

Policy 7.01 Plan  
2019-2020 Annual Plan and Progress Report

Spokane Tribe of Indians  
and

Region 1 Community Services Division—Spokane Maple CSO, Tri-County/Colville CSO, Customer Service Contact Center, Child Care Program

Meeting Date: December 10, 2018 at Wellpinit, WA  
Post meeting draft out for comments: January 2, 2019  
Approved February 13, 2019

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 Spokane Tribe of Indians (STOI) to review progress, issues, concerns and needs as they relate to tribal members and their communities.	Continue the outstation agreement to promote higher utilization of DSHS services to tribal members.	Identify and develop a plan to resolve issues cooperatively.	Cheryl Evans-Holbrook Lori Hunley Kelley Zema Chris Scott Yvette Buckley Bobbi Williams	<p>DSHS and STOI staff will meet twice per year, upon request, to discuss procedures that are working or need change, review forms and address concerns.</p> <p>DSHS Maple office continues to provide staff to the Spokane Native Health Center and the Tri-County office provides staff to the Wellpinit Health Center. Region 1 Administrator has committed to continue to staffing as funding allows.</p>
(2) Work together to maintain open communication with the Spokane Tribe of Indians to identify issues/gaps in service; recognize needs of tribal clients and communities; and,	<p>DSHS will provide continued access, training and support to Washington Connections website on request.</p> <p>Coordinate with DSHS to use the Mobile CSO</p>	Identify and develop a plan to resolve issues cooperatively	Chris Scott Lori Hunley Kelley Zema Francesca Naccarato Josie Mendoza Yvette Buckley Bobbie Williams	<p>The Spokane Maple Community Service Office Administrator (CSOAs) will ensure a sustained relationship with the Spokane Tribe through the following activities and interactions:</p> <ul style="list-style-type: none"> <li>The Spokane Maple CSOA will invite the TANF Caseworker Manager, Luanne Ferguson to</li> </ul>

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determine if the current programs and policies meet the needs.	when able.	Spokane Tribal members will receive increased access to information regarding applications for DSHS services.	Luanne Ferguson	<p>attend The Work First Local Planning Agency (LPA) meetings.</p> <p>The Spokane Maple CSOA ensured a sustained relationship with the Spokane Tribe through the following activities and interactions:</p> <ul style="list-style-type: none"> <li>▪ The Spokane CSO maintains a full-time presence at Spokane Tribal TANF.</li> </ul> <p>The Tri-County CSO ensured a sustained relationship with the Spokane Tribe through the following activities and interactions:</p> <ul style="list-style-type: none"> <li>▪ The office continues to send a staff person two days a week to the Spokane Tribe of Indians Reservation at Wellpinit to do applications, reviews, answer questions and issue EBT cards.</li> <li>▪ Tri-County Administrator will invite Bobbi Williams to attend the Tri-County LPA.</li> </ul>

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(3) DSHS and the Spokane Tribe of Indians will work for a better understanding of all programs provided by DSHS and STOI.	<p>DSHS and STOI will set up a meeting to present information and eligibility criteria to tribal staff. All financial programs as well as Employment Pipeline &amp; Child Care.</p> <p>DSHS and SPOI will schedule meetings with program staff from DSHS &amp; SPOI in order to have better communication.</p>	Tribal staff will be better able to direct clients to available programs.	<p>Chris Scott Bobbie Williams Michele Larimer Jennifer Dillon</p> <p>Yvette Buckley Kelley Zema Lori Hunley Kristen Charlet</p>	<p>On request of STOI, Working Connections Child Care will present information on that program to staff of STOI.</p> <p>STOI staff will meet with CSO and Call Center staff to train DSHS personnel on STOI Tribal TANF program and benefits.</p> <p>DSHS will keep STOI informed of the Transforming Case Management initiative so that STOI staff can inform their clients.</p>										
(4) Provide pertinent statistics on Spokane Tribe of Indians members served by DSHS program and other relevant data.	<p>Work closely to provide accurate information in a timely manner. Share monthly data reports with Tribal TANF staff.</p> <p>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.</p>	Assist the Spokane Tribe of Indians in developing plans and support grant applications as well as other program enhancements they identify.	<p>Chris Scott Lori Hunley Kelley Zema Yvette Buckley Bobbie Williams</p>	<p>CSOs continue information-sharing with tribes on clients that are shared by both programs.</p> <p>Number of Spokane Tribe Members receiving benefits through the CSOs: Statewide Totals: October 2018 Source:ESA-EMAPS</p> <table border="1"> <thead> <tr> <th>Program</th> <th>October 2018</th> </tr> </thead> <tbody> <tr> <td>Basic Food</td> <td>734</td> </tr> <tr> <td>Medical</td> <td>63</td> </tr> <tr> <td>TANF</td> <td>32</td> </tr> <tr> <td>ABD/HEN</td> <td>14</td> </tr> </tbody> </table>	Program	October 2018	Basic Food	734	Medical	63	TANF	32	ABD/HEN	14
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(5) Ensure efforts are made to recruit/hire Native American staff to meet the overall DSHS goal of having a diverse workforce.	Region 1 will work to develop recruitment efforts for tribal staff.	Document local recruitment and discussions with STOI of recruitment efforts.	Chris Scott Lori Hunley Kelley Zema James Schoonover Yvette Buckley Bobbie Williams	<p>DSHS will continue to try to recruit and hire Native American applicants when filling positions which might be out stationed at Tribal facilities.</p> <p>DSHS Administrators will continue to invite tribal members to serve on interview panels.</p>
	Training will be provided by Tribes and Region 1 CSD to staff of each organization to improve understanding of career opportunities and how each system works.	Document training plans and opportunities provided	Chris Scott Lori Hunley Kelley Zema James Schoonover Kristen Charlet Yvette Buckley	DSHS stands ready to share information regarding job qualifications, salaries, and how to assist interested applicants with navigating the NeoGov/Careers process on request of the Tribe.
(6) Work together to develop MOUs or processes to provide quality services to all.	Establish a process for discussion of needed agreements.	Document all discussion with Tribes of process to define and negotiate agreements.	Chris Scott Lori Hunley Kelley Zema Yvette Buckley	<p>Spokane Maple CSOA and STOI will work together to update the Working Agreement that reflects services in Spokane that expires in October 2019.</p> <p>Tri-County CSOA and STOI will work together to develop a Working Agreement that reflects service provided in Wellpinit.</p>

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(7) Train Region 1 CSD staff on major principles DSHS Administrative Policy 7.01 and Government to Government relationships.	Ensure Region 1 CSD staff has access to the training provided by the Governor's office, DSHS, and other Region 1 CSD resources.	Build a strong understanding, both of the principles of Federal Indian Law and government-to-government relationships.	Janet Gone Chris Scott Lori Hunley Kelley Zema James Schoonover Yvette Buckley	Administrators and many staff have received training from the Governor's Office of Indian Affairs as well as the DSHS 7.01 training. Region 1 is committed to providing 7.01, Government to Government and other trainings to increase staff knowledge of Native American culture and history. The Office of Indian Policy stands ready to perform trainings on request.
(8) Promote and communicate training opportunities with Spokane Tribes of Indians.	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 Kelley Zema James Schoonover Yvette Buckley Bobbi Williams Luanne Ferguson	<p>DSHS and STOI will continued to ensure maximum participation in training opportunities by notifying each other of availability. Examples include trainings in LEAN, CPR/First Aid, team-building, Home Visit Safety, Mental Health and 7.01.</p> <p>CSO Administrators will notify Tribal Representatives of training opportunites via email.</p> <p>Whenever possible, DSHS staff will attend Tribal cultural events when invited by STOI.</p>
(9) Ensure on-going communication of BFET program services with the Spokane Tribe of Indians.	<p>CSD BFET will participate in Tribal resource events as requested</p> <p>CSD BFET are available to provide training for Tribal staff on BFET</p>	<p>Increase Tribal members' awareness of and participation in BFET services</p> <p>Increase</p>	Josie Mendoza David Skaar Yvette Buckley Joni Wynecoop	<p>DSHS BFET staff will work with STOI staff to inform them of services provided by BFET providers in STOI service area.</p> <p>DSHS staff will work with STOI BFET staff to learn the benefits of STOI BFET in order</p>

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	Program services and accessibility as requested	understanding of the BFET program and access to BFET services.		to provide better referrals to Tribal members.

## SPOKANE TRIBE AND DSHS CONTACT LIST

SPOKANE TRIBE			
Yvette Buckley	STOI 477/TANF Program Manager	509-458-6516	<a href="mailto:yvetteb@spokanetribe.com">yvetteb@spokanetribe.com</a>
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Kelley Zema	Tri-County Office Administrator	509-685-5602	<a href="mailto:kelley.zema@dshs.wa.gov">kelley.zema@dshs.wa.gov</a>

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### Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
Goal 2	2018	Increased service to Wellpinit from one day to two days per week.
Goal 7	2018	STOI staff attended 7.01 training at Maple CSO.
Goal 8	2018	Tri-County outstation worker attended the Spokane Tribe Cultural Day