

- H. Report any changes in their circumstances which may affect their eligibility, benefit amount, and/or their PRP, within five (5) working days of the change
- I. Complete and submit a Monthly Update Report (MUR) as required.
- J. Comply with all referrals to internal and external resources.
- K. Be considerate of the rights of others.
- L. Respect the property of others, including DSR property.
- M. Refrain from verbal/physical abusive conduct toward DSR staff.
- N. Apply for continued assistance prior to the end of their current Approval Period if the need for assistance extends beyond the Current Approval Period.

207 EMPLOYEE RESPONSIBILITIES

DSR employees have a responsibility to:

- A. Assist Customers in completing the Application for Assistance and other necessary forms.
- B. Uphold and protect the confidentiality of DSR Customers in accordance with the Navajo Nation Privacy Act, the DSR Professional and Ethical Standards of Employee Conduct, and the DSR Pathway to Self Reliance Manual.
- C. Provide accurate and timely determination of eligibility for DSR assistance and services.
- D. Ensure that Customers understand DSR requirements and consequences for non-compliance.
- E. Ensure that all Customers understand that, if they do not agree with a decision made regarding their application or assistance, they have the Right to Appeal the decision.
- F. Assist Customers to understand and identify their needs, interests, strengths and weaknesses as they begin to pursue self-sufficiency.
- G. Assist the Customer to pursue all opportunities and resources available to him or her.
- H. Make payment adjustments in a timely manner when the Customer reports a change in their circumstance.
- I. Verify information provided by the Customer.
- J. Adhere to the DSR Professional and Ethical Standards of Employee Conduct.