

# MAP

## Project Highlights



### Where:

Lame Deer, located on the Northern Cheyenne Reservation in south-central Montana.

### Problem:

Compliance and capacity-building issues related to drinking-water regulations, technical, managerial and financial operation and maintenance of the community's water system.

### Solution:

MAP provided financial, managerial and operational training and technical assistance through its Manager Mentor program.

MAP helps revitalize small communities and tribal nations in nine states by working with them to find solutions for their infrastructure, enterprise development, aging, technology, or training issues.

MAP is a member of the Rural Community Assistance Partnership. RCAP is a national network of regional nonprofit organizations that provide comprehensive, on-site technical assistance and training to help small, rural communities address their drinking water, wastewater, and other community development needs.

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## Mentorship builds stability

Midwest Assistance Program, Inc. introduced a management mentor program to the Northern Cheyenne Utility Commission. This Manager Mentoring program is designed to improve overall utility capacity development.

Manager Mentoring is an intense, on-site, over-the-shoulder educational program that teaches employees how to manage a utility. Often, they're placed in utility manager positions without prior management experience or being aware of the multi-tasking the position requires. Within months, an employee can become overwhelmed by managerial responsibilities. As one past NCUC manager noted, "The brick wall can only be rammed so many times before it crumbles or collapses. In my case, I collapsed."

The Manager Mentor program takes a holistic approach to solve environmental issues that challenge tribal environmental specialists and utilities operators. MAP staff trains managers and hones their leadership skills to manage personnel and navigate a web of tribal and federal agencies for funding, which are essential elements for tribal utility sustainability.

MAP staff understands the tribal political climate, knows how to motivate tribal managers and operators, and holds a deep appreciation for Native cultures. MAP has developed a sound reputation in Indian Country as a reliable source of training and technical assistance for a wide variety of issues affecting the health and safety of its members.

The successful Manager Mentoring program includes tribal organizational and management values, management styles and standards, and core competencies.

MAP staff collects and disseminates information that makes utilities a success. This information, understanding of the tools for successful management and adoption of these tools are priorities for the program.



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