completing my PRP, that I want to go back to school and I want go into the health field," said Marli.

"She said, 'I'll find something for you. We have opportunities like that; we have programs that are supposed to be coming up I'll let you know,' not knowing that its going to happen that quick," Marli added, "Because we were on TANF a little over a year."

Elated, Marli jumped at the chance, "Yes, I want to! Yes, yes, yes! I'll do whatever it takes."

Marli recalls the sacrifices she and her family made for her to complete the phlebotomy training, "It was difficult, it was financially hard, we had to make a budget of what we were getting from TANF and my kids understood that they couldn't get things that they wanted," said Marli.

Marli stated that her DSR benefits were stretched to the limits, "Half of it was for bills and the other half was for commuting back and forth," said Marli about driving to Farmington for classes.

Marli is thankful for having the foresight to save her documents, "I was told that we were going to be getting paid back for gas. For some reason, from the beginning, I was saving my receipts and what I saved is what I turned in to my case worker. She told me, 'Yes, we're going to help you guys out with gas.'"

Marli describes the training schedule, "The classes were on Tuesdays and Thursdays, from ten to three o'clock. I thought it was difficult but as we started making progress and learning one-on-one with the instructor, it got easier." Stated

"We always had quizzes every Friday and he would quiz us every Thursday to prep. It was just basically taking notes and studying on what we had just learned within that week. Then he would test us the following week." said Marli.

"I just studied; I really studied. I would close my door and tell my family I'm working. I got to study and my husband

was really helpful." Marli enthusiastically adds, "I mean, oh man, he's one good man! I can't tell you more, he's just amazing he's been there since day one for my kids and he's a good husband and a good father."

When classes ended, Marli said, "It was a big accomplishment for me. I was happy! Very, very, happy, especially the day of my graduation. Getting my certificate, my family was there and my sisters, my nieces. They supported me which I really appreciated and they were just excited for me as well and they said, 'You did it!' I said, 'Yes, I did it. Now, I want to work.'"

Marli was initially apprehensive of needles, "I was nervous at the beginning of classes, I thought I couldn't do it, I asked myself, 'What am I getting myself into? Marli, what are you doing? Are you ready for this?' But as the classes went on, the instructor had us go one-on-one and as we went deeper into the coursework we actually started working on the students."

Marli further explains the coursework, "We had to do the labs there, so I needed to get over my fear. I told myself, 'I need to get this over with, I need to just get it over with.' Once I started getting that vein, getting that palpate, it was there. I knew I got this! When we started, we were just working with dummies," said Marli about learning to draw blood from anatomical practice training arms.

Marli said she talked to herself, "Don't hesitate, don't be afraid. Take it, step by step and focus, and just follow through. It's just basically taking your time, focusing and knowing what you're doing."

Marli remembers fondly, "Geneva Nez was my first case worker, she's the one that signed me up and helped me through all this," said Marli, she added, "After Geneva transferred, Alvera Ben was my next case worker."

"I wanted to mention, when I was doing my internship at the hospital I remember my case worker, Geneva was telling me, 'Marli you can do this, just imagine one day you're going to be poking me. I'm going to come in and you're going to draw my blood,' she was telling me that. It happened, she came in and I drew her blood, she said, 'You're really good, you

did it! You make me proud!'"

"You know motivating me, thank you so much, Geneva! I was just so happy to see her that day. You know from her seeing me and seeing what I learned and the knowledge I've embraced? She said, 'I'm just so proud of you!' Then I told her that I got hired on officially, this was an emergency hire for one year."

"I was so excited, because I said, I hope I find something very close to home," Marli said about finding employment in her community.

"It just brings a smile to my face every time I see the people here in the community. I mentioned that I was a driver and when I see the patients that I used to transport, I usually see them here. They said, 'Oh I'm glad you took a higher step forward. I'm glad you're here. You've done an amazing job!' Especially my performance in drawing their blood, 'You did a great job, I didn't recognize you. You're really good at what you do, keep doing it, thank you for being here.'"

"I'm really appreciative of that and especially the feedback they give me of telling me that I'm doing a great job, just basically drawing them. I would be so happy when they tell me, 'I didn't even feel the needle this whole time; you poked me and I didn't feel it.'"

### *Bryanna Yazzie*

Former DSR Customer, Bryanna Yazzie is currently employed as a phlebotomist at the Chinle Comprehensive Health Care Facility (CCHCF) in Chinle, AZ.

"While I was on the TANF program, I didn't know about the phlebotomy classes that were offered. I went to one of my training sessions and that's when it was brought it up and they started telling us about other classes that they offered and how they help you out," said Bryanna.

Bryanna recalls her interest in phlebotomy began when she was studying for her medical assistant certificate, "I was more interested in phlebotomy, than the medical assistant courses."

Bryanna had a medical assistant certificate and began working at a clinic

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*Bryanna Yazzie poses for pictures at San Juan College's graduation festivities on May 14, 2022.*

in Chandler, AZ. Unfortunately, the clinic closed and forced Bryanna to move back to Chinle with her family. "I moved back home and that's when I had to get on the TANF program because there's not really any jobs around here, they're hard to find," said Bryanna.

Bryanna learned that to become employed at CCHCF, you have to have a year of experience from somewhere else before you can get hired. "That was something that held me back because the clinic I was working at closed before I could get that year of experience," said Bryanna.

"Every time I came back to Chinle for my appointments, I would go ask the medical assistants, 'How did you get hired here? What do you need to do to get hired here?' And that's what they would say, 'You have to go other places first to do your year before being hired here.' So, I thought that's something I need to do, to get hired here."

Fortunately for Bryanna her circumstances changed when she spoke to her case worker, "Little did I know that I was going to turn the wheel and become a phlebotomist and now that's what I am and what I'm doing."

Once she heard about the phlebotomy

classes, "I asked more questions about how everything works." Bryanna started preparing to join the cohort, "I just chanced it, you know taking the placement test," Bryanna stated, "It was pretty good that I passed my test."

Bryanna recounts DSR staff telling her, "OK, you passed. That's all you need to do, if you're still interested you can move forward with going to the classes," said Bryanna.

"Because of how much interest I had in it, I just went for it and attended all the classes and you know I really didn't think nine weeks was long but I mean it was all worth it!"

Bryanna spoke about some of the conditions that made it difficult, "All the crazy drivers and animals, driving to Farmington twice a week, having to leave early in the morning," describing her commute. "The classes started in January, there were a couple of times I had to go around the mountain because of the weather."

Bryanna kept reminding herself, "I have to go. I just kept thinking to myself, 'You know this is something you want to do.' I've always dreamed of working at the Chinle IHS [Indian Health Service]," Bryanna added, "Because, I want to stay home here in Chinle. I have my kids in school. I have to push myself."

Bryanna repeated to herself, "I can do it, I have kids to support so I have to do what I can, what I need to do, it's not time to give up, that's like giving up on my kids."

Bryanna recalled, "I pushed myself hard to make it to class every morning, leaving at six, seven o'clock in the morning just to make it there in time for class and then having to try to get back to Chinle before it gets dark."

Bryanna was thankful for the opportunity, "It was something I wanted to do, I didn't know that TANF was able to help you out with the classes and stuff like that. They really helped me out because they paid for everything for me," said Bryanna appreciatively.

Bryanna was nervous, "It was scary at the beginning but as the classes started

going you're just like, 'OK, I get all this. I see how everything's going, I see what we're doing.' And then when it's over, you're still scared because you have to do it to actual patients. For some of us we still have that scared feeling but for others we're like we can do this, we had to get that nervousness out of us."

"Then you have to do your externship and you're like I don't know if I can do this but at the end of the course you have your classmates to practice on," said Bryanna about transitioning from classes to the externship. Bryanna was completing her externship with CCHCF when she was hired as an emergency hire on September 28, 2022.

"I literally thought from the beginning of classes I was like I don't think I could do this I don't know, I'm scared," Bryanna added, "I was thinking negative about myself but after finding out that I passed the classes, then doing my externship, and then told that I was chosen to get hired on! I was like, 'Wow, I never thought I'd be here as an actual employee!'"

Bryanna wants to tell anyone interested in any of the extended training DSR offers, "You have to keep your head up, don't give up. If I can do it, anybody can do it!"

Bryanna talks about the difference in her life after becoming employed, "I get paid every two weeks. I actually have money now to buy the stuff I need and stuff my kid's need."

Bryanna spoke about the struggle of receiving a monthly benefit check. "With TANF, my money would just go to my bills. Whatever little I had left, I had to try to stretch it out for the rest of the month until we got paid again, until the next month, which was very hard. Especially with all my kids all the way down to the little things that they need."

Since becoming employed, Bryanna declares, "Now, I have money to get them what they need and what they want and I have money to pay my bills and keep up with my bills. Now, I don't have to choose between them, 'I'll pay this one now and

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Department for Self Reliance  
PO Box 2279  
Window Rock, AZ 86515

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I'll pay this one next month. I'll pay this one later because I have to pay this one first."

"I don't have to do that anymore. I can pay them on time and it's a really good feeling because now I'm caught up on my bills and now to actually finally have money and not have to depend on that monthly paycheck," said Bryanna relieved her finances are now under control.

"My kids see the difference and they enjoy me finally working, although I don't see them as much. Some of them are at school and then some of them stay home. Now, they ask me, 'why do you have to spend that much time at work?'" And I have to explain to them, 'Because Mommy has to work, if you want this or that, that's the only way to get it is if I work.'

Bryanna shares a conversation she had with her children, "My kids asked me, 'How come you're mean to the people? Why do you like poking them with needles?'" Bryanna says fondly, "I explain to them, I'm checking to make sure they're ok."

Bryanna admits her time in school was grueling for the family. "I really didn't get to spend time with my kids because I would leave at six o'clock in the morning in order to get to class on time. Then I would be there all the way until noon. When I get back home, I'd cook a quick meal and then we have to go to bed because they have school too." She added, "I felt like I didn't really have enough time with them during the day but it was all worth it."

"When I got home, I'd lock myself in my room and hit the books again and study because we tested every Wednesday. I had

to prepare myself, we had pre-tests on Mondays," recalled Bryanna.

"There were times I didn't get any sleep, I think it was mid-terms and at the end of the course. I'd stay up, 'I'm like shoot, I have to leave at six o'clock!' Then I'd leave at 4:00 o'clock in the morning. I'd still be tired but I knew where I had to be if I wanted to pass the class."

Bryanna said, "It's up to you. If you know you can do it, then do it! It'll be all worth it in the end. Don't give up on yourself," said Bryanna. "Everybody can do it, they all have that smartness in them. It's all up to you whether if you really want to do it or not!"

Bryanna finished with, "If you go through with it, finish it. Don't give up! You'll be satisfied at the end. Somewhere you never thought you'd be."

## MARK YOUR CALENDARS

• January 16, 2023 - HOLIDAY Martin Luther King, Jr. Day

• February 20, 2023 - HOLIDAY Presidents' Day

Email the DSR at [info@nntanf.org](mailto:info@nntanf.org) with your feedback, comments, questions or concerns.