

**Policy 7.01 Implementation Plan/Progress Report**  
**Region 3 Community Services Division**  
**The Quinault Indian Nation and the Aberdeen Community Service Office**

Timeframe: July 1, 2013 to June 30, 2014

**Implementation Plan**

**Progress Report**

**Goals/Objectives**

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

**Activities**

Aberdeen CSO 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

**Expected Outcome**

To coordinate appropriate service delivery, case management and appropriate referrals

**Lead Staff and Target Date**

CSOA: Karen Klinger:533-9777

Local Supervisors, Steve Hall: 533-9734

Sally Potter: 533-9754

Renee Rood: (effective 11/1/13) 533-9792

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

Program	2012	2013
<b>Basic Food</b>	559	712
<b>Medical</b>	412	419
<b>DL/ABD Program</b>	2	4
<b>TANF</b>	13	3

Statewide numbers are below:  
(members)

Program	2012	2013
<b>Basic Food</b>	968	1179
<b>Medical</b>	921	667
<b>ABD/MCS</b>	14	18
<b>TANF</b>	61	32

*(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.)*

<p><b>Goals and Objectives</b></p> <p>Work with the Tribe to determine gaps in services and to ensure that members are seeking and receiving all necessary benefits.</p>	<p><b>Activities</b></p> <p>Identify needs of Quinault Nation Tribal Members as they relate to current programs that the CSO offers.</p>	<p><b>Expected Outcomes</b></p> <p>Improved service delivery to Tribal members;</p>	<p><b>Lead Staff and Target Date</b></p> <p>CSOA: Karen Klinger;</p> <p>Social Service Supervisor: Steve Hall; Renee Rood: WF Supervisor; Sally Potter Financial Supervisor</p> <p>FSS Barb White will be working .5 at the Roger Saux Clinic and .5 as a tribal liaison.</p> <p>Ledora McDougle and Roger Saux Clinic staff, Mary Papp, and QIN TANF case managers</p> <p>Barb White, Sally Potter, Karen Klinger and CSO staff</p>	<p><b>Progress</b></p> <p>Clear communication lines are in place and work well, via telephone calls, e-mails; and meetings as needed.</p> <p>A good Tribal, CSO relationship has developed as a result of frequent contacts and an excellent ongoing working relationships; Cases are opened locally and are changes are processed by the FSS Tribal Liaison Barb White.</p> <p>Phone and e-mail contacts are made regularly on questions and to deal with specific case coordination.</p> <p>ACES access has been provided to QIN TANF staff;</p>

	Activities	Expected Outcomes	Lead Staff and Target Date	Progress
<p>Train CSO staff on major principles of federal Indian law.</p> <p>Provide training to CCSC (Call Center) staff on the differences in tribal TANF participation and state TANF participation as it relates to our programs, particularly Childcare</p>	<p>CSO Staff Training</p> <p>Bring this issue up to the current CCSC Manger, Ronnie-Sue Johnson</p>	<p>Easier access and less problems in the QIN TANF parents access to Working Connections Childcare</p>	<p>Karen Klinger, Ledora McDougle.</p> <p>Karen Klinger;</p> <p>gloria Marsha-Perez , Ronnie Sue Johnson</p>	<p>This did not happen this last year but there is still an interest for this type of training to occur locally.</p> <p>There is interest in providing a Training for all Aberdeen CSO staff from Larry Workman covering an overview of the Quinault Nation History. Dan Owens, RA and gloria Marshall-Perez DRA and DCS staff would like to be included. We plan to send several staff to the Governor's Office Government-to-Government training this spring or summer.</p>

<p>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 "Nagguam" is received monthly and shared with the CSO staff.</p>	<p>Increased knowledge of the principles of Federal Indian Law creating a better understanding for individual staff as they serve Quinault Tribal Members;</p> <p>Keeping staff apprised and aware of local tribal activities.</p>	<p>Karen Klinger</p>	<p>Karen Klinger will continue to provide local DSHS updates by email to: Ledora McDougle and Mary Papp.</p>
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Goals and Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Progress
<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>Barb White 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>Review of commodities;</p> <p>Reviewing the ACES TIC screens</p> <p>Processing basic food and cash applications from the Tribal Clinic, answering staff and client questions. Explaining CSD programs</p> <p>Other duties as agreed appropriate to be determined jointly by the Tribe and the CSO</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>Karen Klinger, CSOA Sally Potter, Financial Supervisor</p> <p>Barb White, FQHC/Tribal Liaison Financial Worker</p>	<p>Tribal Position was converted from CSS Community Worker to a Tribal Liaison/FSS in 3/10. Transfer of an experienced FSS from the Bremerton Office, Barb White occurred 1/1/12.</p> <p>New MOU signed 11/13</p> <p> Attachment.msg</p>
<p>The Tribe would like us to explore the possibility of the FQHC staff person being trained in the WCCC (Childcare) Program</p>	<p>Check with Headquarters</p>	<p>Easier access to this program for their tribal community</p>	<p>Dan Owens RA; gloria Marshall-Perez DRA; Karen Klinger CSOA</p>	<p>Will need to reassess after CSO WF staff have been trained in WCCC in the Aberdeen local office (expected training to occur 6/14)</p>

**ADDITIONAL  
DISCUSSION ITEMS  
ADDED 2012**

**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)**

**(2012 DISCUSSION and ADDITION  
TO OUR LOCAL PLAN )**

**Discussion on receiving changes  
after they happen and the effects  
they have on service delivery;  
requested follow-up;**

**Discussion on the desire by the  
Quinault Tribe to take on Basic Food  
and medical benefits for their  
members.**

<p><b>Completed or resolved issues:</b>  <b>3/2013</b>  Work on a Data Share Agreement for the Roger Saux Clinic</p> <p>The Nation was requesting ACES TIC screen access so delays do not occur providing benefits</p> <p>Provide eligibility/ ACES training to members of the Quinault Indian Nation as needed/requested;</p> <p>Set up a joint meeting with DCS, Contact Center and QIN TANF staff</p> <p><b>2/2013</b></p> <p>The Clinic would like to add one day visit per month to the Queets Medical Center to Barb's schedule</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>Region Office</p> <p>Ron Thomas, CSCA  Brian List, DCS,  Mary Papp and  QIN TANF Staff</p> <p>Sally Potter and  Ledora McDougle</p>	<p>This has been resolved with the FQHC staff person's ability to answer specific issues.</p> <p>This has been resolved with the FQHC staff person's ability to answer specific issues.</p> <p>ACES online and SEMS Training was held for tribal staff on March 30<sup>th</sup> 2011;</p> <p>A teleconference was held on 2/21/12 to discuss these issues</p> <p>Barb will go for her second day to the Queets site this week</p>
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<p>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>	<p>Karen Klinger checked with Headquarters and the local college. Colleen Overton GHC WorkFirst coordinator, contacted Mary Papp to discuss</p>	<p>Access to training for QIN TANF parents</p>	<p>Karen Klinger</p>	<p>Colleen Overton got clarification from the College State Boards and discussed with Mary Papp</p>
<p>Check on FQHC Workers computer slowness</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>Quicker and more efficient service</p>		<p>Resolved.</p>