

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): Shoalwater Bay Tribe

Most Recent Meeting Date: 1/25/2018

	Yes	No
Met with Tribe?		X
Tribe provided input?		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
1. Prepare and disseminate pertinent statistics and other relevant data about Shoalwater Bay Indian Nation and Tribal member's participation in Public Assistance Programs.	A. Aberdeen Community Services Office (CSO) will provided information and data on an as needed basis via CSD Headquarters ad-hoc reports to the Shoalwater Bay Indian Nation regarding Tribal members receiving assistance and services under requested program types.	Clear and accurate knowledge of the number of Tribal members receiving benefits and services.	Target date: Ongoing Kathirine Horne Shoalwater Bay Social Services Director Kristine Hammond, Deputy Regional Administrator; Melanie Chandler, Community Service Office Administrator (CSOA)	March 2022 – No Update since 1/25/2018.
2. Work with the Tribe to determine the need for, negotiate and/or implement local Tribal/State agreements, protocols, Working Agreements, Contracts, or processes.	A. Assist Tribal staff in identifying any gaps in services to ensure that members are receiving all potential benefits. Kathirine is the contact person to see if any tribal parents nearing the 60- month time limits might qualify for an extension. The CSO will keep Kathirine Horne apprised of any	Enhanced communication between the Tribe and CSO. Ensure CSO staff offer appropriate access, services and referrals to Tribal members.	Target date: Monthly Kathirine Horne: Social Services Director Shoalwater Bay Tribe Melanie Chandler, CSOA	March 2022 – No Update since 1/25/2018.

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	tribal parents near the 60-month limit.			
3. Ensure communication with tribal governments, landless tribes, and off reservation American Indian organizations for information sharing, consultation, joint planning, and problem solving.	A. Provide Social Security Income training for Tribal Staff members.	Increase knowledge of Social Security disability programs to better serve Tribal members.	Target date: January 2018 Kathirine Horne, Social Service Director Shoalwater Bay Tribe Melanie Chandler, CSOA	March 2022 – No Update since 1/25/2018.
	B. CSO will identify outstanding issues/ gaps in service and develop performance expectations, which can be implemented, monitored and evaluated.	Good working Tribal/CSO relationship to improve service delivery to Tribal members.	Target date: Monthly Melanie Chandler, CSOA;	March 2022 – No Update since 1/25/2018.
	C. Home visits: If any home visits are Scheduled for parents living on Shoalwater Bay Tribal Land, Kathirine will be notified of the date, place, and time of the home visit in advance	Home visits related to potential sanctions and WorkFirst participation.	Target date: Monthly Kathirine Horne, Social Service Director Shoalwater Bay Tribe Melanie Chandler, CSOA;	March 2022: No home visits have occurred on Tribal lands during the past year.

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	as requested.			
	D. Recruitment: CSO will share job openings as they occur within the South Bend/Aberdeen Offices and an invitation will be extended to the Shoalwater Bay Indian Nation to participate in the hiring panel for any key positions	Improve service delivery to Tribal members	Target date: Ongoing Melanie Chandler, CSOA	March 2022 – No Update since 1/25/2018.
	E. Statewide Customer Service Contact Center (CSCC) will share updates and direct contact information with the Tribe.	Enhance communications of the Statewide Customer Service Contact Center information to Tribal members and improve service delivery for Tribal members.	Ron Thomas, CSCC Administrator	March 2022 – No Update since 1/25/2018.
	F. Have a Tribal Liaison/PBS outstation position available to provide on-site services if requested by the Tribe. CSO Administrator will work with Kathirine to coordinate a time to introduce the Tribal Liaison, Melinda Helberg,	Streamline access of services for Shoalwater Bay Indian Nation members. Enhance collaborative relationship between the CSO and the Tribe.	Target date: Ongoing Melanie Chandler, CSOA	March 2022 – No Update since 1/25/2018.

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	to the Tribal Social Services staff.			
	G. CSD 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.	Increase Tribal members' awareness of and participation in BFET services by increasing the understanding and access to BFET services.	Target date: Ongoing David Skaar, CSD HQ Staff BFET Operations Supervisor	March 2022 – No Update since 1/25/2018.

Completed or Tabled Items

Goal/Activity/Outcome	Date	Item Description
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.
Recruitment information shared with Tribes - Completed	2017	Tribal FSS/Liaison was hired and the Tribe was invited to sit on the interview panel.
For any home visits scheduled for parents living on Shoalwater Bay Tribal land, Kathirine was contacted so that they were aware of our staff being there - Completed	2015	Any home visits scheduled for parents living on Shoalwater Bay Tribal land, Kathirine was contacted.
Commodities list was shared with CSO staff to prevent from duplicating benefits- Completed	2015	Commodities list is shared with CSO staff on an ongoing basis.
Shared contact list to improve communication and improve service delivery to Tribal members- Completed	2015	CSO shared local office phone list to share as contact points.

Contact Information

DSHS Contacts	Tribal Contacts
<p>Melanie Chandler Community Services Office Administrator Melanie.chandler@dshs.wa.gov 360-533-9777</p>	<p>Kathirine Horne Shoalwater Bay Indian Nation Social Services Director khome@shoalwaterbay-nsn.gov 360-276-8101</p>
<p>Kristine Hammond Deputy Regional Administrator Kristine.Hammond@dshs.wa.gov 360-584-3149</p>	
<p>Rachel Seidel Customer Service Contact Center Administrator seidert0@dshs.wa.gov 360-397-9625</p>	
<p>Ron Thomas Customer Service Contact Center Administrator Ronald.thomas@dshs.wa.gov 360-584-3150</p>	
<p>Javier Ruiz, Mobile CSO Administrator CSDMobileCSOW@dshs.wa.gov 360-878-0459</p>	
<p>Dave Skaar, Basic Food Employment & Training Operations Supervisor skardw@dshs.wa.gov 206-406-6862</p>	