September 30, 2013

This e-mail is provided by the Urban Indian Health Institute, a division of the Seattle Indian Health Board. It contains opportunities for staff development, grant announcements and other relevant public health information. We hope you find these resources useful. If you have any questions about the information below, or you are unable to open any of the links, please contact info@uihi.org. If this e-mail was forwarded to you, you may sign up here.

Funding Opportunity

N7 Funding Opportunity for Youth Sports and Physical Activity Programs

The N7 Fund is committed to inspiring and enabling participation in sports for American Indian and Alaska Native populations in North America. The N7 Fund is funded through the sale of footwear created specifically for the Native community, called Nike Air Native N7. The N7 Fund provides grants to organizations that have sports and physical activity programs for youth.
Award Amount: Up to $10,000
Application Deadline: November 15, 2013

Find more information about the N7 Funding Opportunity for Native Youth Sport and Physical Activity Programs online.

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**Training**

**Customer Service and Satisfaction in Healthcare Webinar**

Join us for this National Council for Behavioral Health webinar to understand why customer service and satisfaction are critical to compete in today’s healthcare environment, assess your internal and external customer service strengths and areas for development, and learn how you can lead your organization to become more customer-centric. From phone etiquette to waiting room aesthetics, from mystery shopper perspectives to the culture change required in your workforce.

**How to Be the Nordstrom of Healthcare: David Lloyd on Customer Service for Survival**
October 2, 2013 2:00 p.m. - 3:30 p.m. (Eastern Time)

Find more information about the [Customer Service in Healthcare Webinar](#) online.

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**Case Managers in Integrated Health Systems Webinar**

The changing healthcare marketplace requires case managers to act as care managers, support health behavior change, and possess a better understanding of common health problems for persons with behavioral health challenges. Upgrading case managers' skills will give healthcare organizations a competitive edge in promoting services across the healthcare system. Join the National Council for Behavioral Health to learn what leading community behavioral health organizations are doing to equip case managers with the expanded skills they need to better support the whole health needs of persons they serve. Get an overview of changes in the healthcare landscape and learn how case managers can help people navigate the new marketplace.

**New Roles for Case Managers in Integrated Health Systems**
Part 1: October 10, 2013 2:30 - 4:00 p.m. (Eastern Time)
Part 2: October 30, 2013 2:00 - 3:30 p.m. (Eastern Time)

Find more information about the [Case Managers in Integrated Health Systems Webinar](#) online.

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**Resource**

**The Return: A Native Environmental Health Story**

The Native Tradition, Environment and Community Health Project developed The Return, an illustrated account of a Native American woman and her baby, which tells the story of environmental health from a Native American perspective. The comic book was developed through a National Institute of Environmental Health Sciences project.

View [The Return: A Native Environmental Health Story](#) online.
More reports, resources and other information can be found on the UIHI website, www.uihi.org