

Policy 7.01 Implementation Plan/Progress Report

2016/2017 Time Frame

The Quinault Indian Nation and the Aberdeen Community Service Office

Final 7.01 Plan pending Tribal/Council approval

Implementation Plan

Progress Report

Goals/Objectives

Activities

Expected Outcome

Lead Staff and Target Date

1) Prepare and disseminate pertinent statistics for Quinault Indian Nation members served locally and statewide and other relevant and requested data.

Aberdeen Community Service Office staff will code in the ACES eligibility system Tribal affiliation coding when American Indian clients apply for benefits and/or at the time of their eligibility reviews

Region to look into being able to pull a monthly report to identify TANF cases

To coordinate appropriate service delivery, case management and appropriate referrals

Help improve the number of TANF served by State program vs Tribal TANF

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CSOA: John

The following are the number of Quinault Indian Nation Tribal members coded in ACES for services received locally:

Program	2014	2015
Basic Food	537	561
Medical	918	966
DL/ABD Program	2	5
TANF	9	7

Statewide numbers are below:
(members)

Program	2014	2015
Basic Food	774	767
Medical	1271	1338
ABD/MCS	4	5
TANF	25	23

(The above numbers may not be complete due to self-declaration and coding errors. Also please note the 60-month time limit and means testing did have an effect on TANF.)

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Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Progress
<p>2) Ensure CSO staff are aware of Tribal events and trainings to enhance CSO staff knowledge of Tribal activities and culture</p>	<p>The Quinault Indian Nation Newsletter the "Nugguam" is received monthly and shared with the CSO staff</p> <p>Schedule Larry Workman to present at All Staff an overview of the Quinault Nation History</p> <p>Encourage CSO staff to attend 7.01 training in the Fall</p> <p>Send All Staff to the Government to Government Training</p> <p>Encourage CSO staff to job shadow at QUINTANF</p>	<p>Keeping staff apprised and aware of local tribal activities.</p> <p>Increased knowledge of the principles of Federal Indian Law creating a better understanding for individual staff as they serve the Quinault Tribal Members</p> <p>Good working Tribal/CSO relationship to improve service delivery to Tribal members</p>	<p>Aliza Brown, Social Services Manager 360-276-8211 ext. 482 abrown@quinault.org</p> <p>CSOA: John O'Lague; by 4/30/16</p> <p>Debi Martin-Quinault Indian Nation Administrator 360-276-8211 ext. 205</p> <p>Andrea Halstead-COO Quinault Indian Nation aebbling@quinault.org</p> <p>Mary Papp-QUINTANF Manager 360-276-8211 mpapp@quinault.org</p>	<p>There is an interest in providing training for all Aberdeen CSO staff from Larry Workman covering an overview of the Quinault Nation History. gloria Marshall-Perez Deputy Regional Administrator would like to be invited. This did not happen last review period and still an interest. Will arrange through Debi Martin, Quinault Indian Nation Administrator</p>

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Progress
<p>3) Offer Trainings to Tribal Staff as they become available in the Community Service Office</p>	<p>Schedule Social Security Facilitation training for Tribal staff members.</p> <p>Motivational training offered again</p> <p>7.01 Training for Tribal Staff members and Community Service Staff</p>	<p>Increase knowledge to better serve the tribal members</p>	<p>CSOA: John O'Lague;</p>	<p>Motivational Training was offered for some QUINTANF Staff to attend and would be beneficial for other tribal staff to attend.</p> <p>Would be interested in any other trainings as they become available</p>
<p>4) Work with the Tribe to determine gaps in services and to ensure that members are seeking and receiving all necessary benefits.</p>	<p>Identify needs of Quinault Nation Tribal Members as they relate to current programs that the CSO offers.</p>	<p>Improved service delivery to Tribal members;</p>	<p>CSOA: John O'Lague; Social Service Supervisor: Dennis Trudeau;</p> <p>Renee Rood: WF Supervisor;</p> <p>Sally Potter Financial Supervisor</p>	<p>Clear communication lines are in place and work well, via telephone call, e-mails; and meeting as needed.</p> <p>A good Tribal , CSO relationship has developed as a result of frequent contacts and excellent ongoing working relationships;</p> <p>Phone and e-mail contacts are made regularly on questions and to deal with specific case coordination with Sally Potter-Financial Supervisor and it has worked well.</p>

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<p>5) Ensure Customer Service Contact Center staff are aware of the differences in tribal TANF participation and state TANF participation as it relates to our programs, particularly the Childcare program</p>	<p>The Tribe would like numbers of Tribal Childcare cases if the report can be sorted by zip code</p>	<p>Easier access and fewer problems in the QIN TANF parents access to Working Connections Childcare.</p> <p>Increase in Tribal participation</p>	<p>Joey Anderson, Administrator 360-397-9625 Ron Thomas, Administrator 360-584-3150</p>	<p>Childcare services have improved as they were given the contact information of Londi Colton-Childcare Supervisor and she has been a wonderful help.</p> <p>gloria Marshall-Perez-De handed out updated contact information for the Statewide Contact Center</p> <p>Statewide Customer Service Contact Center will share updates and direct contact information yearly and as changes occur</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div data-bbox="1612 873 1675 932" style="text-align: center;">  Statewide CSD Contact Center - Trib </div> <div data-bbox="1822 873 1885 932" style="text-align: center;">  CSCC brochure 22-1628-letter.pdf </div> </div>
<p>6) Quinault Tribe would like to administer their own Basic Food for their members</p>	<p>Would like the language of the agreement the State has current with the Tribe providing Food Assistance.</p>	<p>Prepare for infrastructure that needs to be in place so if provided the opportunity to administer own Food Assistance</p>	<p>Martin Bohl-Tribal Relations Program Administrator-TANF Martin.bohl@dshs.wa.gov</p> <p>Larry Lamebull- DSHS-OPI Regional Manager Larry.Lamebull@dshs.wa.gov</p>	<p>Pilot is slated to go to the end of the calendar year. It is not something the State decides as it is with the Federal Government and the Department of Agriculture.</p>

<p>Goals and objectives</p> <p>7) Increase access for Tribal members by scheduling Mobile CSO for Health Fairs at Taholah and Queets</p>	<p>Activities</p> <p>John O’Lague, CSOA will help Mary Papp/Ledora McDougle schedule Mobile CSO for Health Fairs and other events, as needed</p> <p>Mary Papp will contact Alec Brian to schedule WaConnections Training for Tribal Staff</p>	<p>Expected Outcomes</p> <p>Increased access for Tribal members</p> <p>Increase knowledge for Tribal Staff on WaConnections</p>	<p>Lead Staff and Target Date</p> <p>John O’Lague, Community Service Office Administrator</p> <p>Mobile CSO 360-725-4881 CSDMobileCSOW@ds.hs.wa.gov</p> <p>Ledora McDougle- Health & Wellness Director lmcdougle@quinault.org</p> <p>Mary Papp- QUINTANF Manager 360-276-8211 mpapp@quinault.org</p> <p>Alec Brian- Community Access Consultant and Communications Coordinator brianaj@dshs.wa.gov</p>	<p>Progress</p> <p>There is still interest to schedule for event. Handed out brochure with Mobile CSO information and contact information.</p> <p> Mobile CSO.pdf</p> <p>Due to scheduling conflicts and changes at Regional level and at the Tribal level the training on WaConnections did not take place. There is an interest still to schedule this training.</p>
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Goals and objectives	Activities	Outcomes	Lead Staff and Target Date	Progress
<p>8) The Tribe would like to have the position of the FSS/Tribal Liaison filled as it has been vacant since 6/2014.</p>	<p>John and gloria will talk and review FTE's in the CSO to see about approval to hire for this position</p> <p>This position would include the following: Time would be split up between Taholah QUIN TANF Office, Aberdeen QUIN TANF OFFICE and one day per month at Queets</p> <p>The FSS/Tribal Liaisons' role in the Aberdeen Community Service Office is to maintain a positive and productive relationship with the Quinault Indian Nation and to facilitate efficient and timely access and processing of benefits for Tribal members.</p> <p>Tribe would like FSS/Tribal Liaison to be trained in Childcare</p>	<p>Easier access of services and benefits for Quinault Nation members.</p> <p>Monthly reviews commodities against Basic Food to determine potential duplicates services;</p> <p>Outreach to ease the access for services, and be a resource to the staff and maintain and develop a collaborative relationship to ensure Tribal member's needs are met.</p> <p>Help assist QUINTANF workers with questions</p>	<p>John O'Lague-CSOA</p> <p>gloria Marshall-Perez, Deputy RA</p> <p>By 3/31/2016</p>	<p>Without this position it has left a huge void in providing services to the tribal members.</p> <p>Health Benefit Coordinator stated that it would be beneficial to have someone in this position to help their tribal members with connecting to services.</p> <p>This position has not been filled as of yet due to a variety of reasons and will be reviewed to possibly fill this position and invitation will be extended to Quinault Indian Nation to participate in a hiring panel, if required.</p>

Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
<ol style="list-style-type: none"> 1) Discussion on the desire by the Quinault Tribe to take on Basic Food and medical benefits for their members. 2) Discussion on receiving changes after they happen and the effects they have on service delivery; requested follow-up; 	<p>2012</p>	<p>Dan Owens, gloria Marshall-Perez; Karen Klinger; CSD Headquarters (these subjects are not handled at a local level, the requests will be forwarded to the appropriate entity)</p>
<ol style="list-style-type: none"> 1) Work on a Data Share Agreement for the Roger Saux Clinic 2) The Nation was requesting ACES TIC screen access so delays do not occur providing benefits 3) Provide eligibility/ ACES training to members of the Quinault Indian Nation as needed/requested 4) Set up a joint meeting with DCS, Contact Center and QIN TANF staff 5) The Clinic would like to add one day visit per month to the Queets Medical Center to Barb's schedule 6) Questions were raised by the QIN TANF Program as to why WorkFirst Classes provided by Grays Harbor Community College are not available for the parents in their program <p>Check on FQHC Workers computer slowdowns</p>	<p>2013</p>	<p>Access to training for QIN TANF parents</p> <p>Quicker and more efficient service</p> <p>To resolve some Working Connections Childcare and QIN TANF Childcare issues</p> <p>Better access for the folks living in Queets</p> <p>Karen Klinger checked with Headquarters and the local college. Colleen Overton GHC WorkFirst coordinator, contacted Mary Papp to discuss</p> <p>Karen Klinger discussed with local IT. Problem has been resolved with the sever update that was done last year at the Tribal Center</p>

<p>1) The FSS/ Tribal Liaisons' role in the Aberdeen Community Service Office is to maintain a positive and productive relationship with the Quinault Indian Nation and to facilitate efficient and timely access and processing of benefits for tribal members</p> <p>2) The Tribe would like us to explore the possibility of the FQHC staff person being trained in the WCCC (Childcare) Program</p>	<p>2014</p>	<p>(This position is currently vacant as previous persona retired) works ½ of her FSS's time t at the Clinic and 1 day at the Taholah QIN TANF site and ½ day at the Aberdeen QIN TANF site</p> <p>Check with Headquarters</p>
<p>1) QUINTANF staff were invited to attend Motivational Training</p> <p>2) Schedule WaConnections Training for Tribal Staff</p>	<p>2015</p>	<p>There was 2-3 QUINTANF staff that was able to attend the Motivational Training. Everyone appreciated it very much and it was a great training and networking opportunity.</p> <p>Regional Staff reached out to schedule training and it was not able to get scheduled.</p>