

Policy 7.01 Plan
 2022-2023 Annual Plan and Progress Report
 American Indian Community Center of Spokane
 and
 Region 1 Community Services Division
 Meeting held November 9, 2021; Approved November 29, 2021

Implementation Plan				Progress Report
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update
(1) Work with the American Indian Community Center (A.I.C.C.) on issues, concerns and needs as they relate to Native Americans within the Spokane community that the A.I.C.C. and Region 1 Community Service Division serve.	Have a CSD Outstation Working Agreement to promote utilization of the A.I.C.C. and access to programs administered by both parties to our common clients/customers.	Increased community interaction and accessibility by providing first contact customer service.	Chris Scott Lori Hunley Kristen Charlet Javier Ruiz Linda Lauch	The Working Agreement to provide outstation services between Region 1 CSD and the A.I.C.C. Status will be reviewed every 2 years. AICC would like CSO staff to return to in-person services at AICC as soon as possible. When DSHS is able to staff the outstation, AICC would like coverage to increase over the 1 afternoon per week.
(2) Work together to develop Working Agreements and processes to provide quality services to all.	Establish a process for discussion of needed agreements.	Document all discussion with A.I.C.C. of process to define and negotiate agreements.	Chris Scott Lori Hunley Linda Lauch	The original Working Agreement was developed in 2017 and is working well. Lori Hunley will send Linda Lauch the new agreement for the period of May 1, 2021 for the period June 1, 2021 to May 31, 2022 for review and signature.

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				AICC has doubled their staff since moving into their new location at 1025 W. Indiana Ave., Spokane, WA
(3) Work together to maintain open communication with the American Indian Community Center to identify issues/gaps in service; recognize needs of Native American and Alaska Native clients and the community served; and, determine if the current programs and policies meet the need.	Meet with A.I.C.C. to determine needs and preferences. Make use of surveys and research completed by tribal staff to make program enhancements, where possible, to improve services to Native American clients. Keep and maintain relationships between the A.I.C.C. and the CSO's management and staff.	Identify and develop a plan to deliver needed services and resolve issues cooperatively.	Chris Scott Lori Hunley Javier Ruiz Francesca Naccarato Linda Lauch	<p>The Spokane Maple Administrator will ensure that a lasting relationship is established and maintained with the American Indian Community Center through the following services and/or interactions:</p> <ul style="list-style-type: none"> ▪ Outstation services at the American Indian Community Center. ▪ Each party will keep the other apprised of activities and events that would be suitable for our customers and staff. <p>The Mobile CSO will notify AICC when it will be in the greater Spokane area.</p> <p>Javier Ruiz will work with Linda Lauch to explore options to partner with AICC. Linda will send an email request</p>

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				<p>to Javier. AICC is planning an event in Spring 2022.</p> <p>Francesca will work with AICC to provide access to Washington Connections. Francesca will also provide a presentation and training to AICC staff.</p>
(4) 7.01 Meetings between A.I.C.C., Region 1 CSD and OIP Regional Manager annually and more often at A.I.C.C.'s request.	7.01 Meetings annually.	Increased collaboration.	Janet Gone Chris Scott Linda Launch	Region 1 CSD continues to coordinate with OIP Regional Manager to schedule 7.01 Meetings. Linda will contact Janet if she feels additional meetings would be beneficial.
(5) DSHS to provide training and information about programs DSHS programs to AICC staff.	Work with AICC to arrange a date and time for presentation.	AICC staff will be more familiar with all CSD programs so they can help their clients receive benefits.	Chris Scott Lori Hunley Phyllis Fernandez Linda Launch	Chris and Lori will coordinate with Linda to set a date and time with a goal of completion of June 30, 2022.

DSHS AND A.I.C.C. CONTACT LIST

AICC			Are contacts correct?
Linda Lauch	Executive Director	509-535-0886	lindal@aiccinc.org
Kathy Richards	Employment and Training	509-535-0886	kathyr@aiccinc.org

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DSHS				
Chris Scott	R1 Tribal Liaison & Okanogan Administrator	509-846-8532		chris.scott@dshs.wa.gov
Lori Hunley	Spokane Maple Administrator	509-227-2444		lori.hunley@dshs.wa.gov
Brian Levy	Customer Service Contact Center NE Administrator	360-725-7493		brian.levy@dshs.wa.gov
Billie Malcolm	BFET Program Consultant	509-227-2788		Billie.malcolm@dshs.wa.gov
Javier Ruiz	Mobile CSO Administrator	360-480-4772		javier.ruiz@dshs.wa.gov
Bradon Woodruff	East Mobile CSO Supervisor	509-212-1473		brandon.woodruff@dshs.wa.gov
Francesca Naccarato	Community Access Program Consultant	509-406-6705		francesca.naccarato@dshs.wa.gov
Janet Gone	Regional Manager – Office of Indian Policy	509-865-7529 Cell: 509-406-3679		janet.gone@dshs.wa.gov
Mary Anderson	CSD Tribal Relations	360-628-6442		Mary.anderson@dshs.wa.gov

Completed or Tabled Items

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Goal/Activity/Outcome	Date	Item
Goal 3	2019	Josie Mendoza worked with AICC to determine if the Basic Food Employment and Training (BFET) program would be beneficial to AICC clients. At this time (February 2020) matching funds are not available to support the program at AICC.
Goal 6	2020	Francesca Naccaratto met with Linda Launch to discuss WA Connections at the AICC. It was decided that AICC clients are better served via the Outstation staff at this time.
Goal 3	2021	AICC is planning a drive-through event in March 2021 and requested the Mobile CSO be present. This item not completed due to COVID. AICC and Mobile CSO will continue to coordinate when in-person services are permitted.
Goal 1	2022	Maple CSO staff began outstation coverage of 1 day per week 1pm -5pm on June 9, 2022