

# Draft

**Policy 7.01 Implementation Plan**  
**Tribe: Squaxin Island Tribe**  
**CSO: Shelton CSO**  
**2013/2014 Time Frame**

Implementation Plan				Progress Report												
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Progress												
Prepare and disseminate pertinent statistics and other relevant data on the Squaxin Island Tribe.	The Shelton CSO will provide reports to the Squaxin Island Tribe about their population.	The Squaxin Island Tribe will be aware of how their population is served by the Shelton CSO. We will be able to see program effectiveness based on this data.	<ul style="list-style-type: none"> <li>Karen Klinger, Aberdeen CSOA Aberdeen 360/533-9777</li> <li>John O'Lague Shelton Branch Office Administrator (BOA) 360/432-2023 <a href="mailto:olagujd@dshs.wa.gov">olagujd@dshs.wa.gov</a></li> <li>Vicky Engle</li> </ul>	<ul style="list-style-type: none"> <li>Relevant data and pertinent statistics information will be shared by e-mail to Lorraine VanBrunt <a href="mailto:lvanbrunt@squaxin.us">lvanbrunt@squaxin.us</a>.</li> <li>Statistics by programs</li> <li>Local CSO Mem <table border="1" style="margin-left: 20px;"> <tr> <td><b>Basic Food</b></td> <td align="right">112</td> <td align="right">87</td> </tr> <tr> <td><b>Medical</b></td> <td align="right">69</td> <td align="right">43</td> </tr> <tr> <td><b>TANF</b></td> <td align="right">4</td> <td align="right">0</td> </tr> <tr> <td><b>ABD</b></td> <td align="right">0</td> <td align="right">0</td> </tr> </table> </li> </ul> <p>ebbers:</p> <p><i>( The above numbers may not be complete due to Self-declaration and coding errors and also please note the 60-month time limit and means testing did have an effect on TANF.</i></p>	<b>Basic Food</b>	112	87	<b>Medical</b>	69	43	<b>TANF</b>	4	0	<b>ABD</b>	0	0
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				<i>Statewide members served:</i>		
				<b>2012</b>	<b>2013</b>	
				<b>Basic Food</b>	191	140
				<b>Medical</b>	193	75
				<b>TANF</b>	13	7
				<b>ABD</b>	1	1

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Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Progress
<p>The Shelton CSO will work with the Squaxin Island Tribe to determine the need to implement or modify local Tribal-State agreements, protocols, MOU's, contracts, or processes.</p>	<p>Identify needs of the Squaxin Island Tribal clients and determine whether current agreements and policies meet these needs.</p> <p>Outstationed Financial Intake Worker will provide the onsite service of determining eligibility by processing same day Cash, Food Assistance, and Classic Medical applications.</p>	<p>Collaborative relationship between CSO and the Squaxin Island Tribe to ensure Tribal member's needs are being met.</p>	<ul style="list-style-type: none"> <li>• Karen Klinger, Aberdeen CSOA</li> <li>• John O'Lague, Shelton BOA</li> <li>• Kathy Hatch Tribal Community Worker</li> <li>• Terri Butler Financial Worker-FSS</li> </ul>	<p>Tribal Community Worker helps people apply for DSHS benefits online and in writing. She also serves as a resource for people who need directions to other agencies.</p> <p>Outstationed Financial Intake Worker is a fully trained FSS3 that is stationed and available to process Cash/Food/ and Classic Medical Applications at the Squaxin Island Clinic. Memorandum of Agreement was signed on January 6, 2014 with Donald Whitener, Tribal Administrator. <b>(need to attach)</b></p> <p>The FQHC schedule is attached.</p> <div style="text-align: center;">  <p>FQHC schedule.doc</p> </div>
<p>Ensure communication with the Squaxin Island Tribe for information sharing, consultation, joint planning, and problem solving.</p>	<p>Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and</p>	<p>Better service coordination for Tribal workers, including consistent messaging regarding programs and effectiveness among staff.</p>	<ul style="list-style-type: none"> <li>• Karen Klinger, Aberdeen CSOA</li> <li>• John O'Lague, Shelton Branch Office</li> </ul>	<p>The Shelton CSO will continue to invite Tribal representatives and/or staff for training events. Shelton BOA will continue to provide local DSHS updates by email to: Lorraine VanBrunt, Stephanie Topkins, Bonnie Sanchez and Vicky Engle.</p>

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	evaluated.		<p>Administrator</p> <ul style="list-style-type: none"> <li>Gloria Marshall-Perez, Deputy Regional Administrator</li> </ul>	<p>The Local Partner Area meets once a month on the second Tuesday at 2:00pm at the Public Works building: 100 W Public Works Dr, Shelton WA 98584 . DSHS will schedule meetings to improve coordination and communication as requested by the Tribe.</p> <p>Attached is the sign-in sheet of Tribal and Agency staff that attended the 7.01 meeting on 3/8/13:</p>  <p>701_Sign.pdf</p>
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Progress
<p>Ensure CSO staff are aware of Tribal events and trainings to enhance CSO staff knowledge of Tribal activities</p>	<p><i>CSO supports staff participation in Tribal events &amp; activities while ensuring that CSO customer service and business needs are being met.</i></p>	<p>Better awareness and service for CSO staff.</p>	<p>John O'Lague, Shelton BOA</p>	<p>Annual Canoe Journey; Terri Butler is an FSS who normally participates in the Annual Tribal Canoe Journey. She then is invited to share her experience by presenting the journey's music, prayers, closing ceremony and Indian tacos during an All Staff meeting. Her sharing gives the staff an increased awareness of local tribal culture. We look forward to the annual canoe journey.</p> <p>Most of the staff within the Shelton CSO have been trained on Government to Government.</p>

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	<p><i>The Tribal newsletter Klah-Che-Min is received monthly and shared with staff.</i></p>	<p>The newsletter keeps us apprised of tribal activities.</p>		<p>John will look into scheduling Government to Government training and inform Lorraine VanBrunt as the Tribal Representatives identified a need for some of their members to attend this training.</p> <p>John will look into scheduling 7.01 training at the Community Service Office and inform Lorraine VanBrunt as this was identified as a need for some of their members to attend this training.</p> <p>We continue to receive the Klah-Che-Min Newsletter and share tribal events and updates with CSO staff.</p> <p>It was suggested by the Tribal Representatives to have Terri-Out-stationed Financial Worker to write an article for the Klah-Che-Min</p>
<p>Ensure that DSHS is providing outreach to facilitate ongoing relations with the tribes on sensitive tribal issues and changes in the interpretation of policies and service delivery.</p>	<p>Staff is encouraged to attend tribal job and health fairs.</p>	<p>Build a closer relationship between the Shelton CSO and the Squaxin Island Tribe.</p>	<p>John O'Lague Shelton BOA</p> <p>Mobile CSO</p>	<p>Kathy Hatch, Terri Butler and other CSO staff plan to attend the Squaxin Island Health Fair later this year.</p> <p>The Mobile CSO will be invited to attend future tribal events per tribal request.</p>



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	<p>Statewide Contact Center Region 3 provides quick access to DSHS benefits.</p> <p>Housing and Essential Needs (HEN) Coordinator</p>	<p>Family Education and Support Groups at HeadStart located in the Pacific Calvary Chapel. The Navigator also assists people who desire to apply for DSHS programs on behalf of their grandchild or relative child.</p>	<p>Lynn Urvina 360/754-7629 <a href="mailto:KinNavigator@qwestoffice.net">KinNavigator@qwestoffice.net</a></p> <p><b>Brian Goodrich</b> 253/476-7037 <a href="mailto:thomasR@dshs.wa.gov">thomasR@dshs.wa.gov</a></p> <p>Dianna Community Action Council 360/426-9726 x100</p>	<p>meetings with CSO management to outline progress.. Everyone is welcome to attend or to schedule her for a meeting.</p> <p>Brian-Contact Center Administrator offers his services to connect Tribal members to the right program needs and supervisors.</p> <p>Housing and Essential Needs program. To get additional information on this program and availability, please call Dianna to schedule an apt. You must be active on the <b>Medical Care Services (MCS)</b> program. <b>Seen by apt. only.</b></p>
<p>Completed tasks since last review of 7.01 plan</p>				<p>Terri Butler is an FSS who participated in the Annual Tribal Canoe Journey. She shared her experience by presenting the journey's music, prayers, closing ceremony and Indian tacos during an All Staff meeting. She also invited a Tribal member to have a basket weaving demonstration. Her sharing gives the staff an increased awareness of local tribal culture.</p>

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				<p>We continue to receive the Klah-Che-Min Newsletter and share tribal events and updates with CSO staff.</p> <p>Terri Butler and other CSO staff have attended the Squaxin Island Health Fair last year.</p> <p>Terri attended the Drug Awareness dinner this past year.</p>