

# Progress Report – January 2011

## Policy 7.01 Implementation Plan

DSHS, Community Service Division (*Community Service Office and Customer Service Center Operations*), Region/District 3

Biennium Timeframe: July 1, 2010 to June 30, 2012

Implementation Plan				Progress Report
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year Starting Last July 1
<p><b>1. Work with tribes to develop services, local agreements, and MOUs that best meet the needs of Region 3's American Indians.</b></p> <p>Support Government-to-Government relationships with federally recognized Tribes in Region 3.</p>	<p>A. Continue quarterly CSD/Tribal meetings. Tribal representatives may invite Tribal Council Members to attend the quarterly meetings.</p>	<p>Meetings scheduled in January, April, July and October of each year.</p>	<p><b>Lead Staff:</b> CSD Region 3, Tribal Representatives.  <b>Target Dates:</b>                      1/22/2010 by DCS at CSD Region 3                      4/29/2011 TBD                      7/22/2011 at Suak-Suiattle                      10/21/2011 at Upper Skagit                      1/20/2012 at DCS (site TBD)</p>	<p>Schedule updated at <a href="#">January 2011</a> meeting.</p>
	<p>B. 7.01 Progress Reports</p>	<p>Review progress at July and January meetings</p>	<p><b>Lead Staff:</b> ESA (CSD &amp; DCS) / Tribal Reps  <b>Target Date:</b> January and July meetings                      (Progress Report due to Assistant Secretary beginning of April)</p>	<p>Reviewed <a href="#">January 2011</a> and will continue to review every 6 months.</p>
	<p>C. Review status of Tribal TANF Plans and Tribal TANF Operating Agreements (MOU's) - 3 year review period</p>	<p>MOU accountability (As related to operating agreements and FQHC positions)</p>	<p><b>Lead Staff:</b> CSOAs  <b>Target Date:</b> 3 year review period</p> <p>Lummi Nation      <a href="#">Need New Date</a>                      Upper Skagit Tribe      <a href="#">11/30/2013</a>                      Tulalip Tribe      2/29/2008                      Nooksack Tribe                      Mt Vernon CSO      12/19/2009                      B'ham CSO      4/30/2011</p>	<p><a href="#">Lummi Nation and Upper Skagit Tribe just completed (Jan 2011)</a></p> <p><a href="#">Mt Vernon CSO working on Nooksack MOU.</a></p> <p><a href="#">Tulalip agreement pending. CSD Headquarters assisting.</a></p>

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	<p>D. Continue to Outstation CSD staff at Tribal facilities where appropriate or designate staff where appropriate to work with Tribal members.</p> <p>E. Explore annual cross-training of Tribal/CSD line staff in each catchment area.</p> <p>F. Invite tribal representatives to regional WF Supervisor's meeting. <b>Now Region 3 &amp; 4 (Northwest Region) combined meetings.</b></p> <p>G. Communicate and plan with Tribes when implementing new or changed procedures that affect service delivery at the local level.</p>	<p>Improved communication between tribes and CSOs; improved access and services to American Indians.</p>	<p><b>Lead Staff:</b> CSD Region 3 and Tribal Representatives</p> <p><b>D. CSD staff out-stationed at Lummi, Swinomish, Upper Skagit, Tulalip, Sauk Suiattle and Nooksack Tribes</b></p> <p><b>E. Monthly – New schedule to be published</b></p> <p><b>Lead Staff: CSD Northwest Region &amp; Tribal Representatives</b></p> <p><b>When changes occur or at regularly scheduled 7.01 meetings</b></p>	<p>Jan 2011, reporting on pending merger of DSHS Regions 3 &amp; 4. WF meetings are now a combined meeting with all tribes welcome to attend.</p> <p>Jan 2011, Sue Chance provided update on Disability Lifeline Program</p> <p>Jan 2011, Klaire Harry (District 3 Call Center) provided update on upcoming changes and call center performance.</p> <p>Jan 2011, Alicia Solomon &amp; Klaire Harry (Call Center Operations) gave update on changes to Working Connections Child Care program.</p> <p>Jan 2011, Mike Riber, Dan Story, Rick Krauss &amp; others provided update on many changes to state TANF program.</p> <p>Jan 2011, reviewed CSD outreach efforts with tribes and assessed efforts as good.</p>
	<p>H. Utilization of Communication Protocol developed by RTCC/IPAC</p>	<p>Broad communication and/or attendance at meetings by appropriate members from all tribes through established communication protocols.</p>	<p><b>Lead Staff:</b> CSD Region 3 &amp; Tribal Representatives</p> <p><b>Target Date: Review each quarter.</b></p>	<p>Jan 2011, reviewed attendance at 7.01 meetings by all parties (good) and encouraged broader attendance.</p>
<p><b>2. Prepare and disseminate pertinent statistics on American Indian populations, numbers of American Indians served</b></p>	<p>A. Provide TANF (grant, child only, sanction), Basic Food and Disability Lifeline ad hoc reports for WorkFirst that compare performance indicators related to American Indians as compared to entire population. Continue to develop aggregate data and send report to tribes with agenda prior to meeting. Add dollar amounts</p>	<p>Accurate quarterly reports produced by CSD Region Office.</p>	<p><b>Lead Staff:</b> CSD Region 3, Mike Riber</p> <p><b>Target Date: quarterly – April, July, October, January</b></p>	<p>Reports distributed prior to each quarterly meeting and reviewed at meeting.</p> <p>Jan 2011, Received first report with information on medical programs. Total Native American recipient information questionable and Mike Riber will research.</p>

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and other relevant data.	whenever possible. Include historical data for comparison			July 2010, requested a one-time report to compare Native American verses Non-Native Basic Food caseload increases (Note: Mike should be able to get data, but it will not include households receiving commodities). <a href="#">Jan 2011 update, Mike has requested and will continue to pursue.</a>
	B. Review performance indicators by ethnicity	Identify Issues and gaps between service and the difference in general population and tribal should be within +/- 5%.	<b>Lead Staff:</b> Mike Riber <b>Target Date:</b> April meeting	Decided to review only yearly because much of the data is only updated yearly.
3. Ensure efforts are made to recruit/ hire American Indian staff to meet the overall DSHS goal of having a diverse workforce.	A. Share Region 3 CSD job postings with Tribal contacts – these will be forwarded by email. Send job postings to all tribes.	100% of Region 3 job postings will be shared with Region 3 Tribes.	<b>Lead Staff:</b> Tim Collins, CSD Region 3 Managers/CSOs/HR Reps <b>Target Date:</b> On Going	<a href="#">Jan 2011, Noted that new state recruitment system does not provide for general e-mail notifications on job announcements. New system sends announcements directly to seekers who are registered with system. Training provided on new system October 2010.</a>
	B. Invite Tribal representatives to participate on interview panels.	Increased participation of Tribal representatives in the hiring process.	<b>Lead Staff:</b> CSD Region 3 Managers, CSOs, Tribal or RTCC reps. <b>Target Date:</b> As interview panels are established to fill job openings	Reviewed progress in <a href="#">January 2011</a> and felt to be adequate.
	C. Invite Human Resources representative to a quarterly meeting to provide: <ul style="list-style-type: none"> <li>1. Training on the personnel system (e-Recruiting)</li> <li>2. Information on American Indian employment statistics.</li> </ul>	C.1 Understanding of how to maneuver through the personnel system resulting in increase in number of American Indians applying for state jobs. C.2 Information on ethnicity breakdown within state service	<b>Lead Staff:</b> TBD as necessary <b>Target Date:</b> Completed, pending further system changes.	<ul style="list-style-type: none"> <li>1. Completed October 2011. Will hold activity for future changes.</li> <li>2. Available employment status provided with annual demographic information each year in April.</li> </ul>

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<b>3. Assure that procedures tied to current programs and policies meet the needs of American Indians.</b>	A. Identify outstanding issues/gaps in service and address service coordination.	Close gaps in service.	<b>Lead Staff:</b> Mike Riber & Tribes <b>Target Date:</b> Ongoing	On going review of gaps and solutions at each meeting.  Jan 2011: <ul style="list-style-type: none"> <li>• Discussed SSI facilitation process.</li> <li>• Discussed potential legislative changes to TANF child only cases an impact on tribes</li> <li>• Discussed state TANF changes with time limits and coordination between tribes and state on child welfare cases.</li> </ul>
	B. Conduct a bi-annual Customer Satisfaction survey of all American Indians receiving services.	Send out survey to gain knowledge of customer satisfaction.	<b>Lead Staff:</b> Mike Riber <b>Target Date:</b> Next survey Oct/Jan 2011	Completed survey during winter 2009.
	C. Continue to invite tribes to participate in Local Planning Area meetings.	Attendance and participation of Tribes at LPA meetings.	<b>Lead Staff:</b> CSOAs, LPA chairs <b>Target Date:</b> prior to each LPA meeting	Reviewed tribal participation at local level (LPA, etc.) (good) (Jan 2011)
	D. Invite Tribal staff to participate in Tribal member case staffings.	1. CSOs will invite Tribal staff to attend 100% of case staffings on WF Tribal cases. 2. Ensure CSO staff offer WF tribal services to any appropriate American Indian who is not currently being served by tribal services.	<b>Lead Staff:</b> CSOAs <b>Target Date:</b> at time of each case staffing being scheduled	Reviewed Jan 2011. Tribal TANF has reduced tribal numbers on state TANF and, therefore, occurrences.
	E. Offer training for line staff by mutual invitation.	Cross-training of Tribal/CSD staff.	<b>Lead Staff:</b> CSD, Tribes <b>Target Date:</b> as training is scheduled	Reviewed Jan 2011 (good). Encouraged more invitations to Tribal sponsored training.

## Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
Goal 4, Activity - Conduct a Tribal SOAR Training in Region 3 (SSI facilitation)	October 2009	Added to plan October 2007. Held training in fall 2008, June 2009 and fall/winter 2009. Will conduct further training as needed (Sue Chance - Trainer).
Goal 3, Activity - Invite Human Resource representatives to a quarterly meeting to provide training on new recruitment system & info on Native American employment Statistics	October 2010	Provided training on new DSHS recruiting system in October 2010. Previously provided training on E-Recruiting system.
Goal 3, Activity Resource Sharing (3D)	January 2011	Removed activity to utilize Tribal TANF programs for unsubsidized employment opportunities. Community Service Division no longer has any unsubsidized employment programs for which to place participants at tribal sites.
Goal 4, Activity - Identify outstanding issues/gaps in service.	July 2010	Sue Chance reported out on changes to GA Program, now called Disability Lifeline (DL). Will review on-line training for DSHS staff with tribal representatives and will coordinate delivery of termination letters to tribal clients (see 1G)
Goal 1, Activities - All	July 2010	<p>July 2010, Sue Chance reported out on changes to GA Program, now call Disability Lifeline (DL). Will review on-line training for DSHS staff with tribal representatives and will coordinate delivery of termination letters to tribal clients (see 4A)</p> <p>July 2010, Provided information on DSHS furlough dates and discussed impact on outstations.</p> <p>July 2010, Alicia Solomon provided information on new WCCC (childcare) eligibility rules for preschool &amp; head start children – Longer certification periods when in school related activities</p>
Goal 1, Activities - All	January 2010	Jan 2010, reviewed attendance at 7.01 meetings by all parties (good) and encouraged broader attendance. Will provide mini trainings at each meeting to promote attendance.
Goal 1, Activities - All	January 2009	<p>Sauk Suiattle added CSD outstation list in January 2009.</p> <p>Jan 2009, reviewed attendance at 7.01 meetings by all parties (fair) and encouraged broader attendance.</p>
Goal 1, Activities - All	July 2009	Reviewed July 2009 and noted that even though all CSO's in region have experienced a cut in outreach staff outreach to all tribes remains intact (days and times may be adjusted and some changes in outreach staff).

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		<p>Sauk Suiattle Tribe is now served through Darrington community outreach.</p> <p>July 2009 shared information on continuing changes to CSO's with call centers and Service Delivery Redesign. Will provide comprehensive presentation on all changes in October 2009.</p>
Goal 1, Activities - All	January 2010	Jan 2010, reviewed attendance at 7.01 meetings by all parties (good) and encouraged broader attendance. Will provide mini trainings at each meeting to promote attendance.
Goal 2,	July 2010	Requested similar report information for medical programs (Note: Mike should be able to get caseload data, but not dollar amounts).
Goal 3, Activities - All	January 2010	<p>CSD is currently doing very little hiring. All job postings are available through E-Recruiting portal.</p> <p>E-Recruiting is expected to go away and will provide information on replacement.</p>
Goal 3, Activities - All	October 2010	<p>Available job announcement information is primarily distributed to tribes by Tim Collins, DSHS Office of Indian Policy, Manager for Region 3. Note (Jan 2011): New recruiting system does not provide for general e-mail notifications for announcements. Training was provided to tribes at October 2010 7.01 meeting on new recruiting system which, once registered, sends notices directly to seeker.</p>
Goal 4, Activity - Conduct SOAR Trainings	2007-2009	<p>Added to plan October 2007.</p> <p>Held trainings in fall 2008, June 2009 and fall/winter 2009.</p>
Goal 3, Activity - We recommend that IPAC invite Tribal reps to participate in DRA meetings and impact panels at the state level.		<p><b>Lead Staff:</b> Helen Fenrich</p> <p><b>Target Date:</b> On going</p> <p>Continue to encourage.</p>
Goal 2B, Review performance indicators by ethnicity	2009	Decided to review only yearly because much of the data is only updated yearly (April meeting)
<p>D.Goal 3C, Invite Human Resources representative to a quarterly meeting to provide:</p> <ol style="list-style-type: none"> <li>1. Training on the personnel system (e-Recruiting)</li> <li>2. Information on American Indian employment statistics.</li> </ol>	2008	<p>C.1 Completed July 2008.</p> <p>C.2 Completed October 2008.</p>

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Goal 4F, Hold a Children's Retreat. A regional retreat focused around service delivery to children	2007-2009	<p>Julie Jefferson new committee lead. Committee members are: Julie, Mike Riber, Scott Morris, Caniece Romar, Topsy Kinley, and representative from the Upper Skagit Tribe. Refocus of retreat discussed in July 2009.</p> <p>Initially added to plan July 2007.</p> <p>Funding from state not feasible. Lummi Nation tentatively agreed to host event. In January 2010 this topic was tabled indefinitely.</p>
Goal 4G, Provide training to tribes on the Basic Food Program and General Assistance Program	October 2007	Completed October 2007.
Goal 2B, Tribes will provide quarterly TANF caseload reports as provided to State DSHS.	January 2008	Completed. No further state contracts.
Goal 2C, Review performance indicators by ethnicity	January 2007	Reviewed reports and discussed apparent errors and reason for errors. Mike Riber will research errors (Jan 07)
Goal 4I, Form a workgroup and pursue approval and funds for a Tribal SSI Facilitator.	October 2007	Provide faster transition from General Assistance to SSI for tribal caseload results in better benefits and savings to State. Group was not successful.