

Updated: March 30, 2022

Policy 7.01 Plan and Progress Report

Draft Plan

Timeframe: July 1, 2022 to June 30, 2023

Final Plan

Administration/Division: ESA/CSD (DSHS) **Region/Office:** Region 3/Aberdeen CSO

Tribe(s)/RAIO(s): Quinault Tribe

Most Recent Meeting Date: 2/8/2021

	Yes	No
Met with Tribe?		X
Tribal input provided?		X
Tribal approval?		

Implementation Plan **Progress Report**

(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update Since the 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>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>Regional Manager, Office of Indian Policy</p> <p>Melanie Chandler, Community Service Office Administrator (CSOA);</p>	<p>March 2022 - No update since 7.01 meeting February 2021.</p> <p>Number of Quinault Tribal families residing in Grays Harbor and Jefferson Counties who receive benefits:</p> <table border="1" data-bbox="1465 711 1814 881"> <thead> <tr> <th colspan="2">January 2022</th> </tr> </thead> <tbody> <tr> <td>SNAP</td> <td>310</td> </tr> <tr> <td>Medical</td> <td>90</td> </tr> <tr> <td>TANF</td> <td>8</td> </tr> <tr> <td>ABD/HEN</td> <td>8</td> </tr> </tbody> </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 2/8/2021 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> <p>Additionally, Tribal representatives requested data showing Tribal members approved for State benefits but who are</p>	January 2022		SNAP	310	Medical	90	TANF	8	ABD/HEN	8
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				choosing not to have that information shared with the tribe. Kristine Hammond will follow up on protocols for disclosing this information to the tribe.
2. Ensure communication with tribal governments, landless tribes, and off reservation America Indian organizations for information sharing, consultation, joint planning and problem solving.	A. Sharing of local Tribal activities and events.	Increase the understanding of Tribal traditions, events and activities.	Target date: Monthly Melanie Chandler, CSOA	March 2022 - No update since 7.01 meeting February 2021. The Quinault Indian Nation Newsletter the "Nugguam" is received each month and is shared with the CSO staff. Additionally, the newsletter is available via the Quinault Tribe website and this link is listed on the Aberdeen CSO Sharepoint site for staff.
	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; Jennifer Bryan, QIN TANF Lead Caseworker Meredith Parker, WorkFirst Supervisor Forks CSO;	March 2022 - CSO Administrator change from Jim Weatherly to Jeannie Dickinson. Also Tribal Liaison change for Forks CSO from K'Ehleyr McNulty to Patricia Barros Tribal representatives have offered to provide the Aberdeen CSO with additional benefit brochures and posters that will be displayed in the CSO.

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			Melanie Chandler CSOA; Jeannie Dickinson, CSOA; Patricia Barros, Tribal Liaison; Brenda Francis-Thomas Regional Manager, Office of Indian Policy	
	C. Statewide Customer Service Contact Center (CSCC) will share updates and direct contact information as changes occur or as requested. The Customer Service Contact Center (CSCC) is available to be a contact for any questions and/or concerns regarding benefits.	Convenient and easier access to services for Quinault tribal members.	Target date: Monthly Mary Papp, QINTANF Manager Aliza Brown, Quinault Health & Wellness Director; Ron Thomas, Customer Service Contact Center Administrator;	March 2022 - No update since 7.01 meeting February 2021.

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	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.	Improve participation in the DSHS programs by providing broader community outreach. Increase access for Tribal members.	Target date: Annually Mary Papp, QINTANF Manager; Aliza Brown, Quinault Health & Wellness Director Melanie Chandler, CSOA; Javier Ruiz, Mobile CSO Administrator; Melissa Knox, Mobile CSO West Supervisor; Brenda Francis- Thomas Regional Manager, Office of Indian Policy	March 2022 - No update since 7.01 meeting February 2021.
	E. Assist with activation of ACES access for Tribal staff, 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	Easier access of services and benefits for Quinault Nation members.	Target Date: Annually Kierstin Pope, QIN TANF Lead Caseworker;	March 2022- ACES Online and SEMS Web Training was held on 3/18/2021.

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	assist Tribal members who are receiving Tribal TANF.		Jennifer Bryan, QIN TANF Lead Caseworker Kristine Hammond, Deputy Regional Administrator; Melanie Chandler, CSOA;	
	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: Annually Eddie Rodriguez, Regional Administrator, Region 3 CSD; Kristine Hammond, Deputy Regional Administrator, Region 3 CSD; Brenda Francis- Thomas Regional Manager, Office of Indian Policy;	March 2022 - No update since 7.01 meeting February 2021. The most recent 7.01 meeting took place between Region 3 CSD and the Quinault Tribe on February 8 th , 2021. 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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			<p>Melanie Chandler, Aberdeen CSO Administrator;</p> <p>Jeannie Dickinson, Forks CSO Administrator;</p> <p>Ron Thomas, Customer Service Contact Center, South Sound Administrator;</p> <p>Javier Ruiz, Mobile CSO Administrator;</p> <p>Aberdeen CSO Tribal Liaison;</p> <p>David Skaar, BFET Operations Supervisor;</p> <p>Meredith Parker, WorkFirst Prgram Supervisor Forks CSO</p>	

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			Patricia Barros, Tribal Liaison, Forks CSO	
	G. 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.	Increased understanding of CSD programs and ability to assist Tribal members in applying for benefits and service.	Target Date: Annual Mary Papp, QIN TANF Manager Kierstin Pope, QIN TANF Lead Caseworker; Jennifer Bryan, QIN TANF Lead Caseworker Elijah Moon, WACONN Program Consultant;	March 2022 – A WA Connections refresher training was completed on 4/16/2021. DSHS will continue to provide ongoing support as requested by the Tribe. Tribal representatives requested a refresher training during this 7.01 plan year. Additional they request that this training be completed via Zoom.

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	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 Chandler, CSOA;	March 2022 – The following program or CSO changes were shared with Mary: SNAP Cost of Living Increase Memo shared with May 8/23/2021, Cash Grant Standards Memo shared 7/26/2021, Forks Community Service Office Closure Announcement shared 8/20/2021, and Re-Engaging Parents in the Workforce: A Tribal Perspective Webinar resource was shared on 10/19/2021. Policy changes are shared with tribal entities as they occur. Tribal representatives requested that policy changes be shared with them prior to the information going public whenever possible.
	I. Maintain a Tribal PBS/Liaison outpost 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 and maintain and develop a collaborative relationship to ensure Tribal members' needs are met.	Target Date: Annually Melanie Chandler, CSOA; Mary Papp, QIN TANF Manager; Aliza Brown,	March 2022 – Melinda has been providing Tribal services weekly on Thursdays through 3/15/2022. Melinda left the CSO effective 3/15/2022. Melanie shared the Tribal Liaison changes with Mary on 3/9/2022. Melanie is currently recruiting to fill the now vacant Tribal Liaison position. Mary has agreed to sit on the hiring panel if available.

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			Quinault Health & Wellness Director; Aberdeen CSO Tribal Liaison	
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 Mary Papp – QIN TANF Manager Melanie Chandler, CSOA; Kristine Hammond, Deputy Regional Administrator; Brenda Francis-Thomas, Regional Manager, Office of Indian Policy	March 2022 - No update since 7.01 meeting February 2021. TTOA process is currently under review by CSD HQ.

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 and timely access and processing of benefits for tribal members. - Tabled	2014	This position is currently vacant as previous incumbent retired.
The Tribe would like us to explore the possibility of the FQHC staff person being	2014	Check with Headquarters

Goal/Activity/Outcome	Date	Item Description
trained in the WCCC (Childcare) program - Tabled		
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 WACconnections 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 WACconnections 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 outpost 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 outpost 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. 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. Tribal staff have been invited to attend a session of Mental Health First Aid, Youth Focused, held at the CSO on 1/26/18.
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	2017	Tribal staff worked with CSD Headquarters staff to get the language of the Basic Food contract language.

Goal/Activity/Outcome	Date	Item Description
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	2019	The Mobile CSO was able to attend the Elder Fair on 5/21/19 and the Taholah Resource Fair 5/2/19.
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	2019	At the request of Tribal Representatives all BFET items are tabled until 2020.
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	2019	Elijah Moon provided WACONN training to Tribal staff on 9/20/19.
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	2019	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.
Engagement with staff from the Forks CSO, including sharing of local information as well as participation in Tribal/CSO related trainings and meetings. Completed	2019	Meredith Parker, K'Ehleyr McNulty and Tribal representatives met at the Forks office on 12/12/19 for an introduction and program overview discussion. Brochures and posters were shared by the tribe for distribution at the CSO.
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. Completed	2020	ACES access was activated and/or re-established for all Kierstin and any other Tribal TANF staff needing access.

Contact Information

DSHS Contacts	Tribal Contacts
<p>Brenda Francis-Thomas Office of Indian Policy, Regional Manager Brenda.francis-thomas@dshs.wa.gov 360-912-8033</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 Kristine.Hammond@dshs.wa.gov 360-587-3149</p>	<p>Dawneen Delacruz Quinault 5th Council Woman ddelacruz@quinault.org 360-276-8211</p>
<p>Melanie Chandler Aberdeen Community Services Office Administrator Melanie.Chandler@dshs.wa.gov 360-533-9777</p>	<p>Aliza Brown Quinault Health & Wellness Director abrown@quinault.org 360-276-8211</p>
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<p>Javier Ruiz, Mobile CSO Administrator CSDMobileCSOW@dshs.wa.gov Javier.ruiz@dshs.wa.gov 360-878-0459</p>	<p>Latosha Underwood Quinault Secretary lunderwood@quinault.org 360-276-8211</p>
<p>Spring Benson Basic Food Employment & Training (BFET) Administrator Spring.benson@dshs.wa.gov 360-397-9632</p>	<p>Gina James Quinault Child Support Program Manager & 1st Council Woman gjames@quinault.org 360-276-8211</p>
<p>Aberdeen CSO Tribal Liaison</p>	<p>Jennifer Bryan Lead Case Worker & Back up for Mary Papp JBryan@quinault.org 360-537-1324</p>
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