



# National Relief Charities

Building Strong, Self-Sufficient American Indian Communities

Volume 10, Issue 1 Winter 2015

## Holidays at NRC



NRC received 65 requests from Program Partners in 2014 for our Thanksgiving service. We have two parts to the Thanksgiving service, the community meals and the individual meals. The community meals help with any meal open to community members by sending turkeys, mashed potatoes, and cranberries. In 2014 we served 5550 individuals on 10 reservations with these meals. The individual meals serve elders age 62 and over with a complete Turkey Dinner. In 2014 we were able to serve 4080 elders on 16 reservations with these meals. Thank you to all the Program Partners who helped to make this Thanksgiving a great one!



Every year we distribute 35,000 stockings to babies, children, teens, and elders living on the 24 different reservations that we serve. In 2014 we received 145 requests for these stockings. We delivered from down in Norfolk, Nebraska all the way up to Browning, Montana. We also want to thank all volunteers who helped put these stockings together since August.



# 4 Directions Development Program



The newest program to be added to the NRC array of services is the 4 Directions Development Program. It is designed to enhance leadership skills and it requires a commitment from the participants to grow professionally and personally. The program provides ongoing support through advisors who assist participants in achieving their goals. It is a 6 month program and the group meets 4 times in Rapid City. The group sessions are participant driven and include the creation and implementation of development plans. Between group sessions participants will be responsible for their personal and professional goals during their daily lives. It is a great opportunity to learn and have fun with other motivated emerging leaders!

**The next program begins in Spring 2015. If you know of an emerging leader or if you are interested investing in yourself contact Marie Keller.**

**[mkeller@nrc1.org](mailto:mkeller@nrc1.org) or call toll free: 1-866-556-2472**



## Staff Spotlight: Debra Anderson NRC Administrative Assistant

Debra Anderson has been with NRC since September 7, 2010. She is the first person you see when you walk into our office and as you can see from her pictures she always has a smile on her face. Everyday she receives hundreds of phone calls, faxes, e-mails, and letters from our program partners and makes sure everything gets to the right place. Debra is of Rosebud descent. She is a wonderful team member at NRC. She has a great sense of humor. She is incredibly knowledgeable of all NRC services. We very much appreciate all that Debra does to keep NRC running as efficiently as it does. Debra is just one of our Siouxper-stars!





# What's in the warehouse



Here are some new items available for 2015.

Remember not all items fit every service so call your

Service Coordinator to see what items are available for your program.



Nail Polish



Heat Packs



Toilet Paper



Assorted Makeup



Food Bars



Dietary Supplements

## Winter 2015 Program Partner Honor Roll

Congratulations and Thank you to the Program Partners who turned in their reports on time for the Fall 2014 quarter.

Reservation	Program Name	Contact	Services Utilized	Program Since
Black Feet Nation	BF Academic Enrichment Service	Connie Hipp	Healthy Living	May 2014
Standing Rock	SR Standing Rock Dental	Whitney Jones	Healthy Living	September 2011
Fort Peck	FP Pound Puppies	Tina Speed	Animal Welfare	October 2013
Crow Agency	CA Pryor Family Preservation	Guena Plain Feather	Food, Healthy Living, Thanksgiving, Christmas	April 2008
Rosebud	RO Sicangu Oyate Tipi	Bayon Bordeaux	Residential	May 2010
Spirit Lake	SL Vocational Rehab	Tammy Putnam	Healthy Living & Christmas	April 2013
Fort Belknap	FK Hays Lodge Pole Jr High Scl	Cindy Carry Water	Christmas, Literacy, & School Supplies	April 2008
Santee Sioux	SA Santee Dental Department	Lisa Delp	Healthy Living	July 2011
Yankton Sioux	YS Wagner Community School	Lori Bouza	Christmas, Literacy, & Healthy Living	May 2010



## Annual Survey



*NRC wishes to thank all of our material services Program Partners who returned annual partner surveys to us. We sent out 533 surveys to our entire Plains partner base. Of them, 298 were returned, giving us a very high response rate of 56%. We are delighted with your responsiveness through this anonymous survey.*

*NRC looks at the Annual Program Partner Survey as our report card for the year. We really want to understand how we are doing and what we need to adjust. This is what you told us in the 2014 partner survey:*

	Partner Satisfaction
93%	More than satisfied with the overall quality of products received from NRC
87%	More than satisfied with the variety of products received from NRC
97%	More than satisfied with the support received from NRC to ensure a positive working relationship
95%	More than satisfied with the quality of explanations of services the NRC staff provide about working with NRC
94%	More than satisfied with the request and reporting process used by NRC
	Supporting Partner Effectiveness
89%	Report NRC helped them to a great extent be more effective with their program goals
89%	Report NRC helped to a great extent in providing a higher quality of service
89%	Report NRC helped to a great extent in funding that they can use in other areas of program
79%	Report NRC helped to a great extent in improving their professional skills
	Recommend NRC
96%	More than likely to recommend working with NRC to a friend or colleague
	Communication with NRC
98%	Feel comfortable providing NRC feedback whether is it good or bad
2%	Feel that we contact them too much

*We are currently working on our 2015 annual program plan. We will take this feedback, along with the most repeated or requested write-in suggestions on the survey, and the feedback from your regular monthly reports, follow up calls and participation in focus groups throughout the year, to determine the most needed and most effective adjustments we can make to our service delivery. This is in keeping with our overall purpose of helping you and your programs more effectively serve your communities.*

## Allocation of Product

The service coordinators at NRC work with program partners to ensure we send the right amount of product that fit the services program partners are doing. We do not want to send too much product or too little. We want to send the right amount. This is an **important** conversation the service coordinators have with program partners. If we send too much it creates logistical problems. It takes products away from other program partners. On the other side if we do not send enough product program partners have to provide less to their program participants. What we really do not want to see happen is a program partner having to store boxes and boxes of extra products that they did not distribute. We want to send the right amount every month. The products we send should all be distributed that month. So please take the time to have a good conversation with your service coordinator about what is the **RIGHT** amounts to send to you. We really appreciate working with each and every program partner. We want to provide the best possible customer service and that means sending the right amount of product.

