

**TANF Operating Agreement  
between the  
Quileute Tribal TANF Program (QTTP) and the Forks CSO**

**May 2007**

This summary constitutes a record of the operational agreements reached between the Quileute Indian Tribe, Forks Community Services Office (CSO), and Region 6 Division of Employment and Assistance Programs (DEAP), for the implementation of the Quileute Tribal TANF program (QTTP).

These agreements are not static, but rather represent a starting point for the parties involved. Further cooperative agreements or operational modifications are likely as the needs change. As long as modifications are carried out with the knowledge and agreement of the parties involved, it is to be encouraged.

The purpose of this agreement is to further strengthen the government-to-government working relationship between all of the parties; and to assure that all of our mutual clients receive the best possible services at all times during the transition and the day-to-day operation of our TANF programs.

**1. Identification of Tribal TANF Cases**

Within the geographical area defined below as the Quileute Tribal TANF Service Area, the Quileute Tribal TANF Program (QTTP) will serve all families with at least one American Indian or Alaska Native family member – adult or child – enrolled in a federally recognized tribe or a child who is eligible to be enrolled. The exception is for families, which include a member of the Hoh Tribe or the Quinault Nation and are not living on the Quileute Reservation.

The Tribal TANF geographic Service Area covers Jefferson and Clallam Counties, except for:

- the Makah Indian Reservation;
- The Hoh Indian Reservation;
- that portion of the Quinault Indian Reservation (Queets) within Jefferson County; and
- that portion of Clallam County now being served by the Lower Elwha Klallam TANF Program (east of the Hoko River).

The Quileute TANF Program will assist applicants to obtain misplaced documentation of enrollment. QTTP may provide referrals to a tribe's enrollment officer for AI/AN who may be eligible to become enrolled. Until enrolled, the state will continue to serve these cases.

All clients meeting the above definition who apply for TANF on or after May 1, 2007 must apply through the tribe. All current state TANF recipients who meet the above definition will be transferred to the Tribal program as outlined above.

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Enrolled Native Americans and Alaska Native families can only receive TANF from one TANF program, state or tribal, at a time.

If there is a question about which state or tribal TANF program should serve a family, the state or Tribal TANF program to which the family first presents itself will take their application for TANF and will then immediately contact the other TANF program(s) to resolve who will serve that family. If it is determined that the family's TANF case will be transferred, the transferring agency will share the information gathered during the application process with the receiving agency.

It is our desire to avoid, as much as possible, overlap with other tribal TANF programs operating in the same geographic area. Accordingly, a process will be developed to handle situations in which a family residing in the Quileute Service Area but not on the Quileute Reservation includes one or more enrolled members of the Quileute Tribe and one or more enrolled members of the Hoh, Quinault or Lower Elwha Tribe .

The Forks CSO and the Quileute, Hoh, Lower Elwha and Quinault Tribal TANF programs will each designate a contact person to resolve questions about which program will serve a family. Initially, the contact persons for this purpose will be:

Quileute Tribe:	Quileute Tribal TANF Coordinator, Nicole Earls
Hoh Tribe:	Hoh Executive Director, Alexis Berry
Quinault Indian Nation:	Lead Caseworker – Aberdeen or Forks Satellite Offices, Andrea Ebling Caseworker - Queets Satellite Office
Lower Elwha Clallam:	Tribal TANF Benefits Manager, Rosi Francis
Aberdeen CSO:	TANF/Financial Leadworker
Forks CSO:	CSO Administrator, Andy Pascua

2. **Case Transfers [revised since original cases transferred in 2001. Updated for process to transfer new applicants or cases which move into area]**

The Quileute Tribal TANF Program commenced operation on May 1, 2001, upon approval by the Department of Health and Human Services (DHHS). Cases have been transferred based on that original plan. A new plan was submitted to Administration for Children and Families (ACF) for May 1, 2004 – April 30, 2007.

Cases which transfer into the Quileute service area will be transferred based on the procedures outlined below.

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On the first day of the transfer month, the family will receive their state TANF grant. As early as possible in the transfer month, the transferring CSO will:

1. Close State TANF benefits;
2. Open Family (F04) Medical Assistance for the family for six (6) months, pending the QTTP TANF eligibility determination;
3. Send the family a letter notifying them of the transfer from state to tribal TANF and directing the head of household to QTTP to have their eligibility determined;
4. Prepare a hard copy packet of information, as listed in Section 3., below; and
5. Mail or deliver the packet to QTTP.

The QTTP program will notify the Forks CSO of each tribal TANF opening and the grant and income amounts for the household. DSHS will close state TANF effective on the last day of the month a case is transferred.

The CSO shall continue to provide relevant services to eligible recipients until the TANF case is transferred to the QTTP as outlined above.

**3. Transfer of Information**

Information necessary to effect a smooth transfer from state to tribal TANF will be copied by the Forks CSO and sent to QTTP in hard copy at the time a case is transferred. The information to be transferred includes:

1. Demographic information (copy of the most recent application or Eligibility Review)
2. Income and Resources
3. Native American Status (as declared by the household)
4. Relationship of household members to the Native American member(s)
5. Citizenship
6. Place of residence (if different than mailing address)
7. Pregnancy / due date
8. Identification and Social Security enumeration
9. Absent Parent information
10. Number of months the family has already received state or tribal TANF and the number of months the family resided on an Indian Reservation while receiving TANF, if known
11. Status of 60 month extension (if applicable)
12. Current Individual Responsibility Plan (IRP).
13. Birth Certificates if available

The Forks CSO will make any information available to QTTP needed to facilitate a case transfer; however, the parties agree that the routine information to be transferred will be limited to Automated Client Eligibility System (ACES) and Jobs Automated System (e-JAS) screens which contain the information listed above, three (3) months of documentation, and permanent record identification.

QTTP has been approved access to view ACES and training will be provided by the Forks CSO. This will reduce the need to provide hard copy documents from ACES to those documents QTTP cannot access.

**4. Ongoing Transfer of Cases in and out of the QTTP service area**

When a TANF case is transferred to the Forks CSO from another CSO in the state, the Forks CSO will follow the process described in Section 1., above, to determine if one or more household members meet the criteria to be served by the Quileute TANF program, including tribal enrollment. If so, the Forks CSO will transfer the case to the tribal TANF program following the procedures outlined in sections 2 and 3 above.

If a TANF client goes to the Tribe and requests transfer to the QTTP, the Quileute Tribe will screen for eligibility. If eligible, the Quileute Tribe will notify the appropriate CSO to transfer the case.

When a tribal TANF family leaves the Quileute TANF service area, QTTP will notify the Forks CSO and fax the CSO a notification of change. The CSO will transfer their record and the information provided by QTTP to the appropriate CSO. A written log of these transfers, and telephone contact at the time of transfer, is encouraged in these circumstances.

**5. Cases That Transfer with Open Basic Food (Food Stamps):**

On-going Basic Food eligibility will be determined by the CSO using the Quileute Tribe's grant standards and any other earned or unearned income that would affect Basic Food eligibility. Tribal TANF Cases are Categorically Eligible for Basic Food. The CSO will keep Basic Food open on transfer cases through the current certification period providing the household remains eligible for assistance.

**6. Cases that Transfer with Open Medical Assistance:**

The CSO determines eligibility and opens Family (F04) Medical Assistance for the family for six (6) months, pending the QTTP TANF eligibility determination. Person(s) who receive Tribal TANF are eligible for Family medical. The person's medical eligibility will continue as long as they remain eligible for a Tribal TANF grant.

When Tribal TANF terminates due to:

- Increased earned income transitional medical assistance will be authorized for twelve months.
- Increased Child Support transitional medical assistance will be authorized for four months.

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If Tribal TANF terminates for any other reason, the family is not eligible for transitional medical assistance. CSO staff will redetermine the family's eligibility for any other medical programs.

If the Tribal TANF applicants requests 3 months of retroactive medical assistance (the family did not receive Tribal TANF in these months), they must apply for Family medical assistance through their local Community Service Office (CSO) and meet all the categorical and financial eligibility requirements.

7. **Cases That Transfer With Open Child Care:**

QTTP cases will continue to receive TANF-related childcare through the call centers.

8. **Ongoing Exchange of Information**

The ongoing exchange of information will be covered through a data share agreement for the 3 years of Quileute's plan. This exchange of data can be used in any situation where exchange of information is needed for either program to administer their TANF, Basic Food Plan, Medical Assistance, Child Care or General Assistance program(s), to ensure that all programs are able to issue timely and accurate benefits.

9. **Child Support**

Quileute agrees to work with the State regarding child support.

10. **For New Quileute Tribal TANF applicants, Basic Food (Food Stamps) and Medical Assistance (Title XIX)**

- a. Quileute Tribal TANF applicants approved through the QTTP who want Basic Food and/or medical assistance will have their application forwarded to the appropriate CSO. The application may be sent electronically, faxed, or mailed to the CSO. QTTP will provide copies of available verification of income, identification and household composition and address. QTTP will provide monthly verification of Tribal TANF grant amounts to the CSO with the clients' names, dates of birth, social security numbers, grant amounts and zip codes in order to calculate the Basic Food benefits.
- b. For Medical, the CSO will process the application and determine eligibility for medical provided that the CSO has the names, addresses, social security numbers and date of birth information necessary.
- c. If an applicant needs retroactive medical assistance, QTTP will determine if the adult applying would have been eligible for a TANF grant during the three retroactive months and advise the CSO's.

- d. For Basic Food applicants, the CSO will arrange for an interview either via telephone or face-to-face either at that time or will schedule a telephone interview and mail a letter to the client that includes date, time and telephone number the CSO will call. If the client has no telephone available, the client may request to access a phone through QTTP. If additional items of verification are needed to complete the application, either the client or the QTTP can provide them.
- e. If a potential Quileute Tribal TANF applicant walks into a CSO, the CSO should process the Basic Food application. If the household is expedited, the CSO will provide Basic Food according to expedited timelines. If the client is not expedited, an interview will be scheduled. In either situation, the CSO will then fax the application to the QTTP.
- f. Under federal law, families cannot receive both Basic Food AND Food Distribution on an Indian Reservation (tribal commodities) for the same month. Lists will be provided.

**11. EBT:**

Pending or upon approval of assistance the applicant can contact any nearest CSO to obtain an EBT card for Basic Food benefits. If requested, the EBT card can be mailed to the client from Citibank.

**12. Child Care for New Quileute Tribal TANF applicants:**

TANF related childcare is available through the call center to clients receiving Tribal TANF benefits. Applications and changes of circumstances are handled over the telephone. The call center will contact the QTTP to verify Tribal TANF participation.

**13. Changes of Circumstances:**

- a. The client is responsible for reporting changes to both the CSO or call center and to Quileute Tribe. However, the CSO or call centers may request information about resources and income verification from the QTTP to facilitate re-determination for Basic Food, Medical and Working Connection Child Care.
- b. When a Quileute Tribal TANF recipient reports changes in income and/or circumstances to the QTTP, the QTTP will forward this information to the CSO or call center within five (5) working days. CSO or call centers will do the same in the event income and/or a change of circumstances is reported to the CSO or call center first.

**14. Overpayments:**

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If an office opens TANF when TANF assistance is already being provided by another office, the second office that opened TANF in error will be responsible for establishing an overpayment and needs to coordinate with the other office to terminate duplicate benefits immediately.

**15. Terminations:**

- a. The QTTP will notify the CSO within 10 days of any termination of Quileute Tribe's Tribal TANF benefits and specify the reason for termination.
- b. When a Tribal TANF family leaves the Quileute Tribe's Tribal TANF service area, QTTP will notify the local CSO within 10 days. The local CSO will then transfer the records to the appropriate CSO in the new area or as requested by the other CSO, Quileute Tribe, other Tribal TANF programs, or client.
- c. Upon approval of Quileute Tribal TANF, CSO support services shall end effective the date of approval.

**16. Sanctions:**

The CSO's will not approve a TANF application from an identified QTTP recipient who is in sanction status with QTTP. The QTTP will notify the CSO's of clients in sanction.

**17. Time Limits and Extensions**

As provided in the Quileute's Tribal Family Assistance Plan, QTTP recipients are exempt from the 60-month time limit if they live on the reservation and the reservation meets the 50% not employed rate for the Indian Country Disregard. Under federal law, the state and tribal programs must not count these months. The tribe must include months counted when the recipient was on state TANF towards the 60-month time limit.

If the QTTP recipient is not exempt under the disregard and they reach the 60<sup>th</sup> month, they will be reviewed for an extension under the Quileute Plan's extension criteria for hardship or family violence.

If the QTTP recipient does not meet the tribe's criteria for an extension, the state will serve them under the state's 20% time limit extension policy based on State TANF criteria.

**18. Communication and Referrals**

The contact persons designated by the parties in Section 1., above, will also provide liaison and assistance between the offices for Food Assistance, Medical Assistance, Child Care, General

Assistance, to make sure emergencies are quickly resolved and in general to assure that high quality, professional communication takes place. FAX and e-mail will also be used, as available.

**19. Technical Assistance and Training**

Region 6 Community Services is committed to providing technical assistance and training to tribal TANF staff whenever possible and appropriate. This may include training on SSI facilitation, Child Care, ACES and other topics relevant to case management and TANF service delivery. QTTP has also expressed their willingness to share training with Forks CSO staff whenever possible and appropriate.

In acknowledgement of the intent of both parties:

1. The Forks CSO and QTTP will, upon request, arrange an orientation to their offices and basic programs and services, to help each other provide better client service;
2. The Forks CSO and Region 6 Community Services will invite QTTP staff to any appropriate local or regional training;
3. QTTP, the Forks CSO and Region 6 Community Services will share and exchange written materials and information about resources (journals, research papers, web sites, and so on) which appear relevant to TANF administration and/or service delivery; and
4. QTTP and Forks CSO staff will, on a periodic basis as needed, meet with each other to clarify, refine, and further improve the operation of their programs and their government-to-government relationship.

**20. Data Sharing Agreement**

DSHS and the Quileute Tribe will sign a data share agreement to last for the 3-year period of Quileute Tribal TANF plan to share available data.

All parties understand and agree that the sharing of any information about individual clients and case circumstances will be limited to that information needed for the proper administration of appropriate CSO, DCS and/or Tribal assistance programs. All parties will maintain signed nondisclosure statements for staff having access to the data on file, and make these available to one another, as requested.

As required under federal law, data sharing will help prevent clients from receiving duplicate assistance.



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In order to prevent duplication of services the Quileute Indian Tribe's TANF program will exchange information on a routine and on-going basis with the State and other TANF programs.

**21. Mutual Cooperation, Trust and Support**

It is the intent and commitment of the parties to this agreement to encourage and cultivate a professional relationship, which is positive, cooperative and mutually respectful, between our agencies and our staffs. We believe this spirit of cooperation, mutual respect and good will is critical to the success of the QTTP program and will result in the best service and outcomes for all of our mutual clients.

This agreement may be modified at any time by mutual agreement of the parties.

Sandra K. Kint 10/2/07  
Sandra Kint, Director, Quileute Department of Human Services Date

Ron Thomas 10/29/07  
Ron Thomas, Administrator, Port Angeles Community Services Office Date

Andrew D. Pascua 10/2/07  
Andrew D. Pascua, Administrator, Forks Community Services Office Date

Gloria Marshall-Perez 10/22/07  
Gloria Marshall-Perez, Regional Administrator, Region 6 Community Services Date

cc: Nicole Earls, Coordinator Quileute Tribal TANF Program  
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