



# National Relief Charities

Building Strong, Self-Sufficient American Indian Communities

## Southwest Quarterly Newsletter

January 2014

Volume 9, Issue 1

### Program Partner Highlight

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#### Our Vision

Our vision is **strong, self-sufficient American Indian communities**, and our services work toward this goal.

#### NRC DELIVERS ONLY NEEDED GOODS & SERVICES

We want to make sure the products we send fit your needs. Please call us if they don't so that we can better serve you!

Renee Paisano-Trujillo is the Executive Director of the Rainbow Connection, located in Laguna, NM on the Laguna Pueblo. In her role, she is always looking for resources such as NRC to supplement the organization's budget.

The Rainbow Connection operates two programs: the Senior Center and the Nursing Home.

The Senior Center offers hot, nutritious meals for seniors that come into the Center and delivers meals to homebound elders. The Senior Center also hosts an Activities Hour where elders can socialize and create various items such as scarves, pillows and quilts. The Center also organizes elder field trips, travelling



Staff and volunteers at the Laguna Pueblo Elder Center

to participate in Senior Olympics or attending fiestas and conferences pertaining to elder issues. They also coordinate with Community Health Representatives (CHR's) to provide health and nutrition education and with Social Services to ensure elder care and safe living environments. The Senior Center currently utilizes NRC's Healthy Living service to encourage elders and to increase attendance and

participation in their programs.

The Rainbow Connection also operates a 50-bed skilled Nursing Home. The facility offers long- and short-term care for individuals that need rehabilitation service or suffer from serious or persistent health issues such as Alzheimer's or other conditions that are too complicated to be tended to at home or in assisted living. The Nursing Home will soon be participating in NRC's Residential Service.

Both the Senior Center and Nursing Home benefited from participating in NRC's Holiday Service. We are grateful for Renee's partnership and the opportunity to support Laguna Pueblo's elder programs.

### Contact Information

NRC Southwest Office  
1310 E. Riverview Drive  
Phoenix, AZ 85034  
602-340-8050 phone  
866-682-7888 toll free fax  
877-281-0808 toll free phone

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Southwest Manager  
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Questions about your existing requests  
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Service Coordinator Zones 1, 3 & 5  
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Questions about your reports  
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Partner Support Specialist  
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# NRC American Indian Education Foundation (AIEF)



American Indian  
Education Foundation

**“Education is the most powerful weapon which you can use to change the world.” ~Nelson Mandela**

Each year, National Relief Charities funds critical college scholarships for Native American students. We evaluate over 1,000 scholarship applications annually. The outcome of this process is astounding. Each year, over 95% of the students who receive our college scholarships complete the college year. Comparatively, the norm for college-year completion among all Native students across the U. S. is about 21%. What helps NRC select successful scholars?

- ◆ A scholarship selection committee with decades of combined experience in Native American education
- ◆ A keen understanding of the barriers to education faced by Native students
- ◆ Targeting the “best bet” students who are truly motivated to complete a college degree
- ◆ Selecting students that demonstrate a strong track record of overcoming obstacles

Education is one of the most important cornerstones of self-sufficiency and quality of life. For this reason, National Relief Charities invests a large amount of resources toward Native American education. NRC awards scholarships for non-traditional students such as those returning to college after a long absence, GED students and older people attending college for the first time. NRC also assists tribal colleges, trade schools and four-year universities with high proportions of Native students.

## American Indian Education Foundation Application

- ◆ Visit [www.aiefprograms.org](http://www.aiefprograms.org) and CLICK the Undergraduate Scholarships page link
- ◆ CLICK the Undergraduate application link and OPEN the Word document
- ◆ PRINT the 4-page Undergraduate application

If you have any questions regarding the scholarship or application, please contact American Indian Education Foundation by calling 1-866-866-8644 or emailing [info@aiefprograms.org](mailto:info@aiefprograms.org).

## Frequently Asked Questions

The questions listed below were taken from the comments/questions section of the annual Program Partner Surveys you returned to our office. Thank you for submitting a question or comment that we can address.



**Q: “Report and request deadlines are very confusing. How do I know when is the right time to send in a report or request?”**

**A:** You may always call our office and speak with any staff member to ask when your report is due. However, information regarding report due dates can also be found in three places:

1. In your delivery packet, the letter enclosed has the report due date listed under “service report checklist”
2. On the service guidelines sheet under the heading “REPORTING” has when the report is due
3. Just above the date on the report itself, there is a statement: “Due **xx** days after your delivery date or by date specified in delivery packet”

**Q: “We asked for snacks and school supplies for our after-school program. We were sent items we could not give to the kids. How do we receive age-appropriate items?”**

**A:** While we do our best to accommodate partner needs and requests, we sometimes make mistakes. Please be sure to continue to let us know what products do not work for your program. Include this either on your report form under, “What incentive DID NOT work for your program and why?” or tell us when we call to ask you about your delivery.

It is also very important to complete the follow-up call with your Service Coordinator (SC). This is when your SC will go over available products to support your program activities. The product selections and allocations are based on the information you provide and NRC’s available inventory. Our goal is to provide excellent customer service to our Program Partners. Please discuss any questions about products with your SC.

# New in your Delivery Packet this Quarter

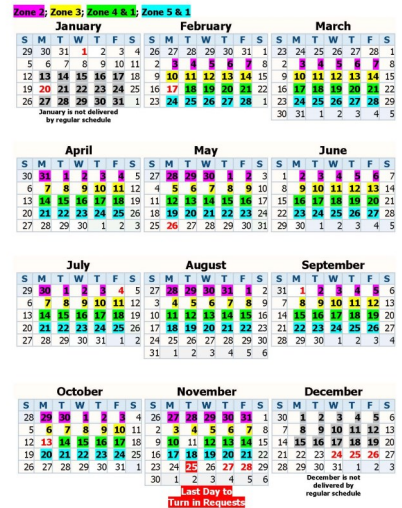
National Relief Charities will deliver your product to your organization's site, but here are some tips to keep in mind.

**Secondary Contact:** We ask that Program Partners be available for each delivery. IF that is not possible, please make arrangements to have your Secondary Contact accept and sign for your delivery. Drivers cannot leave pallets without a signature.

**Volunteers:** We kindly require that you have volunteers (or staff) *on hand* to help our drivers unload your order off the truck. This is for the safety and well being of the driver and will also help our drivers stay on schedule with deliveries for your neighbors.

**Weather Conditions:** NRC drivers make many deliveries and up to 26 pallets to unload in a single day. This along with unpredictable weather, road conditions and mechanical issues can cause the drivers to fall behind schedule. If you have any changes to office/cell phone numbers, please keep us informed so that we can reach you with delivery updates. Our drivers are always happy to go above and beyond but, by law, they are limited to 11 hours a day on the road.

## National Relief Charities- 2014 Delivery Schedule



Please Note: All Requests or Report/Renewals need to be in by the end of the day on the Thursday that is 2 weeks before your delivery week in order to be processed for that month.

We will continue to deliver products to your program using our "Zone Delivery" schedules.  
**FIND YOUR ZONE AND DELIVERY WEEK IN THE CHART BELOW:**

If your community is in or is close to:	States	Zone	Your Delivery week
Yuma, Parker, San Carlos, Whiteriver or Sells	AZ	1	3rd or 4th week of each month
Pinon, Tuba City, Kykotsmovi, Zuni or Ganado	AZ/NM	2	1st week of ach month
Kayenta, Many Farms, Gallup or Crownpoint	AZ/NM	3	2nd week of each month
Aneth, Teec Nos Pos, Shiprock or Acoma Pueblo	AZ/NM/UT	4	3rd week of the month
Espanola, Taos, Ohkay Owingeh or Mescalero	NM	5	4th week of the month

## In the Spotlight



**Cassandra Herrera**  
 Program Partner  
 Support Specialist

Cassandra has been with the NRC Southwest office since June 2011. As the Program Partner Support Specialist, she assists Program Partners on a daily basis via phone, email or fax. She addresses partners' problems or concerns regarding NRC services, provides education on service guidelines, reviews partner reports and follows up with partners after products are delivered to your site. Cassandra enjoys working with NRC because she has the opportunity to visit and meet all of you, the people who help ensure that much needed services reach Native people on about 40 Southwest reservations. Cassandra's most recent visit was to help distribute holiday stockings for Elders of Laguna Pueblo.

## Report deadlines:

**Due 30 days from event date:**  
 Healthy Living  
 Community Events  
 Bulk Distribution  
 Food

**Due 60 days from event date:**  
 CUBS

**Due 90 days from event date:**  
 Residential Activities  
 Animal Welfare  
 New Baby



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1310 E. Riverview Dr.  
Phoenix, AZ 85034

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Toll Free Fax: 866-682-7888  
Toll Free: 877-281-0808

### OUR MISSION

To help Native American people improve the quality of their lives by providing opportunities for them to bring about positive changes in their communities.

ADDRESS CORRECTION REQUESTED

## Upcoming Deadlines...

### EASTER deadline is February 21st

You may start sending in your Easter requests between now and the deadline. If you have any questions please call the NRC office.



### School Supplies deadline is May 1st

Head Starts and schools (pre-K through 12th grade) located within NRC's service area may start sending in School Supplies requests for the 2014-15 school year.

If you need a report or request form, call NRC at 602-340-8050 or 877-281-0808.

Or, you can download a request form from our Partner Site:

<http://nrcpartnersSW.org>