

**Policy 7.01 Plan and Progress Report
Lower Elwha Klallam Tribe
Port Angeles, Port Townsend, Forks CSO
2011-12 Annual Plan and Progress Report
Fiscal Year Timeframe: July 1, 2011 to June 30, 2012**

Annual Due Date: April 2 (Submit Regional Plan to the Assistant Secretary) and April 30 (submit Assistant Secretary's Plan to OIP).

Implementation Plan				Progress Report													
<u>Goals/Objectives</u>	<u>Activities</u>	<u>Expected Outcome</u>	<u>Lead Staff and Target Date</u>														
<p>Prepare and disseminate pertinent statistics on American Indian community and participant populations, numbers of American Indian participants served and other relevant data.</p>	<p>Provide accurate information to Lower Elwha Tribe relative to Tribal members in a timely manner.</p> <p>Statistics including Lower Elwha Tribal members receiving Basic Food, Medical Assistance, and Childcare.</p> <p>Provide information relative to In-home</p>	<p>Information and statistics provided on an as needed basis via eJAS and Barcode ad-hoc reports.</p>	<p>Patricia Busse, Louise Huntingford, Andy Pascua, Diane Mitchell</p>	<p>Port Angeles, Port Townsend, and Forks CSO's Number of Tribal Members receiving benefits through the CSO's: (Last year) UPDATED</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">DL</td> <td style="text-align: center;">6</td> </tr> <tr> <td style="text-align: center;">WorkFirst/TAN F</td> <td style="text-align: center;">12 hh 18 Ind</td> </tr> <tr> <td style="text-align: center;">Food</td> <td style="text-align: center;">143hh/195 ind</td> </tr> <tr> <td style="text-align: center;">Medical</td> <td style="text-align: center;">125hh/156ind</td> </tr> <tr> <td style="text-align: center;">ADATSA</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;">HH on Assistance</td> <td style="text-align: center;">287</td> </tr> </table>		DL	6	WorkFirst/TAN F	12 hh 18 Ind	Food	143hh/195 ind	Medical	125hh/156ind	ADATSA	1	HH on Assistance	287
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	<p>Child Care payments.</p> <p>There are no formal arrangements but due to tribal service population, ongoing efforts are made to hire Native Americans Include Tribal representatives on interview panels.</p> <p>Job</p>	<p>Open communication with Tribal leaders and Program staff.</p> <p>Tribal TANF will be able to ensure that all income is counted.</p> <p>Four (4) Native American staff, including a Branch Office Admin., and 3-FSS Hiring that impacts Tribes.</p> <p>Increase opportunity for the</p>	<p>Patricia Busse, Louise Huntingford, Andy Pascua, Diane Mitchell</p> <p>Patricia Busse, Louise Huntingford, Andy Pascua</p> <p>Patricia Busse,</p>	<p>The above number may not be complete due to self-declaration and coding errors.</p> <p>Tribes continue to provide information regarding commodity food participants.</p> <p>Tribal representatives from Lower Elwha will be invited to participate in interview panels when openings occur in the Port Angeles, Port Townsend, Forks, or Neah Bay CSOs. The addition of Tribal members to our interview panels has strengthened the interview and selection process.</p> <p>Information is shared on the State Job</p>
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	announcements shared within Clallam and Jefferson County.	Native American population to apply.	Louise Huntingford, Andy Pascua, CSO Supervisors	Postings process. The website to apply for State Openings is: http://www.careers.wa.gov All local office job openings are emailed to tribal contacts. Diane shares job information with the tribe.
Work with tribes to determine the need for, negotiate and/or implement local Tribal-State agreements, protocols, MOU's, contracts, or processes.	Identify needs of American Indian clients & communities and whether current programs and policies meet these needs.	Currently the Tribal Liaison is scheduled to be at the Lower Elwha Social Services office on Wednesday mornings until noon.	Diane Mitchell	Tribal Liaison provides and coordinates communication between the Jamestown, Lower Elwha, Makah, Quileute, and Hoh Tribes and the local DSHS CSO's that serve them.
	Identify outstanding issues/gaps in service and develop performance expectations, which can be	Schedule and hold meetings to improve coordination and communication.	Patricia Busse, Louise Huntingford, Andy Pascua, Stephanie Del Camp, and Diane Mitchell	Tribes are invited (and Lower Elwha does participate) to participate in the Local Planning Area Meetings (LPA) to design appropriate community service plans.

	implemented, monitored and evaluated.			
Ensure communication with tribal governments, landless tribes, and off reservation American Indian organizations for information sharing, consultation, joint planning, and problem solving.	Share CSO Tribal Contact List.	Ensure ease of access with timely updates of the CSO Tribal contact list.	Patricia Busse, Louise Huntingford, Andy Pascua, Stephanie Del Camp, and Diane Mitchell	List is included in the packet today.
	Monthly meetings coordinated between the Tribal TANF staff and the Port Angeles CSO staff	Improved information sharing, consultation, joint planning and problem solving.	Patricia Busse, Louise Huntingford, Andy Pascua, CSO Supervisors, Diane Mitchell, Verna Henderson Tammie Stevens Becky Charles Jessica Egnew	The group has resumed regular meetings.
	Develop a series of workshops that would enhance the skills of both agencies' staff.	Plan, develop, and implement training programs.	Patricia Busse, Louise Huntingford, Andy Pascua, CSO Supervisors, Diane Mitchell, Verna Henderson	Invitations and participation occurs when slots are available. At this time, budget doesn't allow for training.
	Develop a grievance process to ensure timely resolution of tribal	Resolve Tribal client concerns in a timely manner.	Patricia Busse, Louise Huntingford, Andy Pascua,	The process agreed to is as follows: Contact Diane Mitchell, who can respond to Financial and other program issues. Also, Patricia Busse is a

	client concerns.		CSO Supervisors, Diane Mitchell, Verna Henderson	resource. This has been successful.
	CSO's invited to disseminate information through Tribal newsletters.	Enhanced communications of state programs to Tribal members.	Patricia Busse, Louise Huntingford, Andy Pascua, Diane Mitchell, Verna Henderson	Revisions or changes to DSHS programs & services will be shared with the Tribal editor Sherry Curran to determine what they would like to include in their newsletter. DSHS has been added to Tribe's mailing list.
	Provide opportunities for Tribal TANF clients to participate in work experience positions at the CSO.	Increased TANF participation; enhanced cultural understanding.	Patricia Busse, Louise Huntingford, Andy Pascua, Diane Mitchell, Sherry Curran	OLYCAP administers the Community Jobs and Supported Works programs.
	The Lower Elwha Klallam Tribe has administered their own Tribal TANF Program since 1998. Prior to referring Tribal TANF clients back to the CSO, case staffings are held between Tribal and State Case Managers.	Coordinate and develop processes which best meet the needs of the tribal TANF population. A smooth transition between TANF programs for tribal clients.	TANF Staff- for tribe and CSO	TANF case staffing meetings are held frequently at the Port Angeles CSO. Tribal case managers along with the CSO WorkFirst case managers have developed a strong working relationship which has resulted in the smooth transition of Tribal TANF customers to the State WorkFirst program. Verna Henderson will provide tribal TANF information to the CSO upon request.
	Continue to	Currently there is a	Beverly Bennett,	Diane Mitchell is completing training,

	<p>provide outreach via the Tribal Liaison at Tribal facilities where appropriate to work with Tribal members.</p>	<p>designated worker at the Lower Elwha Tribe on a regular scheduled basis.</p>	<p>Verna Henderson Patricia Busse, Louise Huntingford, Andy Pascua, Diane Mitchell</p>	<p>and we have an FQHC Financial Worker now assigned to applications, eligibility for the clinic. This should help meet expedited expectations. FAX sheet included in packet.</p> <p>Full-time Tribal Liaison provides a means of communication and services between the Tribes and the Port Angeles, Port Townsend, and Forks CSO's. The CSO will continue to support their staff's participation in cultural events. Carpooling to like-events will be encouraged.</p> <p>With the agreement of the Tribe, we have been able to expand the services of the Tribal Liaison. Ms. Mitchell is now able to complete applications for assistance. This position will continue to be fully utilized at the service of the Tribes.</p> <p>The Tribe has agreed to participate in the placement of an FQHC-based financial worker. The FSS will process medical applications on site or directly with the clinic. This will provide expedited eligibility determinations and assistance for low income medical applicants.</p> <p>The Tribal Liaison had a booth at the health fair.</p> <p>Lower Elwha and other tribes can use this contract to purchase computer hardware and software directly at great discounts.</p>
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	Work with tribal members, tribal staff, and community agencies to obtain information about what services are needed and how they should be delivered.	Program needs and concerns of the Native American clients will be identified and addressed.	Patricia Busse, Louise Huntingford, Andy Pascua, Diane Mitchell	Tribal Liaison has established contacts with the Lower Elwha Tribe as part of a concerted effort toward working directly with staff from the Port Angeles and Port Townsend CSOs. Diane attends various tribal functions to be available to provide assistance to tribal members. The Regional Manager, Garnet Charles, from the Indian Policy Support Service Office is permanently housed at the Port Angeles DCFS office.
	Improvement of services to Tribal members	Easier accessibility for Native American clients.	Patricia Busse, Louise Huntingford, Andy Pascua, Diane Mitchell	As we have implemented SDR, most business for customers may be completed via phone, online, or via mail. Reduced verification assists in meeting same-day services expectations. Fax numbers for applications, reviews, client information is included in the packet.
	Improvement of the ADATSA referral process for Tribal members.	Easier accessibility for Native American clients to chemical dependency treatment. Streamline the application processed for Tribal staff and tribal members.	Patricia Busse, Louise Huntingford, Andy Pascua,	Face to face intake interviews have been waived. The CSO will continue to accept chemical dependency assessment recommendations from Klallam Counseling.

	Implement a process to identify action needed by Native American clients, so that their benefits are not terminated.	Reduced breaks in service for tribal members.	Diane Mitchell	Tribal Liaison reviews a monthly Native American Eligibility Review Ad-hoc report, and makes client contact as appropriate. Diane also forwards a list monthly of Lower Elwha Tribal clients who have a review due to Charlene Charles.
	Provide training for Tribal staff on how to use on-line application process in order to streamline the process for their Tribal members. Request by Tribe to give the training to new Tribal TANF staff Policy Training, Tribal TANF Boundary Training and Gov't to Gov't training offered to CSO Staff	Provide training for staff when resources are available.	Patricia Busse, Louise Huntingford, Andy Pascua, Diane Mitchell, Beverly Bennett	Keep training current for Financial Staff to ensure knowledge of Tribal boundary zones that are applicable for Tribal TANF and WorkFirst jurisdiction as it applies to federal law. NOTE: Nov. 2010- Patty sent the TANF Time Limit rules, a brochure for the Mobile CSO, and FAX numbers for the DMS. NOTE: Tribal Staff were invited to a systems training in Olympia. Several LE Staff attended.
	Provide opportunities to come together.		CSO Staff	Several CSO staff participated in the Tribal Journeys celebrations.

			P. Busse	Patty sent information regarding replacement of food benefits in disasters.
	Staff participate in Tribal activities		CSO Staff	Several staff enjoyed the grand opening of the Heritage Center.