

Cohort 4 Training 3 Coalition Development

June 3, 2016

Department of Social and Health Services Division of Behavioral Health and Recovery





Introductions







Objectives & Agenda

- Welcome and Introductions
- Building the Capacity of Your Coalition
- Resources Assessment
- Gaps Analysis
- Prioritization of Intervening Variables
- Writing Your Strategic Plan
- Check in on Timelines
- Coalition Sharing

Strategic Framework for CPWI









INTRODUCTION TO COALITION DEVELOPMENT

Capacity Building:

Mobilizing your coalition and community

CPWI tasks:

- ☐ Recruit and retain membership
 - 8 of 12 sectors
 - Membership section in Strategic Plan
 - Conduct 'Coalition Assessment Tool' (CAT)
 - Complete 'Community Profile' (p. 65)
- ☐ Community coalition orientation
- ☐ Establish and maintain coalition structure
- ☐ Engage key leaders in coalition's CPWI efforts
- ☐ Gather community information and feedback
- ☐ Participate in training and technical assistance





Principles in building a Successful Coalition

- Community Membership
- Organizational Competence
- Action and Advocacy
- Hope and Celebration
- Time and Persistence
- Monitoring and Assessment
- Shared mission and goals

Building Coalition Capacity

- Organization and Infrastructure
- Organizational Chart
- Membership
- Recruitment Plan
- Meeting Management
- Leadership
- Job Descriptions
- Coalition Membership Roles

- Decision making Processes
- Communication Plans
- By-Laws
- Memorandum of Understanding (MOU)
- Conflict Resolution Processes

A High-Performing Community Coalition

- Shared vision
- Strong bonds
- Engaged members/partners





- Expresses what we want our future to be. (Is future-focused.)
- Impacts decisions, choices and actions.
 (Organizes and unites up around a common purpose.)
- Provides direction.

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Mission Statement Activity

- Share your process for developing a mission statement
- Please share you mission statement





Elements of Coalition Structure

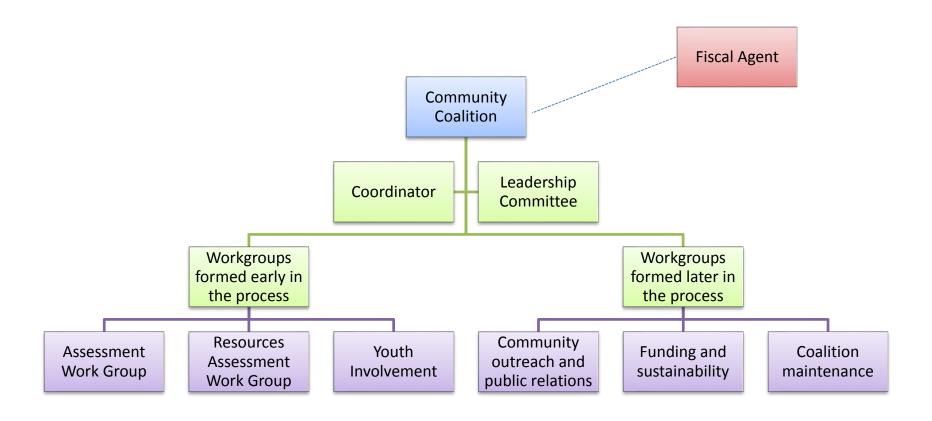
- Governance
- Rules by which the coalition operates
- A clear distribution of work

- This is not an agency coalition it is a "community coalition"
 - A coalition of the community.

Sample Workgroups

- Executive Committee
- Recruitment Workgroup
- Needs Assessment Workgroup
- Resources Assessment Workgroup
- Sustainability Workgroup

Sample Local Organization



Sample Local Organization

Community Prevention & Wellness Initiative



Executive Leadership Committee Needs (data) Assessment

Ad-hoc Workgroup

Resources
Assessment
Ad-hoc
Workgroup

Youth Involvement Workgroup Coalition

Funding and sustainability

Coalition maintenance

Community
Outreach and
public relations

A High-Performing Community Coalition

- Clearly defined roles and responsibilities, including:
 - Chair/Facilitator
 - Vice Chair
 - Recorder/Secretary
 - Coordinator/Staff
 - Coalition member



Steps to organize successful membership participation



- Develop an organizational chart and emphasize with coalition membership
- Identify clear roles and responsibilities
- Create written "job descriptions"



- Get members to agree upon expectations regarding "active membership"
- Establish objective of each workgroup
- Create By-Laws and decision making process

Assessing Membership Activity

Assessing membership and identifying new members

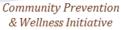
For PRI the coali-

tion is required to have 8 of the 12 DFC sectors represented. *Sector is recommended for participation in PRI, but is not a required sector for Drug Free Communities grantees.

			s grantees.	
Type Youth	Members (new or current)	Benefits of Involvement	Level of Involvement: (Key Leader/ Active Member/ Champion)	Contact
Parent				
Law Enforcement				
Civic/Volunteer Groups				
Business				
Healthcare Professionals				







Level of Engagement of Coalition Members



CONTINUUM OF ENGAGEMENT		
Low COMMITMENT To vision & mission	High COMMITMENT To vision & mission	
Low KNOWLEDGE of big and little picture	High KNOWLEDGE of big and little picture	
Low INVOLVEMENT	High INVOLVEMENT in core activities	
Low POWER	High POWER And decision-making	
Low CONNECTION To people & culture	High CONNECTION to people & culture	
Low PERCEPTION	High PERCEPTION As critical force	

Questions to Consider for Involvement...





- Consider the individuals and groups that work with you currently, what is their engagement profile?
- If you wanted to sustain their involvement, what do you need to do?
- If you wanted to strengthen their engagement with you, what do you need to do?
- What might a new member need from a group in order to feel involved and engaged as opposed to someone who has been involved for a while?
- What might someone from another culture or someone who is not familiar with group problem-solving and decision-making need from a group in order to feel involved and engaged as opposed to someone who is very familiar with those processes?

What are the Roles in this Effort for...

- ...community coalition members?
- ...school administration and Prevention/ Intervention Specialists?
- ...formal community leaders?
- ...community champions?
- ...community members?

Coalition Members Expectations

- Attend Meetings and Workshops
- Attend Coalition Orientation
- Learn about Prevention Science
- Participate in decision making

Engaging Coalition Members through Action

- Breaking projects into short steps
- Identifying skills and interests of coalition members

Practice Recruiting New Members

- Who is your potential new member?
- What can you say about your coalition to engage that new member?
- What would this member benefit from in participating on the coalition?
- Who can contact the person of interest?

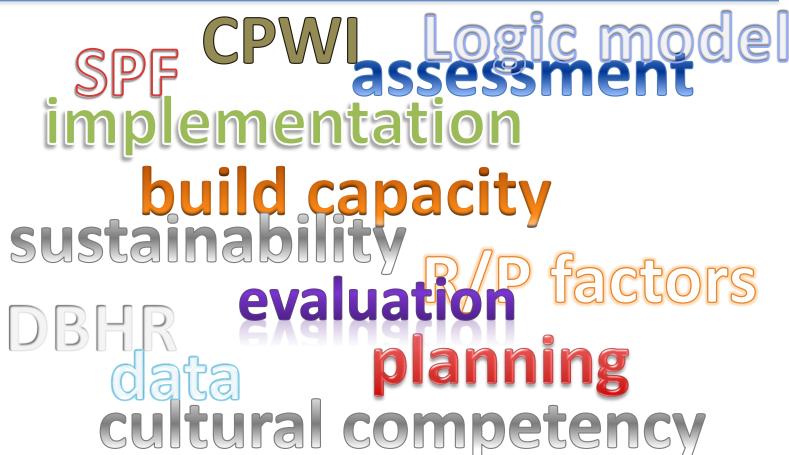


Effective Meeting

- Building an Action Oriented Meeting Agenda
- Consider Meeting Timeliness
- Start and End on Time
- Follow Agenda table items that need further discussion
- Develop ground rules
- Establish an environment where everyone is encouraged to share and participate



So ...What's my Job then?





So ...What's my Job then?







Process and Timeline

Process

6 – 9 months

- Assess needs, resources, readiness and gaps
- Develop community strategic prevention plan

1 Year

 Implement evidencebased prevention strategies

2-4 Years

 Changes in targeted intervening variables

5-10 Years

- Increase in positive youth development
- Decreases in problem behaviors

10-15 years

Vision

Evaluate Measurable Outcomes



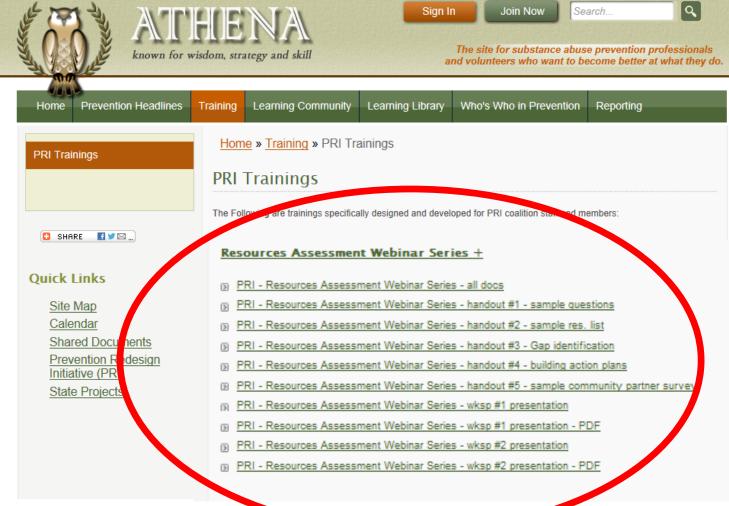
Needs Assessment Continued

RESOURCES ASSESSMENT GAPS ANALYSIS AND PRIORITIZATION



RESOURCES ASSESSMENT







What is a Resource?

- Funding, program, policy, initiative, people and/or service that:
 - Can be activated to reduce the likelihood of substance use/abuse.
 - Promote health communities.
 - Address local conditions.

Resources Assessment

- Systematic process for examining current resources
- What is going on in my community?
- What is currently reducing risks factors and increasing protective factors?
 - Identify gaps where new services should be implemented
 - Avoid duplication of services
 - Building collaboration among service providers
 - Identifying existing resources to sponsor new programs
 - Ensure you are creating a comprehensive prevention strategy for your community
 - Ensure you are impacting your identified risk and protective factor priorities

Considerations for a data workgroup

- Recruit members with experience conducting a community need assessments.
- Begin the recruitment process with an existing coalition or advisory board if applicable.

Completed a Resources and Gaps Assessment



- Establish your process
- Identify, collect, and compile information on each existing resources which addresses the priority risk and protective factors.
- Determine gaps in resources.
- Determine key findings
- Integrate information into strategic plan.

Types of information to collect

- Resource/provider contact information
- Funding sources and duration
- Program/Activity description, location, when service is offered, type of service participant cost
- What risk/protective factors and local conditions are addressed.
- Target populations populations served, numbers served
- Type of prevention strategy CSAP strategies, domain, sector
- Evaluation results

Collecting Information

Interviewing a community resource provider:

- 1. Deliver the 1 minute opening comments.
 - ✓ Introduce yourself
 - ✓ Coalition you are representing
 - ✓ Prevention Redesign Initiative Planning Process
 - ✓ Resource and Gaps Assessment
 - ✓ Information being collected about resources
 - ✓ Importance/relevance of the information
- Ask if they would like to participate in the effort.
- 3. Ask questions to gather information on their resource(s).
- 4. Thanks!



Examples from Cohort 1

- Well Spring Community Network
 - Human Capital
 - Community Collaboration and small town political ties
 - Agency support and other service providers
 - Alternatives
 - Funding and in-kind donations
 - Training and Technical Assistance
 - Partnerships



Compiling your Information

What do you want to know in the end?

- How will you display information in a way that helps you make decisions?
 - Information listing (Directory)
 - Charts and graphs
 - Maps



Information Listing

SPE Resource Directory DRAFT 7.20.12

Department of Health

PO Box 47855 Olympia, WA 98504-7855

www.doh.wa.gov

SPE Contact:

Sue Grinnell 360-236-3687 sue.grinnell@doh.wa.gov

Tobacco Program

Lead contact: Paul Davis paul.davis@doh.wa.gov 360-236-3642

Coordinated School Health Manager Washington State Department of Health Healthy Communities Office Community Based Prevention Program 111 Israel Rd SE PO Box 47848

Resource addresses these areas that are prioritized based on our review of data:

- ✓ Underage drinking
- √ Marijuana abuse
- √ Tobacco prevention

Below is a list of other related issues.

√ Tobacco Cessation

Resource using these strategies for addressing these issues

- ✓ Other Educational programs

Specific data indicators your agency/organization used in planning/determining and monitoring for the need to

There are dozens of BRESS and HYS questions that we track. The most important are: 10th grade 30 day use of tobacco, Adult smoking rate, Low income smoking rate, and Exposure to secondhand smoke by youth support this "resource

Which population(s) does this "resource" primarily target? (check all that apply)

- ✓ Minority or other underserved populations

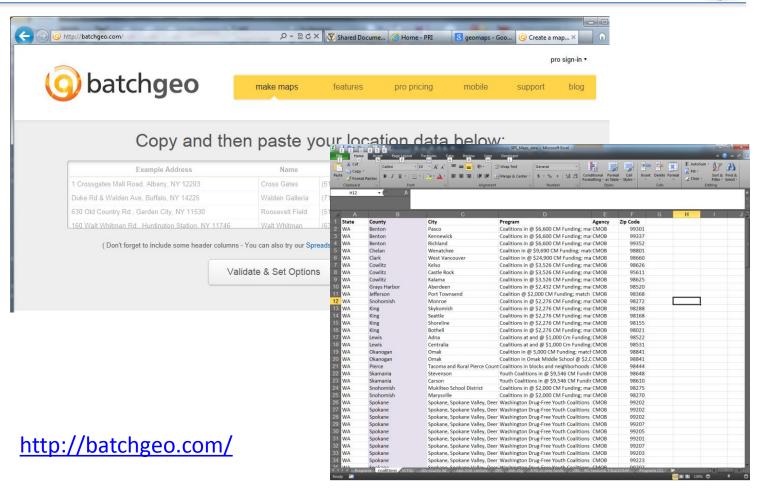
Estimated number of people served/reached with this "resource" state fiscal year 2011 (Jul 2010 - Jun 2011)? We believe that we serve the entire state's population with our services since we do primary prevention and

law enforcement, so that would be about 6.5 million people.

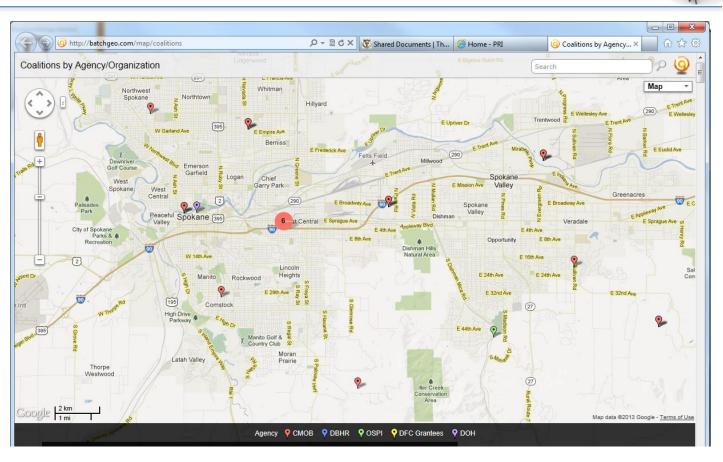


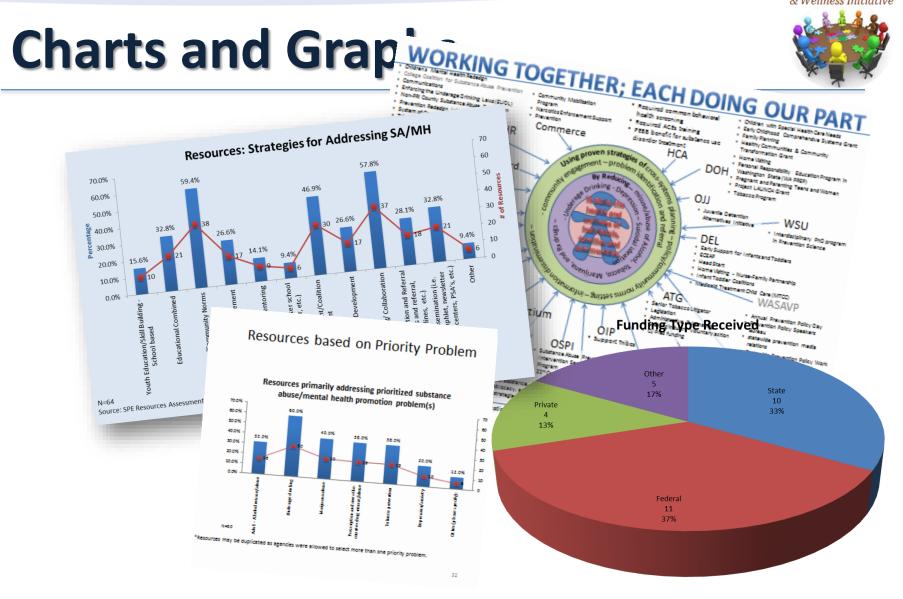


Mapping



Mapping







Chat

Please type your answer into the chat box.

 What methods have you used or will likely use to display your information?



Examples from Cohort 1

Darrington Prevention Intervention Community Coalition

The Darrington Family Support and Poss is the "go to" cos Appendix I: resources Darrington Family Support and Resource (in, or easily accessed by, the community) mento Resource Assessment Darrington Junior Athletic Association Glad Tidings Home Economics Program family (Darrington Senior Center Services Forrest Service Volunteer Program Church Sunday Schools Hampton Lumber Mill Hardship Fund/ activitie Scouting Groups Church Youth Groups Darrington Area Business Association SFA Cooperative Learning Adopt a Family Darrington Recreation & Education Friends of the Library The Dar also a Town Council RAD - Recognizing Achievement in Historical Society Sauk-Suiattle Recreation Darrington Community Center regional School Solutions Network Darrington Whitehorse Community Club Student Intervention/ Assistance Team School-based Prevention/Intervention administ Rotary Club Free & Reduced Lunch Program Services Fun Night a Primar Sauk-Suiattle Preschool & Childcare PSE Finance & Budgeting Classes 4-H Club Running Start Parenting Classes Alumni Association The Sauk Operation School Bell Community Carnivals Skill Center McKinney Vento Services Gas Vouchers The Tribe Kids' Place Youth Coalition Job Corp HS Leadership Class members Blue Grass Association (stores, hospitals, res Darrington Junior Athletic Association **Snohomis** Senior Center Darrington Area Business Association Trap/Shoot Club Darrington Archery Association perception Darrington School District Recovery Community (including AA and

Darrington Family Support and

Snohomish County Government

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ian licensed to Categories:

ey partners in e community.

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ng public

- Programs & Services
- **Local Institutions**
- Natural wonders
- **Individuals**
- Cultural resources

(See p. 19-20 and Appendix I)



Examples from Cohort 1

Ferndale Prevention Redesign Initiative



GAP ANALYSIS

6/10/2016



Benefits of a Review of Resource Gaps

A community review of gaps will assist you to:

- Identify gaps in services.
- Avoid duplication in services.
- Build collaboration among service providers.
- Ensure you are putting your time and money where it will have the greatest impact.
- Ensure you are creating a comprehensive prevention strategy for your community.
- Ensuring you are effectively impacting your priority intervening variables and contributing factors.

Poll

- Have you completed your review of resource gaps yet?
 - Just starting.
 - In the middle.
 - Mostly finished, still finalizing it.
 - All done.
 - Already put in our plan.

Do you want to share a success?

Step 3:

What is a "Gap"?



In prevention, program and service gaps exist in a variety of forms.

Most common gaps include:

- Evidence-based programs, polices & practices
- Geographic restrictions
- Population (demographic) limitations such as whether there are language-specific curriculum materials available

cont.

Step 3:

What is a "Gap"?

cont.

- Developmental gaps in the continuity of services
- Implementation fidelity essentials
- Saturation co
- **Funding limitations**

Source: Cady & Associates Prevention Science Consulting & Training, 2006

Step 3:

Determine Gaps In Resources

Types of gaps in resources:

- <u>Developmental gaps</u> are services available at the appropriate developmental age?
- Geographic gaps are services available throughout the community?
- <u>Population/Demographic gaps</u> are services reaching all potential participants appropriately?
- <u>Intervening variable/contributing factor gaps</u> is the intervening variable and/or contributing factors being adequately addressed?



Determine Gaps In Resources – Sample

Priority intervening variable:

Family Management

Resource gaps:

- No parenting classes for parents of 12 14 year olds.
- No parenting classes provided in Spanish.
- Existing parenting classes are not evaluated for effectiveness
- Existing parenting classes are not filled to capacity not reaching "hard to reach parents"
- No family crisis counseling provided 24/7
- Lack of skilled parenting instructors in the community
- No existing parenting classes teach appropriate skills to promote attachment with newborns

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Step 3:

How do you find Gaps?

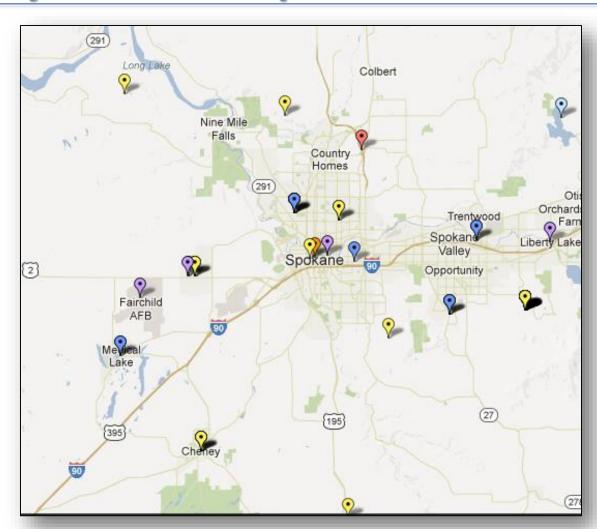
Developmental Gap Identification Worksheet Tructions: Write the name of the programs you have in the corresponding boxes on the grid. For example: Options Through Awareness, an afterschool the leadership program, is placed in the row "pre-adolescent" and the column "school based".				
ority Intervening Factor: iority Contributing Factor(s): Developmental Period	Family-based services	School-based services	Individual/peer-based services	Community-based services
Specific Population Age: Infancy and early childhood (0-4yrs)				
Middle Childhood (5-11yrs) Pre-Adolescence (12-14yrs) Adolescence (15-17yrs)				
Young Adulthood (18-24yrs) Adulthood (25-44yrs)				
Older Adulthood (45-64yrs) Other groups: Families				
Families				

Table it...



Step 3:

How do you find Gaps?



Map it...

Step 3:

How do you find Gaps?

Are there services in multiple languages for our families?

What do you think is missing here to support families?

What is happening on weekend for youth?

Discuss it...

Are we doing enough of that to make a difference?

What do we see in our community that help youth?

What neighborhoods aren't getting any services?

What evidencebased programs do we have in the school?

Review of Resource Gaps—Challenges

Challenges which may arise during the review of resource gaps assessment process not whe: Lack of information Too mind

- Too much information.
- Lack of diverse representation in a location making process.
- Lack of detail in Signature tirying the gan
- Lack of enough resources all of the gaps.

Summarizing Key Findings

- At a coalition meeting:
 - Review information
 - Coalition discussion …
 - What are some critical resources that are having positive outcomes on our local conditions that we have that we want to collaborate with and include in our plan?
 - What key resources are missing from our community that we need in order to impact the local conditions we want to change?

Summarizing Key Findings

What does your Resources Assessment information tell you?

What we have...

- Ages served
- Times offered
- Locations
- Evidence-based
- Addressing local conditions
- Culturally appropriate

What we need...

- Ages served
- Times offered
- Locations
- Evidence-based
- Addressing local conditions
- Culturally appropriate

Summarizing Key Findings

Example 1:

"After reviewing information collected from our resources assessment we determined that we have significant and effective resources available for children ages 5-12, however there are limited programs for youth ages 13-15..."

HAVE

NEED

Summarizing Key Findings

Example 2:

"After reviewing information collected from our resources assessment we understand that the Go Kids Youth Center provides valuable programs for youth (10-18) in our community however these services are underutilized and we need to reach out to more diverse populations such as providing information and communication in multiple languages..."

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Step 4:

Summarizing Key Findings

Example 3:

"Needs assessment shows elevated social availability of alcohol with a low youth perception of Law Enforcement impacting underage drinking. Community is ready to act to reduce underage drinking. Resource Assessment information shows that policies are in place and prosecuting attorney is engaged and ready to move forward however, law enforcement lacks officer training for party patrol and

controlled party dispersal strateay..."

Summarizing Key Findings

- Include in Strategic Plan:
 - What are the significant community partnerships in-place or that need to be developed?
 - Identify important and/or significant information that demonstrates areas to focus substance abuse efforts (for example, lack of fidelity of programs being implemented to address a specific local condition; lack of services being provided for a local condition).
 - Provide summary of the key data and information findings that led to the selection of the Coalition priorities. Include the detailed data and information reviewed in the appendix of the Plan.



PRIORITIZATION OF INTERVENING VARIABLES

6/10/2016

Integrate information in Strategic Plan – Phase 1 Developing Strategies



- Core questions:
 - What resources do we have, that we want to include in our plan? have,
 - What resources (strategies, programs, activities) do we need in order to impact the local conditions we want to change? need
 - How does the information from Resources Assessment inform the strategies we need to address our local conditions?

inform the strategies

Integrate information in Strategic Plan – Phase 1 Developing Strategies



Example 1:

"After reviewing information collected from our needs and resources assessment we determined that we have significant and effective resources available for children ages 5-12 to address youth that think they would be 'viewed as cool if they drink'; however there are limited programs for youth ages 13-15...

Gaps

Local Condition

Resources

Integrate information in Strategic Plan – Phase 1 Developing Strategies

Example 1:

"After reviewing information collected from our needs and resources assessment we determined that we have significant and effective resources available for children ages 5-12 to address youth that think they would be 'viewed as cool if they drink'; however there are limited programs for youth ages 13-15 ...

Strategy

→ So what's our strategy?



6/10/2016

Integrate information in Strategic Plan –



Phase 1 Developing Strategies

Example 2: Inform the strategy selection

Needs _ Assessment

Priority intervening variable: Family Management

Local condition: Parents state that they lack communication skills to use with their children.

Resources and Gaps:

Resources
Assessment
Phase 1

- No parenting classes for parents of 12 − 14 year olds.
- No parenting classes provided in Spanish.
- Existing parenting classes are not evaluated for effectiveness
- Existing parenting classes are not filled to capacity not reaching "hard to reach parents"
- Lack of skilled parenting instructors in the community

What does your Resources Assessment information tell you?



Example 2:

What we have...

- Family Center that offers parenting
- Facilities in two target neighborhoods
- Grant to support EBP
- Coalition to help recruit families

What we need...

- Parents to learn communication skills
- EBP for parents with children ages 12-14
- Translation services
- Skilled facilitators

How does this inform, what we are going to do...

Integrate information in Strategic Plan –

& Wellness Initiative

Community Prevention

Phase 1 Developing Strategies

Example 2: Inform the strategy selection

Needs Assessment Priority intervening variable: Family Management

Local condition: Parents state that they lack communication skills to use with their children.

Resources and Gaps:

Strategy: Parenting Education

- No parenting classes for parents of 12 14 year olds.
- No parenting classes provided in Spanish.
- Existing parenting classes are not evaluated for effectiveness
- Existing parenting classes are not filled to capacity not reaching "hard to reach parents"
- Lack of skilled parenting instructors in the community

Resources
Assessment
Phase 1

Integrate information in Strategic Plan –

Phase 2 Building Toward Your Action Plan

- Core questions;
 - Is someone already doing this?
 - If so…
 - If not…

– Which of our partners can help us with this strategy?



WRITING YOU STRATEGIC PLAN

CPWI Deliverables

- PBPS
- Developing Strategic Plan

Chapter 4: Strategic Plan Requirements

Guide p. 32

- General Information
- Executive Summary
- Organizational Development
- Capacity Building
- Assessment
- Plan
- Implementation
- Reporting and Evaluation



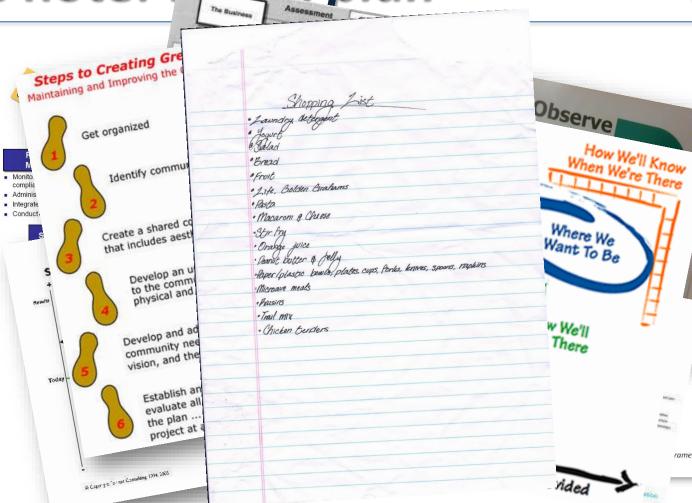




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Side note: We all plan





What is a Strategic Plan?

- The process, findings, decisions, and plans for the future.
- Create, confirm and provide documentation of the intended vision and goals of a coalition.
- Set the course for the work of the coalition with a longterm focus while also maintaining the immediate work that needs to be completed.
- 'Living documents' that provide direction but also are updated regularly to account for assessment and evaluation information.

What's a Strategic Plan?

Each section of the Plan should present a clear picture of:

- The coalition's process for completing the step.
- The results of the work.
- The plan for the future based on the results of the work.
- Each section should be developed based on the information presented in the previous section and provide a logical link to the next section.

Strategic Planning

- Where are we going?
 - Agree on Goals and Strategies that address substance abuse.
 - Demonstrate each partner's role in supporting those goals and strategies.
 - Plan collaborative projects that support goals and objectives.

Organizational Development Coalition Structure and Organization



Guide p. 38

- Explain the coalition's organizational structure and how it supports coalition members as they accomplish the work of the coalition, including workgroups, subcommittees, and fiscal agency relationships.
- Describe the coalition's decision-making processes including financial decisions.
- Describe the procedures in place to ensure effective communication and coordination among coalition members, workgroups, staff, and administration.
- Describe the procedures in place to ensure effective communication and coordination among partners, the media, policymakers, and others.
- Include an organizational chart illustrating the relationship between the coalition, workgroups, fiscal agent, and staff. In the organizational chart, identify the individuals associated with the coalition's leadership, workgroups and subcommittees.

Organizational Development Coalition Structure and Organization

Concentrate on the section on *Coalition*Structure and Organization (Page 38).

Discussion:

- How will you facilitate a discussion happening with your coalition to answer these questions?
- What tools will you use?



Capacity Building

Guide p. 39

- Outreach
- Training/Technical Assistance (TA)
- Cultural Competency in Capacity Building
- Sustainability in Capacity Building



Capacity Building

Community Outreach



Please read the entire Capacity section of the Strategic Plan Requirements Guide (Page 39).

Discussion:

- How many of you have ever worked with a community coalition before? What was that like?
- How did you reach out to the community?
- ...specifically to the under-served populations?

Assessment

Guide p. 40

- Needs Assessment
- Resources Assessment
- Logic Model
- Sustainability in Assessment
- Cultural Competency in Assessment

Assessment

Needs Assessment

Concentrate on the section on Needs Assessment (Page 40)

Discussion:

- What are some actions steps you need to take to begin this process?
- What are some roles for the <u>coordinator</u> in needs assessment?
- What are some roles for the <u>coalition</u> in needs assessment?





Assessment

& Wellness Initiative

Community Prevention

Resources Assessment

Concentrate on the section on Resources Assessment (Page 41)

Discussion:

- How will your coalition collect resources information?
- How will you identify gaps?
- How will this information inform your strategy selection?
- What information is important to include in the Plan? What is just for the coalition?





CHECK IN ON CPWI TIMELINES

C4 Timelines June

- Establish Process for Assessment
 - Needs & Resources

C4 Timelines July

- Conduct Needs Assessment
- Resources Assessment
- Prioritize Outcomes

C4 Timelines August

- Planning: Select goals, objectives, strategies & program/activities
 - Coalition determines goals and objectives
 - Coalitions determines strategies and programs/activities

C4 Timeline September

- Determine coalition's intended major outcomes and impacts
- Determine how evaluation will be shared
- Submit strategic plan by September 30, 2016

Resources

- Community Coalition Coordinator Orientation
- Key Leader Event slides
- Community Coalition Orientation slides
- University of Kansas Community Tool Box for Prevention
 - http://ctb.dept.ku.edu/en/table-of-contents
- CADCA trainings
- Each other
- DBHR staff



We are here to help..

Sign In

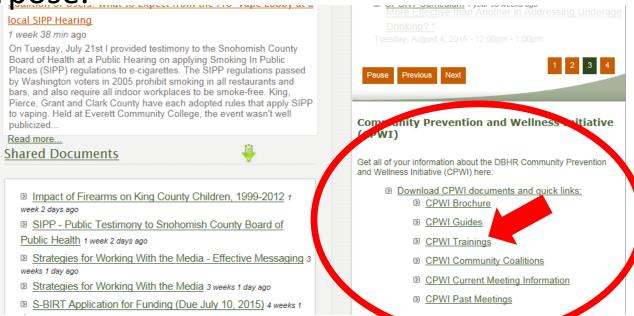
Sign In

Sign In

Search...

The site for substance abuse prevention professiona and volunteers who want to become better at what they

One of the required steps is conducting a Key Leader Orientation and there is a training on The Athena Forum that you can use for that purpose.



Washington State Department of Social and Health Services



ATHENA

known for wisdom, strategy and skill

Sign In

Join Now

Search...



ention ative

The site for substance abuse prevention professionals and volunteers who want to become better at what they do.

Home

Prevention Hea

Upcoming Trainings

CPWI Trainings

CTC Study Guides

OWL E-Learning

PBPS Training





Quick Links

Site Map

Calendar

Shared Documents

Community Prevention a

Wellness Init tive (CPW

State Projects

2015 Webinar Series:

2015 Strategic Plan Update Overview Webinar Feb 19, 2015

2015 CPWI Strategic plan update instructions

Needs Assessment 101 - Webinar Slides Feb 23, 2015

Using your 2015 Data Book (PDF version) - March 17, 2015

Using your 2015 Data Book (PPT version) - March 17, 2015

Gap Analysis/ Strategy Selection- April 8, 2015

Community Survey and Local Evaluation

Balancing Adaptations and Fidelity Presentation, Brittany Rhoades-Cooper, Ph.D. April 30, 2015

Handout

Environmental Prevention Strategies Overview Presentation, Scott Waller, DBHR - April 30, 2015

Key Leader Orientation - Oct 2015+

KLO Samples from communities

Pasco KLO slides



Contact Information

Lucilla Mendoza (360) 725-3760 mendol2@dshs.wa.gov Julia Havens (509) 220-4752 Julia.havens@dshs.wa.gov

Scott Waller (360) 725-3782 scott.waller@dshswa.gov





hank You!









