

Policy 7.01 Plan
 2019-2020 Annual Plan and Progress Report
 American Indian Community Center of Spokane
 and
 Region 1 Community Services Division— Spokane Maple CSO, Customer Service Contact Center and Childcare Subsidy Program
 Meeting Date: Oct. 12, 2018 Approval Date: Nov. 19, 2018

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 James Schoonover A.I.C.C. Representatives	The Working Agreement between Region 1 CSD and the A.I.C.C. Status will be reviewed every 2 years.

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<p>(2) Work together to develop Working Agreements and processes to provide quality services to all.</p>	<p>Establish a process for discussion of needed agreements.</p>	<p>Document all discussion with A.I.C.C. of process to define and negotiate agreements.</p>	<p>Chris Scott Lori Hunley A.I.C.C. Representatives</p>	<p>The Working Agreement was developed in 2017 and in working well. The agreement was updated effective June 1, 2018 to May 31, 2020 time period on 10/12/18.</p>
<p>(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.</p>	<p>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.</p>	<p>Identify and develop a plan to deliver needed services and resolve issues cooperatively.</p>	<p>Chris Scott Lori Hunley Josie Mendoza A.I.C.C. Representatives</p>	<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. Josie Mendoza work with AICC to determine if the Basic Food Employment and Training (BFET) program would be beneficial to AICC</p>

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				clients.
(4) Provide Childcare Access information to the Native American community.	In person referrals can be made to the Spokane Trent CSO. The Childcare team provides staff for in person Childcare case actions and questions. The Customer Contact Center Childcare team contact phone number will be provided.	Increased access points for Native Americans to the Childcare Program.	Chris Scott Lori Hunley Michele Larimer A.I.C.C. Representatives	The initial 7.01 Plan between Region 1 CSD and the A.I.C.C. Status was reviewed at the Annual 7.01 Meeting. Jennifer Dillon from the Childcare Subsidy Program will provide training to AICC staff prior to 7/2019 when the program moves to Department of Children Youth and Families.
(5) 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	Region 1 CSD continues to coordinate with OIP Regional Manager to schedule 7.01 Meetings.
(6) Expand access to DSHS services on-line for Native American and Alaska Natives at AICC	DSHS Community Access Program Consultant and AICC will explore the Washington Connections Program.		Francesca Naccarato A.I.C.C. Representatives	Francesca Naccarato will contact AICC management team to introduce the WAConn program.

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

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