

Policy 7.01 Plan
2018-19 Annual Plan and Progress Report

NATIVE Project of Spokane
and
Region 1 Community Services Division—Spokane Maple CSO, Spokane Trent CSO, Call Center and Childcare

April 5, 2018

March 19, 2019 – please see notes in Progress Report Column for status.

| Implementation Plan | | | | Progress Report |
|--|---|---|---|--|
| (1) Goals/Objectives | (2) Activities | (3) Expected Outcome | (4) Lead Staff and Target Date | (5) Status Update |
| Work together to maintain open communication with the NATIVE Project to identify issues/gaps in service; recognize needs of Native American clients and communities; and, determine if the current programs and policies meet the needs. | Describe efforts to facilitate positive working relationships to define needs. Make use of surveys and research completed by tribal staff to make program enhancements, where possible, to improve services to Native American clients. Discuss and document outstanding issues/gaps in service at meetings with the NATIVE Project. | Identify and develop a plan to resolve issues cooperatively. Attach meeting minutes, correspondence, reports, and other documentation. | Cheryl Evans-Holbrook, Region 1 Regional Administrator cheryl.evan-holbrook@dshs.wa.gov 509-227-2769 Lori Hunley CSO Administrator, Spokane Maple HunleLA@dshs.wa.gov 509-227-2444 Chris Scott CSO Administrator/Region 1 Tribal Liaison, Chris.Scott@dshs.wa.gov | Interaction with the NATIVE Project, at the program manager level, has been on an informal, case-by-case basis. DSHS continues to provide an outstation worker at the NATIVE Project. |

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| | | | 509-846-8532 Adolfo de Leon Contact Center Administrator Adolfo.deleon@dshs.wa.gov 509-585-3010 Kristen Charlet Contact Center Community Relations Manager CharlKA@dshs.wa.gov 509-834-0112 Tribal Representatives | |

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| Provide pertinent statistics on Native American community and participant populations, numbers of Native American participants served in Spokane County, and other relevant data. | <p>Work closely to provide accurate information in a timely manner</p> <ul style="list-style-type: none"> Complete an ‘ad-hoc’ request to Headquarters staff that will allow us to identify Tribal members receiving financial assistance under specific program types including medical. Chris Scott will coordinate with NATIVE Project representative and any other clinic representatives identified on | <p>Assist the NATIVE Project in developing plans and support grant applications as well as other program enhancements they identify.</p> <p>NATIVE Project will be able to determine which of their members are currently receiving assistance from DSHS.</p> | <p>Cheryl Evans-Holbrook Chris Scott Lori Hunley</p> <p>Tribal Representatives: Dylan Dressler, Clinic Director Ddressler@nativeproject.org</p> <p>Jodie Lemery, Pt. Services jlemery@nativeproject.org</p> | <p>CSOs continue information-sharing of clients that are shared by both programs.</p> <p>From January 1, 2017 to February 28, 2018 DSHS staff served 610 NATIVE Project patients; 431 of the patients are Tribal members.</p> <p>Number of Tribal Members receiving benefits through the CSOs: Spokane County Totals: January 2018:</p> <table border="1"> <thead> <tr> <th>Program</th> <th>January 2018</th> </tr> </thead> <tbody> <tr> <td>Basic Food</td> <td>2311</td> </tr> <tr> <td>Medical (non-cash)</td> <td>291</td> </tr> </tbody> </table> | Program | January 2018 | Basic Food | 2311 | Medical (non-cash) | 291 |
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| | providing access to real-time data of tribal member open assistance cases through the online Benefit Verification System (BVS) that is available. | | | ABD | 69 |
| | | | | TANF | 158 |
| | | | | The above number may not be complete due to self-declaration and coding errors. Tribes continue to provide information regarding commodity food participants | |
| Work together to develop a working agreement to provide quality services to all. | Establish a process for discussion of needed agreements. | Document all discussion with NATIVE Project on processes and agreements. | Chris Scott Lori Hunley Tribal Representatives: Maureen Rosette, COO mrosette@nativeproject.org | Maple CSO and NATIVE Project to updated the working agreement for the outstation Financial staff August 2017 and are waiting for final document approval from CSD Headquarters. Chris Scott and Lori Hunley are working to get this agreement back from HQ ASAP. | |

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| Promote and communicate training opportunities with the NATIVE Project. | Monitor and identify all training sessions, identify available training slots, and invite participation by tribal staff. | Contribute to training opportunities for staff | Chris Scott Lori Hunley Tribal Representatives | Maple CSO will invite NATIVE Project staff to trainings as available.. The Maple CSO and NATIVE Project will face to face at least once a year. |
| | | | | As of March 19, 2019 the NATIVE Project has been not been able to meeting with CSD. We are waiting for their request to meet in person. We do have a current Working Agreemet. |