

Implementation Plan		Progress Report										
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update Since Last 7.01 Meeting								
<p>1. Prepare and disseminate pertinent statistics and other relevant data about Quinault Indian Nation and Tribal members' participation in Public Assistance programs.</p>	<p>Aberdeen and Forks Community Services Offices (CSO's) will provide information and data on an as needed basis via CSD Headquarters ad-hoc reports to the Quinault Nation regarding Tribal members receiving assistance and services under requested program types.</p>	<p>Clear and accurate knowledge of the number of Tribal members receiving benefits and services.</p>	<p>Target date: Monthly</p> <p>Melanie Knudsen-Leahy, Community Service Office Administrator (CSOA);</p> <p>Mary Papp, QIN TANF Manager;</p> <p>Latosha Underwood, Quinault Secretary;</p> <p>Dawneen Delacruz, 5th Council Woman;</p> <p>Aliza Brown, Quinault Health & Wellness Director</p> <p>Debbie Martin, Quinault Indian Nation Director</p>	<p>Number of Quinault Tribal families residing in Grays Harbor and Jefferson Counties who receive benefits:</p> <p>Feb 2020</p> <table border="1"> <tr> <td>SNAP</td> <td>314</td> </tr> <tr> <td>Medical</td> <td>58</td> </tr> <tr> <td>TANF</td> <td>2</td> </tr> <tr> <td>ABD/HEN</td> <td>5</td> </tr> </table> <p>*The above numbers represent a point-in-time count for one month and may not be complete due to self-declaration and coding errors.</p> <p>At the 7.01 Meeting on 10/16/19 Tribal representatives requested data be shared monthly with them for families residing in Grays Harbor and Jefferson counties who have self identified as tribal members and who are receiving benefits.</p>	SNAP	314	Medical	58	TANF	2	ABD/HEN	5
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Tribe(s)/RAIO(s): Quinault Tribe

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				<p>December 2019 to present – DSHS is providing Tribal Representatives with the monthly data as requested at the beginning of each month.</p> <p>October 2019 - Beginning November 1st, 2019 the DSHS Tribal Liaison will provide the Tribe with monthly data identifying tribal members who have been approved for state assistance and who reside in Grays Harbor or Jefferson Counties.</p> <p>Additionally, Tribal representatives requested data showing Tribal members approved for benefits through the Tribal Liaison. Melinda will begin keeping a monthly tally to provide to the Tribe.</p>												
2. Ensure communication with tribal governments, landless tribes, and off reservation America Indian organizations	A. Sharing of local Tribal activities and events.	Increase the understanding of Tribal traditions, events and activities.	Target date: Monthly Melanie Knudsen-Leahy, CSOA	The Quinault Indian Nation Newsletter the “Nugguam” is received each month and shared with all the CSO staff.												

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for information sharing, consultation, joint planning and problem solving.	B. Engagement with staff from the Forks CSO, including sharing of local information as well as participation in Tribal/CSO related trainings and meetings.	Increased collaboration with the Community Service Offices serving the Quinault Tribe.	Target date: Monthly Mary Papp, QIN TANF Manager; Meredith Parker, WorkFirst Supervisor Forks CSO; Melanie Knudsen- Leahy, CSOA; Jim Weatherly, CSOA; Jennifer Bryan, QIN TANF Lead Caseworker	Jim Weatherly, Forks CSOA, and Meredith Parker, Forks Supervisor were present at the 7.01 meeting. DSHS will coordinate with Mary to schedule Tribal TANF job shadowing opportunities to introduce Tribal TANF staff to local DSHS staff. The Tribe will provide benefit brochures and posters that will be distributed and displayed in both the Forks and Aberdeen CSO's. Additionally, Mary and Jennifer will coordinate with Jim and Meredith to make a visit to the Fork CSO.

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	<p>C. Statewide Customer Service Contact Center (CSCC) will share updates and direct contact information as changes occur or as requested.</p> <p>The Customer Service Contact Center (CSCC) is available to be a contact for any questions and/or concerns regarding benefits.</p>	<p>Convenient and easier access to services for Quinault tribal members.</p>	<p>Target date: Monthly</p> <p>Ron Thomas, Customer Service Contact Center Administrator;</p> <p>Aliza Brown, Quinault Health & Wellness Director;</p> <p>Mary Papp, QINTANF Manager</p>	<p>Updated contact information was provided at the 7.01 meeting, as well as, call times during the month, the benefits of WaConn and creating a client benefit account, and the resources available within the contact center.</p>													
	<p>D. Increase access to services for Tribal members by scheduling the Mobile Community Services Office to be available for events, fairs, and during emergency situations.</p>	<p>Improve participation in the DSHS programs by providing broader community outreach. Increase access for Tribal members.</p>	<p>Target date: Annually</p> <p>Melanie Knudsen-Leahy, CSOA;</p> <p>Javier Ruiz, Mobile CSO Administrator;</p> <p>Mary Papp, QINTANF Manager;</p>	<p>CSO Administrator will coordinate with Aliza Brown to get dates for health fairs scheduled in 2020-2021. Once dates are received, a request will be sent to the Mobile CSO to see if it is possible for the Mobile CSO to attend.</p>													

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	E. Assist with activation of ACES access for Kierstin Pope, which will include initial access training, ongoing training with any program changes, and access to an ACES manual in order to be able to more efficiently assist Tribal members who are receiving Tribal TANF.	Easier access of services and benefits for Quinault Nation members.	<p>Aliza Brown, Quinault Health & Wellness Director</p> <p>Target Date: November 2019</p> <p>Kristine Hammond, Deputy Regional Administrator;</p> <p>Melanie Knudsen-Leahy, CSOA;</p> <p>Kierstin Pope, QIN TANF Lead Caseworker;</p> <p>Jennifer Bryan, QIN TANF Lead Caseworker</p>	<p>February 2020 – IT visits completed and ACES accesses are in place and active for Jennifer and Kierstin.</p> <p>February 2020 – Melanie is working with Mary to schedule a time for an ACES refresher course for tribal member who use have access.</p> <p>October 2019 - DSHS IT will make a site visit both to the Hoquiam and Taholah TANF offices to resolve ACES access issues for Jennifer and Kierstin.</p>

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	F. Invite Quinault Tribe leadership to continue engagement in the 7.01 planning process with CSD Region 3.	Enhanced knowledge and Information as well as improved communication between the Quinault Tribe and the Aberdeen and Forks CSOs.	Target date: Annual Eddie Rodriguez, Regional Administrator, Region 3 CSD; Kristine Hammond, Deputy Regional Administrator, Region 3 CSD; Marie Natrall, Regional Manager, Office of Indian Policy; Melanie Knudsen -Leahy, Aberdeen CSO Administrator; Jim Weatherly, Forks CSO Administrator; Ron Thomas, Customer Service Contact Center,	The most recent 7.01 meeting took place between Region 3 CSD and the Quinault Tribe on October 16th, 2019. Regional OIP Manager will continue to reach out to the tribe with an invitation to meet with CSD staff on an annual basis.

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			South Sound Administrator; Javier Ruiz, Mobile CSO Administrator; Melinda Helberg, PBS3/ CSO Tribal Liaison; David Skaar, BFET Operations Supervisor; Meredith Parker, WorkFirst Prgram Supervisor Forks CSO	
	G. DSHS will coordinate ongoing training for Washington Connections (WACONN) and assist the Tribe in updating their list of Assisters,	Increased understanding of CSD programs and ability to assist Tribal members in applying for benefitis and service.	Target Date: Annual Elijah Moon, WACONN Program Consultant;	DSHS will continue to provide ongoing support as requested by the Tribe.

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	accesses, and equipment if possible, as well as provide ongoing support.		Kierstin Pope, QIN TANF Lead Caseworker; Jennifer Bryan, QIN TANF Lead Caseworker	
	H. DSHS will develop a communication mechanism to share program and policy changes with relevant Quinault Tribe entities.	To coordinate appropriate service delivery, case management and appropriate referrals.	Target Date: Monthly Melanie Knudsen-Leahy, CSOA; Mary Papp, QIN TANF Manager	Policy changes are shared with tribal entities as they occur. Tribal representatives suggested that Tribal Liaison's statewide meet in order to share best practices, processes and ideas. DSHS will share this suggestion with the Office of Indian Policy.
	I. Maintain a Tribal PBS/Liaison outstation position to provide on-site services at the QIN TANF and medical clinic in Taholah, Hoquiam and Queets.	Streamline access of services and benefits for Quinault Nation members. Outreach to ease the access of services, and be a resource to the staff	Target Date: Annually Melanie Leahy, CSOA; Mary Papp,	March 2020 – Melanie has contact Mary to schedule a check-in meeting to review the tribal liaison services being received and to ensure tribal satisfaction.

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		and maintain and develop a collaborative relationship to ensure Tribal member's needs are met.	QIN TANF Manager; Aliza Brown, Quinault Health & Wellness Director; Melinda Helberg, PBS/Tribal Liaison	October 2019 - DSHS will continue to provide outstation Liaison services to the Quinault Tribe servicing the four Tribal locations as requested by Tribal representatives.												
3. Work with the Tribe to determine the need for, negotiate and/or implement local Tribal/State agreements, protocols, working agreements, contracts, or processes.	A. QIN TANF – Tribal TANF Operational Agreement (TTOA) will be updated/renewed.	To further strengthen the government to government working relationship between the Quinault Indian Nation and the Aberdeen Community Services Office and Region 3 Community Services Division.	Target date: Bi-Annually Melanie Knudsen-Leahy, CSOA; Kristine Hammond, Deputy Regional Administrator; Mary Papp – QIN TANF Manager	10/28/19 – Mary Papp indicated a renewed TTOA is not necessary at this time as the 7.01 plan covers the needs of the tribe. A copy of the current TTOA was shared with Tribal representatives for review at the 7.01 meeting.												

Completed or Tabled Items

Goal/Activity/Outcome	Date	Item Description
Discussion on the desire of by the Quinault Tribe to take on Basic Food and medical benefits for their members – Tabled	2012	Request is not handled at the local level, the request will be forwarded to the appropriate entity.
Discussion on receiving changes after they happen and the effects they have on service delivery; requested follow up - Tabled	2012	Request is not handled at the local level, the request will be forwarded to the appropriate entity
Work on the Data Share Agreement for the Roger Saux Clinic - Completed	2013	
The Nation was requesting ACES TIC screen access so delays do not occur providing benefits	2013	Quicker and more efficient access to services
Provide eligibility/ACES Training to members of the Quinault Indian Nation as needed/requested	2013	Quicker and more efficient services
Set up a joint meeting with DCS, Contact center and QIN TANF staff	2013	To resolve some Working Connections Childcare and QIN TANF Childcare issues
The Clinic would like to add one day visit per month to the Queets Medical center to Barb's schedule- Completed	2013	Better access for the Tribal members living in Queets
Questions were raised by the QIN TANF Program as to why WorkFirst classes provided are not available for parents in their program - Completed	2013	Karen Klinger checked with Headquarters and the local College. Colleen Overton, GHC WorkFirst Coordinator, contacted Mary Papp to discuss
Check on FQHC workers computer slowdowns- Completed	2013	Karen Klinger discussed with local IT. Problem has been resolved with the server update that was done last year at the Tribal Center
The FSS/Tribal Liaisons role in the Aberdeen Community Services Office is to maintain a positive and productive relationship with the Quinault Indian Nation and to facilitate efficient	2014	This position is currently vacant as previous incumbent retired.

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and timely access and processing of benefits for tribal members. - Tabled		
The Tribe would like us to explore the possibility of the FQHC staff person being trained in the WCCC (Childcare) program - Tabled	2014	Check with Headquarters
QINTANF staff were invited to attend Motivational Training - Completed	2015	There was 2-3 QINTANF staff that were able to attend the Motivational Training. Everyone appreciated it very much and it was a great training and networking opportunity.
Schedule WAConnections Training for Tribal staff – Tabled – Not Completed	2015	Regional staff reached out to schedule training and it was not able to get scheduled.
Provide Social Security Facilitation training for Tribal staff members- Not Completed	2016	Regional staff reached out to schedule training and it was not able to be scheduled.
Tribal staff expressed an interest in WA Connections training- Completed	2016	Several Tribal staff were able to attend a WAConnections presentation and found it helpful.
Ensure CSO staff has access to the 7.01 and Government to Government trainings - Completed	2017	Key CSO management staff attended Government to Government training on 5/23/17 and 5/30/17, and 7.01 training on 6/6/17. 2 Tribal staff were also able to attend the 7.01 training.
Explore job shadowing opportunities of Tribal/CSO staff related to state/Tribal TANF- Completed	2017	DSHS Staff took advantage of a Job Shadowing opportunities on 9/18/17 and 9/22/17 and visited both QINTANF offices in Hoquiam and Taholah. Tribal staff job shadowed at the CSO on 11/9/17, 12/11/17, and 12/21/17.
Establish a Tribal FSS/Liaison outstation position to provide on-site services at the QINTANF offices in Taholah, Hoquiam and at Queets - Completed	2017	Melinda Helberg was hired and began state service on 9/1/17. Once her financial training is complete she will begin providing outstation services in Hoquiam, Taholah and Queets. A Tribal staff member participated in the hiring panel for this important Liaison position.
Ensure communication between Tribal staff and CSO for joint planning and problem solving- Completed	2017	Tribal staff met with DSHS and Grays Harbor Community College staff on 9/14/17 to problem solve concerns regarding Tribal referrals to the college for services. Tribal staff were invited to attend a BFET presentation at the CSO on 12/19/17.

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		<p>A standing invitation has been extended to Tribal staff to participate in the monthly Local Area Planning (LPA) meetings where TANF participation and services are discussed.</p> <p>Tribal staff have been invited to attend a session of Mental Health First Aid, Youth Focused, held at the CSO on 1/26/18.</p>
<p>Work with the Tribe to determine the need for, negotiate and/or implement local Tribal/State agreements, protocols, MOU's, contracts, or processes – Interest in administering Basic Food Benefits - Completed</p>	<p>2017</p>	<p>Tribal staff worked with CSD Headquarters staff to get the language of the Basic Food contract language.</p>
<p>Increase access to services for Tribal members by scheduling the Mobile Community Services Office to be available for events, fairs, and during emergency situations - Completed</p>	<p>2019</p>	<p>The Mobile CSO was able to attend the Elder Fair on 5/21/19 and the Taholah Resource Fair 5/2/19.</p>
<p>CFD BFET will participate in Tribal resource events as requested and CSD BFET specialists are available to provide training for Tribal staff on BFET program services and accessibility as requested - Tabled</p>	<p>2019</p>	<p>At the request of Tribal Representatives all BFET items are tabled until 2020.</p>
<p>DSHS will coordinate ongoing training for Washington Connections (WACONN) and assist the Tribe in updating their list of Assisters, accesses, and equipment if possible, as well as provide ongoing support - Completed</p>	<p>2019</p>	<p>Elijah Moon provided WACONN training to Tribal staff on 9/20/19.</p>
<p>Maintain a Tribal PBS/Liaison outstation position to provide on-site services at the QIN TANF and medical clinic in Taholah, Hoquiam and Queets- Completed</p>	<p>2019</p>	<p>Tribal Liaison, Melinda Helberg provided services at the four Tribal locations and added the additional day as requested to the Queets site. Additionally, Melinda began providing EBT services at all four sites in March 2019. Melinda also participated in tribal activities and Health Fairs.</p>

Contact Information

DSHS Contacts	Tribal Contacts
<p>Marie Natrall Office of Indian Policy, Regional Manager Marie.Natrall@dshs.wa.gov 360-480-9052</p>	<p>Mary Papp QINTANF Manager mpapp@quinault.org 360-276-8211</p>
<p>Kristine Hammond Deputy Regional Administrator CSD Region 3 Regional Tribal Liaison hammokr@dshs.wa.gov 360-587-3149</p>	<p>Dawneen Delacruz Quinault 5th Council Woman ddelacruz@quinault.org 360-276-8211</p>
<p>Melanie Knudsen- Leahy Aberdeen Community Services Office Administrator Melanie.Knudsen-Leahy@dshs.wa.gov 360-533-9777</p>	<p>Aliza Brown Quinault Health & Wellness Director abrown@quinault.org 360-276-8211</p>
<p>Ron Thomas Customer Service Contact Center South Sound Administrator Ronald.Thomas@dshs.wa.gov 360-584-3150</p>	<p>Debbie Martin Quinault Indian Nation Director dmartin@quinault.org 360-276-8211</p>
<p>Javier Ruiz, Mobile CSO Administrator CSDMobileCSOW@dshs.wa.gov 360-878-0459</p>	<p>Latosha Underwood Quinault Secretary lunderwood@quinault.org 360-276-8211</p>

<p>Dave Skaar Basic Food Employment & Training (BFET) Operations Supervisor David.Skaar@dshs.wa.gov 206-406-6862</p>	<p>Gina James Quinault Child Support Program Manager & 1st Council Woman gjames@quinault.org 360-276-8211</p>
<p>Melinda Helberg PBS/ Tribal Liaison Melinda.Helberg@dshs.wa.gov 360-533-9756</p>	
<p>Meredith Parker WorkFirst Supervisor Forks Branch Office parkem@dshs.wa.gov 360-485-8112</p>	
<p>Jim Weatherly Forks Community Services Office Administrator Jim.Weatherly@dshs.wa.gov 360- 565-2182</p>	