

**Policy 7.01 Implementation Plan
Lower Elwha Klallam Tribe
Port Angeles, Port Townsend, Forks CSO
Timeframe: July 1, 2013 to June 30, 2014**

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 Child Care payments</p>	<p>Information and statistics provided on an as needed basis via eJAS and Barcode ad-hoc reports.</p>	<p>Patricia Busse, Administrator: bussepa@dshs.wa.gov 360-565-2182</p> <p>Diane Mitchell, Tribal Liaison mitchmd@dshs.wa.gov 360-565-2196 (work) 360-775-9702 (cell)</p> <p>Monica Henry, Social Services Director Monica.henry@elwha.nsn.us 360-565-7257 Ext. 7451</p> <p>Tammie Stevens, TT/GA Case Manager Tammie.stevens@elwha.nsn.us 360-565-7257 Ext. 7459</p> <p>Becky Charles TT/GA Case Manager Becky.charles@elwha.nsn.us 360-565-7257 Ext. 7455</p>	<p>Port Angeles, Port Townsend, and Forks CSO's</p> <p>Number of Tribal Members receiving benefits through the CSO's: September 2013 (2012) UPDATED: Statewide Totals</p> <table border="1"> <tr> <td>Medical</td> <td>193 (178)</td> </tr> <tr> <td>TANF</td> <td>6 (15)</td> </tr> <tr> <td>ABD/MCS/ADATSA</td> <td>3 (4)</td> </tr> <tr> <td>Food</td> <td>199 (193)</td> </tr> </table> <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>*Diane Reviews the monthly STOWW list to make sure there is no</p>	Medical	193 (178)	TANF	6 (15)	ABD/MCS/ADATSA	3 (4)	Food	199 (193)
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				<p>duplication of services. She also posts it on a share drive for all DSHS staff to review.</p>
	<p>There are no formal arrangements but due to tribal service population, ongoing efforts are made to hire Native Americans</p> <p>Include Tribal representatives on interview panels.</p>	<p>Open communication with Tribal leaders and Program staff.</p> <p>Hiring that impacts Tribes.</p>	<p>Patricia Busse, Louise Huntingford, Diane Mitchell</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>Update: For every interview panel, there were invitations sent out to all 5 Tribe's to request a Tribal Representatives to be on the panel. Lower Elwha has sent a representative for several panels.</p>
	<p>Job announcements shared within Clallam and Jefferson County.</p>	<p>Increase opportunity for the Native American population to apply.</p>	<p>Patricia Busse, Louise Huntingford, Diane Mitchell</p>	<p>Information is shared on the State Job Postings process. The website to apply for State Openings is:</p> <p>http://www.careers.wa.gov</p> <p>All local office job openings are emailed to tribal contacts. Diane shares job information with the tribe.</p>

<p>Work with tribes to determine the need for, negotiate and/or implement local Tribal-State agreements, protocols, MOU's, contracts, or processes.</p>	<p>Identify needs of American Indian clients & communities and whether current programs and policies meet these needs.</p>	<p>Currently the Tribal Liaison is scheduled to be at the Lower Elwha Social Services office on Wednesday afternoons from 1:30-4:30.</p>	<p>Diane Mitchell</p>	<p>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.</p> <p>In December 2012, four of the Peninsula Tribes approached the gathering for the 7.01 plans a bit differently: The tribes gathered in Port Angeles. Each tribe was assigned a meeting room. State agencies then met separately with each tribe to discuss their specific 7.01 plan. The large group gathered for the opening, for the lunch meal, and for the closing. All of the 7.01 plans with the 4 tribes and the various divisions were completed in a day and a half. The process was deemed successful by all participants.</p>
	<p>Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated.</p>	<p>Schedule and hold meetings to improve coordination and communication.</p>	<p>Patricia Busse, Louise Huntingford, Stephanie Del Camp, and Diane Mitchell</p>	<p>Tribes are invited (and Lower Elwha does participate) in the Local Planning Area Meetings (LPA) to design appropriate community service plans.</p> <p>Update: Last year the LPA and Clallam Co. Disability's combined for a 1 day event that included classes on how to find employment, write resumes, ect. Local employers who had open positions were doing interviews on the spot. There was also a clothing closet that helped provide</p>

work appropriate attire. Lunch was provided by the food bank. This event has already been scheduled for March 26, 2014. This coming year, Lower Elwha will be combining with this group instead of having separate events.

***Information included in packet

*****Upcoming Events:**

On 4/25/14, the LPA is holding a conference hosted by the Jamestown Tribe with guest speaker: Dr. Donna Beegle - Communication Across Barriers. There will be room for 150 and the cost will be \$20 to cover lunch and defray any other expenses. More information and registration forms will be sent out soon. Please see information included in packet.

Also included in your packet you will find a handout on the Evergreen Empowerment Group. We are currently seeking a grant to bring them in to have a training in our area.

On 2/11/14, DSHS is having a LEAN Training Seminar:

LEAN is a process that the state is implementing to look at how we do business. This is a used by many large corporations, such as Toyota.

We were able to bring a LEAN Training Seminar to Port Angeles and as we had space available, we were able to invite other community members. Several Tribal staff are signed up to attend the seminar, which is now full.

Update: Becky Charles, Tammie Stevens & Jessica Egnew attended the Lean Training on 2/11/14.

<p>Ensure communication with tribal governments, landless tribes, and off reservation American Indian organizations for information sharing, consultation, joint planning, and problem solving.</p>	<p>Share CSO Tribal Contact List.</p>	<p>Ensure ease of access with timely updates of the CSO Tribal contact list.</p>	<p>Patricia Busse, Louise Huntingford, Stephanie Del Camp, and Diane Mitchell</p>	<p>Current contact List for 2014 is included in the packet today.</p>
	<p>Monthly meetings coordinated between the Tribal TANF staff and the Port Angeles CSO staff</p>	<p>Improved information sharing, consultation, joint planning and problem solving.</p>	<p>Diane Mitchell, Monica Henry, Tammie Stevens, Becky Charles</p>	<p>Update: Tammie Stevens, Becky Charles and Diane Mitchell continue to meet on Wednesday afternoons to review any pending cases.</p>
	<p>Develop a grievance process to ensure timely resolution of tribal client concerns.</p>	<p>Resolve Tribal client concerns in a timely manner.</p>	<p>Patricia Busse, Louise Huntingford, CSO Supervisors, Diane Mitchell, Monica Henry</p>	<p>The process agreed to is as follows: Contact Diane Mitchell, who can respond to Financial and other program issues. Also, Patricia Busse is a resource. This has been successful.</p>
	<p>CSO's invited to disseminate information through Tribal newsletters.</p>	<p>Enhanced communications of state programs to Tribal members.</p>	<p>Patricia Busse, Louise Huntingford, Diane Mitchell, Monica Henry</p>	<p>Revisions or changes to DSHS programs & services will be shared with the Tribal editor Sherry Curran @ sherry.curran@elwha.nsn.us to determine what they would like to include in their newsletter. DSHS has been added to Tribe's mailing list.</p>
	<p>Provide opportunities for Tribal TANF clients to participate in work experience positions at the CSO.</p>	<p>Increased TANF participation; enhanced cultural understanding.</p>	<p>Patricia Busse, Louise Huntingford, Diane Mitchell,</p>	<p>Kitsap County administers the Community Jobs and Supported Works programs.</p>
	<p>The Lower Elwha Klallam Tribe has administered their own Tribal TANF Program since 1998.</p>	<p>Coordinate and develop processes which best meet the needs of the tribal TANF population.</p>	<p>Diane Mitchell, Monica Henry, Tammie Stevens, Becky Charles</p>	<p>TANF case staffing meetings are held frequently at the Lower Elwha Social Services offices. Tribal case managers along with Diane have developed a strong working relationship which has resulted in</p>

<p>Prior to referring Tribal TANF clients back to the CSO, case staffings are held between Tribal and State Case Managers.</p>	<p>A smooth transition between TANF programs for tribal clients.</p>		<p>the smooth transition of Tribal TANF customers to the State WorkFirst program Diane posts a monthly list of Tribal TANF clients on the share drive for all local staff to access.</p> <p>Update: On 11/19/13, Social Service and DSHS staff met to update the TT Operating Agreement.</p> <p>Update: At the 7.01 meeting on 2/4/14, TT staff would like to have access to SEMS. ***Brady Rossnagle will contact Monica Henry.</p>
<p>Continue to provide outreach via the Tribal Liaison at Tribal facilities where appropriate to work with Tribal members.</p>	<p>Currently Diane is scheduled to be at Klallam Counseling every Wednesday from 8:30-11:00 and Lower Elwha Social Services Office 12:30-4:30.</p>	<p>Diane Mitchell, Monica Henry Patricia Busse, Louise Huntingford,</p>	<p>Diane Mitchell continues to work Wednesday afternoon's at the Social Services office.</p> <p>Update: With the Healthcare Reform, there are several changes to how medical is processed. Beginning 10/1/13, Clients now sign up for medical coverage through: www.wahealthplanfinder.org. DSHS is no longer accepting applications for medical.</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.</p>
<p>Improvement of services to Tribal members</p>	<p>Easier accessibility for Native American clients.</p>	<p>Patricia Busse, Louise Huntingford, Diane Mitchell</p>	<p>Diane continued to work closely with the Social Services staff to ensure medical benefits are opened for all Tribal TANF recipients. We have also has set up a process to have applications for clients</p>

applying for Tribal GA to be emailed directly to Diane Mitchell to do the necessary denial and then send the denial letter back to the Social Services staff.

The CHIPRA grant information was given to the Social Services and Klallam Counseling Staff on 10/31/12.

Update: Monica Henry was instrumental in signing Lower Elwha up for the Chipra Grant and have already received their equipment.

At the 2012 7.01 meeting, concerns were brought up about the length of time it took clients to be helped when calling in to the Contact Center for WCCC. There are times that the client cannot wait on the phone for an extended length of time when they are at work.

***Joey Anderson, Contact Center Administrator suggested that staff either contact herself @ andersj@dshs.wa.gov, 360-397-9625 or Londi Colton @ coltolk@dshs.wa.gov, 360-565-2186 to help facilitate in these cases.

Update: 9/27/13: Tammie Stevens reports that there have been a couple of new issues that we are currently seeking clarification for: Clients were being asked to provide a copy of their TT FRP (Family Responsibility Plan). Contacted Londi Colton and she sent clarification that per the manual, it is not a requirement for clients to provide a copy of their FRP (Family Responsibility Plan). Information was forwarded to Social Services staff.

Update: At 7.01 Meeting on 2/4/14, Tammie reports that there have still been a few instances where someone in the Call Center has asked for the FRP.

				<p>***During discussion, it was decided to handle these on a case by case basis at this point. TT workers will contact Londi Colton directly with any issues.</p> <p>TT Staff also requested a meeting with them and Londi Colton & Joey Anderson to review Means Testing, ect.</p> <p>***Diane is in the process of setting this meeting up (as of 2/24/14)</p>
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,		<p>Diane continues to work Wednesday mornings at Klallam Counseling to do onsite interviews for Native clients. This includes clients who are currently incarcerated and need ADATSA to be released directly to a treatment facility from jail.</p> <p>Update: As of 1/1/14, Diane/DSHS is no longer able to process ADATSA applications. Clients now need to apply at: www.healthplanfinder.org.</p>
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		<p>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: Tammie Stevens, and Becky Charles, Jenessa Stevens</p> <p>Update: This will continue for Tribal Clients who receive SNAP.</p>
Provide training for Tribal staff on how to use on-line application process in order to streamline the process for their Tribal members.	Provide training for staff when resources are available.	Patricia Busse, Louise Huntingford, Diane Mitchell, Monica Henry		<p>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.</p>

	<p>Request by Tribe to give the training to new Tribal TANF staff</p> <p>Policy Training, Tribal TANF Boundary Training and Gov't to Gov't training offered to CSO Staff</p>			<p>Update: All new DSHS staff have been attending Gov't to Gov't training.</p> <p>Update: On 1/29/14, Diane facilitated a meeting between the DSHS WorkFirst Staff and the Lower Elwha and Quileute TT Case Managers to review the current Tribal TANF Agreements.</p>
	<p>Provide opportunities to come together.</p>		<p>Patricia Busse, Tammie Stevens, CSO Staff/Lower Elwha Social Services Staff</p>	<p>We are currently working together to have both Tribal TANF and State TANF WorkFirst clients attend the Hub, which is located at Serenity House</p> <p>The HUB is a collaborative effort with the TANF partners in our community. It is a month-long open-entry life skills class for TANF customers. When a person applies for TANF (although they may be referred at any time) the first activity they are placed in is the HUB. This ensures immediate participation placement, which enforces our strong participation message. The partners all contribute to the classes- we have all signed on to teach specific classes during the rotation. Also, each Tuesday, the staff who directly work with the HUB participants meet to discuss the next step for the client. The Case Manager has the input and observations from the other instructors to help in the placement decision. This well-formed referral helps ensure the client is appropriately placed and that all partners and the client have a mutual understanding of expectations.</p>

				<p>Update: Diane Mitchell and Jessica Egnew have continued teaching their class on "Cultural Diversity".</p> <p>Update: A one time "mini" HUB is being planned to be held in both Port Townsend and Forks. More information will be sent out once the details have been finalized as there may be some participation for Tribal clients.</p>
	Staff participate in Tribal activities		CSO Staff	<p>UPDATE: Diane attended the Employment Fair on 4/24/13</p>