

EXSYS Case Study

Web-based Knowledge Automation System Helps the Navajo Nation

(TANF)



The Navajo Nation's Tribal Temporary Assistance for Needy Families (TANF) welfare program provides financial and human services to approximately 28,000 Navajo clients throughout the Navajo Nation. An online advisory solution, called *Case Worker Advisor*, facilitates the transition of responsibility to the Navajo Nation for administering the welfare program for the states of Arizona, New Mexico, and Utah.

The *Case Worker Advisor* captures the top expertise of caseworkers in decision-making for processing recipient (client) applications. The system evaluates eligibility based on TANF regulatory program guidelines. It incorporates the cultural aspects, philosophy, and thought processes of the Navajo caseworkers, streamlines and expedites current assessment methods, and assists less experienced caseworkers. This provides a more consistent, efficient and effective evaluation process, which results in clients receiving benefits faster. Caseworkers are able to spend more time with clients and less time doing paperwork.

"We can offer our clients a more effective, equitable assistance program that reflects the Navajo's strong traditions and complex family systems. The Case Worker Advisor expedites the application process and serves over 11 locations on the Navajo Nation. In programming the knowledge automation system we accounted for our unique cultural heritage, while following complex federal, state and tribal guidelines." – **Alex Yassa, Navajo Nation's TANF Project Director**

As a Web-based solution, the system is designed to allow caseworkers to work with their clients in remote locations and to receive accurate recommendations and instruction. *Case Worker Advisor* also provides TANF with the accounting and reporting capabilities required by state and federal auditors. The initial system was deployed and supported in St. Michaels, Arizona, with planned expansion to several additional sites throughout the Navajo Nation.