

**Policy 7.01 Implementation Plan  
Region 2 North Community Services Division**

**Serving the following Tribes: Lummi, Nooksack, Samish, Sauk-Suiattle, Stillaguamish, Swinomish, Tulalip & Upper Skagit**

Biennium Timeframe: July 1, 2017 to June 30, 2019

Revised 03/2019

Annual Key Due Dates:

March 28<sup>th</sup> - CSD Regional Administrators submit 7.01 Plan and Progress Reports (PPRs) to CSD HQ Coordinator.

April 12<sup>th</sup> – CSD HQ Coordinator will submit Executive Summary & 7.01 PPRs to the ESA Office of Assistant Secretary for final review.

April 23<sup>rd</sup> - ESA Office of the Assistant Secretary will send all 7.01 PPRs to Office of Indian Policy (OIP).

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(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year Starting Last July 1
<p>1. Work with tribes to develop services, local agreements, and MOUs that best meet the needs of Region 2's American Indians.</p> <p>Support Government-to-Government relationships with federally recognized Tribes in Region 2, North.</p>	<p>A. Continue quarterly CSD/Tribal meetings. Tribal representatives may invite Tribal Council Members to attend the quarterly meetings.</p>	<p><b>Progress Reviewed Quarterly.</b></p> <p><b>7.01 PPR Meetings scheduled in the months of: January, April, July and October yearly.</b></p>	<p><b>Lead Staff:</b></p> <p><del>Aimee Goe, OIP Regional Manager</del></p> <p>Dawn Walters, CSD Tribal Liaison</p> <p>Mike Riber, Bellingham CSOA – Lummi – <del>Joan Greaney</del> &amp; Adele "Topsy" Kinley Nooksack – Heidi Davis, Director of Social Services</p> <p>Jessica Garretson, Mount Vernon CSOA – Samish – Dana Mathews Swinomish – Cheryl Razar Upper Skagit – Caniece Perez</p> <p>Celica Quirarte, Smokey Point CSOA – Tulalip – Veronica <del>lukes</del> <b>Lukes</b>, Meitra Patterson-Williams, Brent Case, Carrie Jones &amp; Summer Hatch Sauk-Suiattle – Cindy Harris &amp; Donna Furchert</p>	<p>01/27/2017: North 7.01 Meeting held at Nooksack</p> <p>04/21/2017: North 7.01 Meeting held at Lummi</p> <p>07/21/2017: North 7.01 Meeting held at USIT</p> <p>10/20/2017: North 7.01 Meeting held at DCS Everett</p> <p>01/19/2018: North 7.01 Meeting held at Nooksack.</p> <p>04/20/2018: North 7.01 Meeting held at Lummi.</p> <p>07/13/2018: North 7.01 Meeting held at Upper Skagit.</p> <p>10/19/2018 North 7.01 Meeting held at DCS Everett.</p> <p>01/18/2019 North 7.01 Meeting held at</p>

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			Stillaguamish – Liya Anderson  <b>Target Dates:</b> <b>Annual Review, 1<sup>st</sup> Quarter of each year (January-March)</b>	Nooksack 04/12/2019 North 7.01 Meeting to be held at Lummi
	B. 7.01 Progress Reports	<b>Progress Reviewed Quarterly.</b>  <b>7.01 PPR Meetings scheduled in the months of: January, April, July and October yearly.</b>	<b>Lead Staff:</b> Tribes & Tribal Representatives <del>Aimee Gone, OIP Regional Manager</del> Dawn Walters, CSD Tribal Liaison  CSOAs - <u>Refer to Section 1(a)(4)</u> <del>Mike Riber, Bellingham CSOA—Lummi—Joan Greaney &amp; Adele “Topsy” Kinley</del> <del>Nooksack—Nadeen Jimmy &amp; Heidi Davis</del>  <del>Jessica Garretson, Mount Vernon CSOA—</del> <del>Samish—Dana Mathews</del> <del>Swinomish—Cheryl Razar</del> <del>Upper Skagit—Caniece Perez &amp; Ken Levinson</del>  <del>Celica Quirarte, Smokey Point CSOA</del> – <del>Tulalip—Veronica Lukes, Meitra Patterson-Williams, Brent Case, Lorna Juvinel &amp; Summer Hatch</del> <del>Sauk-Suiattle—Cindy Harris &amp; Donna Furchert</del> <del>Stillaguamish—Liya Anderson</del>  <b>Target Date:</b>	CSD will continue to work with Tribes in accordance with 7.01 Administrative Policy. 7.01 Progress Reports will continue to be reviewed quarterly.

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			Annual Review, 1 <sup>st</sup> Quarter of each year (January-March)	
	<p>C. Review status of Tribal TANF Plans and Tribal TANF Operating Agreements (MOU's) - 3 year review period</p> <p>Tribes/Tribal TANF Directors will continue to work with ESA Tribal TANF Administrator to oversee, maintain, update, and renew Tribal TANF Memorandum of Understanding(s) (MOUs).</p> <p>Tribal TANF MOU's are separate from:</p> <ul style="list-style-type: none"> <li>• Tribal Planning Assistance Plans (TPAPs)*;</li> <li>• Intergovernmental Agreements (IGAs)*; and,</li> <li>• Data Sharing Agreements (DSAs)*</li> </ul> <p>*Tribes and DSHS/CSD Headquarters will continue to partner to oversee, maintain, update, and renew these plans/agreements.</p>	MOU accountability (As related to operating agreements and <b>outstation</b> positions)	<p><b>Lead Staff:</b>  Tribes &amp; Tribal Representatives  CSD Regional Administrator R2  CSOAs - <del>Refer to Section 1(a)(4) Mike Riber, Bellingham CSOA— Lummi— Joan Greaney &amp; Adele "Topsy" Kinley Nooksack— Nadeen Jimmy &amp; Heidi Davis</del></p> <p><del>Jessica Garretson, Mount Vernon CSOA— Samish— Dana Mathews Swinomish— Cheryl Razar Upper Skagit— Caniece Perez &amp; Ken Levinson</del></p> <p><del>Celica Quirarte, Smokey Point CSOA — Tulalip— Veronica Lukes, Meitra Patterson-Williams, Brent Case, Lorna Juvinel &amp; Summer Hatch Sauk-Suiattle— Cindy Harris &amp; Donna Furchert Stillaguamish— Liya Anderson</del></p> <p><b>Target Dates:</b> End of 3 year review period, see below:  Upper Skagit Tribe: June 2018  Tulalip Tribe: May 2018</p>	<p>01/2018: Draft Operating Agreement sent to Upper Skagit Tribe for review. Pending.</p> <p>*Jessica Garretson to connect with Doreen at Upper Skagit for follow-up. Pending.</p> <p>03/2018: Discussions to renew Tulalip MOU for review. Pending.</p> <p>*Celica Quirarte submitted docs to Veronica lukes at Tulalip for review.</p> <p>04/2018: Draft of updated Operating Agreement sent to Nooksack for comment and to set up meeting.</p> <p>06/2018: Follow up contact made with Nooksack about setting up a meeting.</p> <p>07/2018: Additional follow up contact made with Nooksack about setting up a meeting.</p> <p>*Whatcom/Skagit combined TANF Operating Agreement – Bellingham/Mt Vernon CSOs.</p> <p>08/2018: Draft update agreed to, copy with all DSHS signatures sent to tribe (Heidi Davis) 8/23/18 for Tribal Chair to consider and possibly sign after October</p>

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			Nooksack Tribe: October 2021 Lummi Nation: July 2019	Tribal Council meeting.  10/2018 Signatures received from Nooksack.  09/2018: Tulalip Tribal Council Pending Approval of MOU – requesting Formal Letter be submitted to their attention.  10/2018: Martin Bohl – Will conduct Mid-Year Review (Sept-Nov) for March 2019 Tribal TANF Plans.
	D. Continue to Outstation CSD staff at Tribal facilities where appropriate or designate staff where appropriate to work with Tribal members.	Improved communication between tribes and CSOs; improved access and services to American Indians.	<b>Lead Staff:</b> Tribes & Tribal Representatives  Mike Riber, Bellingham CSOA – Lummi & Nooksack  Jessica Garretson, Mount Vernon CSOA – Samish, Swinomish & Upper Skagit  Celica Quirarte, Smokey Point CSOA – Tulalip, Sauk-Suiattle, Stillaguamish  <b>Target Dates: Through end of biennial term, June 30<sup>th</sup> 2019.</b>	CSD staff out-stationed at Lummi, Samish, Swinomish, Tulalip and , Nooksack Tribes – schedule as follows:  Lummi Outstation: Mon, Wed & Fri Nooksack Outstation: Fri Anacortes/Samish: Wed 1pm-4pm La Conner/Swinomish: Thur 9am-4pm Upper Skagit: Mon 9am–4pm Sauk-Suiattle Outstation: Every other Thursday Tulalip Outstation: First of the month and 3rd Friday of the month <b>No Outstation: Stillaguamish</b>  05/2017: Upper Skagit outstation started.  05/2017: Mt Vernon CSO to include input from Samish and Swinomish in selection of staff for outstation assignment.  *Jessica Garretson schedules visits with

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				<p>Tribal Management for selection of outstation staff.</p> <p>11/2017: Nooksack reduction in outstation staff days, from 2 days to 1 day – added 1 support day to East Whatcom County Resource Center.</p>
	E. Explore annual cross-training of Tribal/CSD line staff in each catchment area.	Improved communication between tribes and CSOs; improved access and services to American Indians.	<p><b>Lead Staff:</b>            Tribes &amp; Tribal Representatives            Aimee Gone, OIP Regional Manager            Dawn Walters, CSD Tribal Liaison            CSOAs - <a href="#">Refer to Section 1(a)(4)</a></p> <p><b>Target Dates:</b> Through end of biennial term, June 30<sup>th</sup> 2019.</p>	<p>OIP Regional Manager &amp; CSD Tribal Liaison will continue to be available for training requests, and continue to work with partners to provide training relevant to current needs/concerns.</p> <p>10/2017: Mount Vernon CSO gave annual Presentation at Elder's Lunch on SSI related medical programs at Upper Skagit.</p> <p>Outstationed staff regularly attend weekly Elder's Luncheons to provide information about accessing services, answer eligibility questions and provide additional resources – Upper Skagit, Lummi and Samish.</p> <p>02/2018: Mt Vernon CSO staff attended OIP Government to Government training.</p> <p>03/6/18 &amp; 03/12/18: 7.01 Trainings scheduled at Sky Valley CSO</p> <p>3/2018: Bellingham CSO staff attended Nooksack Elders Luncheon providing information on CSO related services.</p> <p>04/2018: Bellingham CSO staff participated in Nooksack Tribe's Health &amp; Housing Information Fair.</p>

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				<p>04/2018: Bellingham CSO staff attended Lummi Nation, Sexual Assault Services Conference.</p> <p>05/2018: Blessing of the fleet in Swinomish</p> <p>05/2018: Sexual Abuse &amp; Human Trafficking at Lummi</p> <p>05/2018: Tulalip Tribes Tribal TANF Program presentation by Veronica lukes at the Smokey Point CSO.</p> <p>6/15/2018: Bellingham CSO staff attended Nooksack, World Elder Abuse Awareness Day.</p> <p>7/13/2018 – Bellingham CSO staff (3) attended/volunteered at Lummi Elder’s Luncheon (multi-tribe event).</p> <p>07/2018: Government-to-Government class by Gordon James at DSHS Olympia HQ.</p> <p>8/23/2018 – Bellingham CSO staff (3) attended Tribal Care meeting along with HCS staff.</p> <p>10/18/2018 – Bellingham CSO staff attend and support Nooksack Elder’s Dinner.</p> <p>10/24-25/2018 – Bellingham CSO staff attended Lummi Victims of Crime Conference, “Creating a Community to Believe In”.</p> <p>10/2018: Aimee Gone – 7.01 Class anticipated to be held in 12/2018 not finalized, will send email once confirmed.</p>

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				*Share info amongst agencies quarterly.
	<p>F. Invite Tribal Representatives to CSD Region 2 WorkFirst (WF) Supervisor's bi-monthly meeting.</p> <p>Provide calendar of CSD Region 2 WorkFirst meetings.</p> <p>CSD Tribal Liaison to ensure 7.01 Master Distribution List is updated for all attendees.</p>	<p>Improved communication between tribes and CSOs; improved access and services to American Indians.</p>	<p><b>Lead Staff:</b> Tribes &amp; Tribal Representatives</p> <p>CSOAs - <a href="#">Refer to Section 1(a)(4)</a></p> <p>Dawn Walters, CSD Tribal Liaison</p> <p>Melanie d'Almadia de Remedios</p> <p><b>Target Dates:</b> Through end of biennial term, June 30<sup>th</sup> 2019.</p>	<p>Open invitation to Tribes, as guest presenters at WorkFirst Supervisor's meeting.</p> <p>Local Planning Area (LPA) Meetings: Snohomish – every 4<sup>th</sup> Tuesday, moves around between Alderwood, Evertett DCS, Skagit, Anacortes Library; Contact Jessica Garretson with questions.</p> <p>Bellingham – every 4<sup>th</sup> Friday 9AM-11AM</p>
	<p>G. Communicate and plan with Tribes when implementing new or changed procedures that affect service delivery at the local level.</p> <p>Communicate Program and Staffings changes at the Quarterly 7.01 meetings.</p> <p>OIP Regional Manager &amp; CSD Tribal Liaison will continue to share monthly: DSHS Policy &amp; Program Updates</p> <p>OIP Regional Manager &amp; CSD Tribal Liaison will continue to share quarterly: IPAC/IPAC-Subcommittee meeting notes as they become available.</p>	<p>Improved communication between tribes and CSOs; improved access and services to American Indians.</p>	<p><b>Lead Staff:</b> Aimee Gone, OIP Regional Manager Dawn Walters, CSD Tribal Liaison</p> <p>CSOAs - <a href="#">Refer to Section 1(a)(4)</a></p> <p><b>Target Dates:</b> Through end of biennial term, June 30<sup>th</sup> 2019.</p>	<p>Monthly/Weekly distribution of DSHS Policy &amp; Program Updates to be shared with Tribes.</p> <ul style="list-style-type: none"> <li>Quarterly Area Community Service Division (CSD) Summary of Changes</li> </ul>
	<p>H. Utilization of Communication Protocol listed in attachment 2 of Administration Policy 7.01.</p>	<p>Broad communication and/or attendance at meetings by appropriate members from all tribes through established communication protocols.</p>	<p><b>Lead Staff:</b> Tribes &amp; Tribal Representatives</p> <p>Aimee Gone, OIP Regional Manager Dawn Walters, CSD Tribal Liaison</p>	<p>CSD will continue to follow the Communication Protocol listed in attachment 2 of the Administration Policy 7.01.</p> <p>Sent North 7.01 Plan and Progress (PPR)</p>

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			CSOAs - <a href="#">Refer to Section 1(a)(4)</a>  <b>Target Dates: Through end of biennial term, June 30<sup>th</sup> 2019.</b>	report to the listed Tribes on March 27, 2018, in accordance to plan agreement.
	I. CSD Staff to attend and volunteer at Tribal Cultural Events.	Better understanding and appreciation of Tribal culture and heritage by CSD staff.	Tribes & Tribal Representatives Aimee Gone, OIP Regional Manager Dawn Walters, CSD Tribal Liaison  CSOAs - <a href="#">Refer to Section 1(a)(4)</a>  <b>Target Dates: Through end of biennial term, June 30<sup>th</sup> 2019.</b>	11/2018: Jeff Herrmann Tribal Liaison at the Smokey Point CSO for Tulalip attended CSD Native American Heritage Month Luncheon in at ESA HQ in Olympia.  11/2018 The Smokey Point CSO created a Resource Board dedicated to Native American Heritage Month, Tulalip Tribes also presented at an All-Staff showcasing their Tribal Programs.  01/2019 Kelsey Stannert and Korie (HCA) participated in a 'new year' potluck with employees of the Swinomish Clinic. The Networking Lunch theme, was "New Year, new dish" with the idea to share a potluck dish they had never made or purchased before.  Kelsey's participation at these events has enriched our Tribal partnership. We have seen an increase in customers being served from both Samish and Swinomish.  SAVE THE DATE: 04/2019 Nooksack Annual Health and Housing Fair.
	J. Sharing of Tribal Newsletters with DSHS  Tribal Newsletters to be shared with CSD Region 2 for distribution to staff, for the opportunity to attend and volunteer		<b>Lead Staff:</b> Tribes & Tribal Representatives Aimee Gone, OIP Regional Manager Dawn Walters, CSD Tribal Liaison  <b>Target Dates: Through end of</b>	OIP Regional Manager to receive and forward Tribal Newsletters and/or Links to CSD Tribal Liaison, who will distribute to 7.01 Master Distribution List.  CSD Tribal Liaison to ensure 7.01 Master Distribution List is updated for all

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	for Tribal Cultural Events.	Better understanding and appreciation of Tribal culture and heritage by CSD staff.	biennial term, June 30 <sup>th</sup> 2019.	attendees.
	K. Meeting Agenda Planning	<p>DSHS Tribal Liaison will continue to schedule presenters on topics of interest.</p> <p><b>All attendees are encouraged to recommend topics.</b></p> <p>Tribal Cultural Topics: Tribal Representatives are particularly encouraged to share suggestions.</p> <p>CSD will continue to have as many ESA Tribal Outreach Staff attend each 7.01 meeting as possible.</p> <p>CSD will also attempt to continue to have at least one supervisor from each program (WorkFirst, Financial and Social Services), attend meetings.</p>		<p><b>Jan 2017 – Child Care from A to Z Presentation.</b> Included presentation on early childhood education (Whatcom Community College), child care provider eligibility &amp; overview (DEL childcare licensor and DEL Tribal Liasion, WCCC (WCCC Supervisor) and child care availability (Child Care Aware rep).</p> <p><b>April 2017 – Tribal Homelessness Prevention &amp; Diversion.</b> Presentation from Samish Tribe Housing Director.</p> <p><b>July 2017 – DSHS Office of Fraud &amp; Accountability.</b> Presenter cancelled at the last minute. Update and feedback solicited on DSHS, Transforming Case Management Initiative.</p> <p><b>Oct 2017 – Health Benefit Exchange &amp; HCA Updates and DCS Conference</b></p>

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				<p><b>Boards.</b> Presentations from new local HCA supervisor and DCS Conference Board Chair.</p> <p><b>Jan 2018 – WorkSource Veterans Services.</b> Presenters were WorkSource veteran representatives.</p> <p><b>July 2018 – Martin Bohl, DSHS CSD Tribal TANF Administrator.</b> Discussed holding a Tribal TANF Forum, due to inquiry around the Federal vs. State calendars for reporting. With a goal to make it easier for Tribal Accounting Departments/Programs to submit reporting requirements and draw down funds. Proposal to align with Federal Reporting period.</p> <p><b>July 2018 – Jessica Garretson, CSOA.</b> Discussed Perceptions and shared experience around Skagit County's Data Walk – related to disparities and challenged disparities.</p> <p><b>October 2018 – Martin Bohl, DSHS CSD Tribal TANF Administrator.</b> Discussed Tribal TANF Operations, as follows:</p> <ul style="list-style-type: none"> <li>oIGA – Fiscal (3-6)</li> <li>oState Fiscal (7-9)</li> <li>oFederal Fiscal (10-12)</li> </ul> <p>States the following items are in the works:</p>

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				<ul style="list-style-type: none"> <li>o 1:1 Forum Meeting, RE: Quarterly Reporting</li> <li>o Listening Forums, EX: 2018 Whatcom/Lummi – presenters Lori Psfingst/Debbie Davis aligned with ESA Initiative for Poverty Reduction</li> </ul>
<p>2. Prepare and disseminate pertinent statistics on American Indian populations, numbers of American Indians served and other relevant data.</p>	<p>A. Provide TANF (grant, child only, sanction), Basic Food and ABD/MCS ad hoc reports for WorkFirst that compare performance indicators related to American Indians as compared to entire population.</p> <p>Continue to develop aggregate data and send report to tribes with agenda prior to meeting. Add dollar amounts whenever possible.</p> <p>Include historical data for comparison.</p> <p>Reports distributed with each 7.01 PPR meeting invitation (prior to each quarterly meeting) and reviewed at meeting for questions and concerns.</p> <p>Additional requests for data are encouraged and can be directed to DSHS Tribal Liaison.</p>	<p>Accurate Quarterly Reports produced by CSD Region 2 Office.</p> <p>Accurate Annual Reports produced by CSD Headquarters.</p>	<p><b>Lead Staff:</b> Dawn Walters, CSD Tribal Liaison</p> <p><b>Target Date:</b> Quarterly 7.01 PPR meetings</p>	<p>01/2017: Data shared with Tribes. 04/2017: Data shared with Tribes. 07/2017: Data shared with Tribes. 10/2017: Data shared with Tribes. 01/2018: Data shared with Tribes.</p>

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	B. Review performance indicators by ethnicity	Identify Issues and gaps between service and the difference in general population and tribal members.	<b>Lead Staff:</b> Dawn Walters, CSD Tribal Liaison CSOAs - <a href="#">Refer to Section 1(a)(4)</a>  <b>Target Date:</b> 2 <sup>nd</sup> Quarter 7.01 PPR meeting, April each year	CSD will continue to provide comparison of Native Americans receiving services compared to the general population.  CSD will continue to share demographic information General Population, Clients served, and DSHS staff.
3. Ensure efforts are made to recruit/ hire American Indian staff to meet the overall DSHS goal of having a diverse workforce.	A. Share Region 2, North CSD job postings with Tribal contacts – these will be forwarded by email. Send job postings to all tribes.	100% of Region 2, North job postings will be shared with Region 2, North Tribes.	<b>Lead Staff:</b> Tribes & Tribal Representatives Aimee Gone, OIP Regional Manager  CSD Region 2 HQ Representatives  Statewide Customer Service Call Center (CSCC) HQ Representatives  <b>Target Dates: Through end of biennial term, June 30<sup>th</sup> 2019.</b>	CSD continues to hire for multiple positions throughout Region 2, North within both CSO and CSCC operations.  OIP Regional Manager continues to distribute job information, but it is noted that Neo Gov allows for job seekers to be automatically notified of openings. (Also see goal #3,C).  Effective 03/2018: With permission from the Tulalip Tribe, the Smokey Point CSO has begun sharing employment and training opportunities with the Tribal Tanf Department weekly via email. Employment, education, and training opportunities are shared from the Snohomish County LPA distribution list.  Mount Vernon and Oak Harbor CSOs will continue to share job postings with Tribal contacts at Upper Skagit, Samish, and Swinomish.  *Jessica Garretson invited Upper Skagit to participate on FSS/SSS recruitment and interview panel.

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	1. Open invitation to Tribes to contact CSD Managers for job shadowing experiences for Native American's.	Tribal members to gain insight into CSD jobs to promote recruitment and general understanding of CSD services.	<b>Lead Staff:</b> Tribes & Tribal Representatives Aimee Gone, OIP Regional Manager Dawn Walters, CSD Tribal Liaison  Mike Riber, Bellingham CSOA – Lummi & Nooksack  Jessica Garretson, Mount Vernon CSOA – Samish, Swinomish & Upper Skagit  Celica Quirarte, Smokey Point CSOA – Tulalip, Sauk-Suiattle, Stillaguamish  <b>Target Dates: Through end of biennial term, June 30<sup>th</sup> 2019.</b>	Tribal partners are encouraged to make referrals to DSHS opening. All R2, North Administrators are open to sharing information on openings and the skills needed. Job shadowing or other such opportunities can be arranged.
	B. Invite Tribal representatives to participate on interview panels.	Increased participation of Tribal representatives in the hiring process.	<b>Lead Staff:</b> Tribes & Tribal Representatives Aimee Gone, OIP Regional Manager  CSD Region 2 HQ Representatives  Statewide Customer Service Call Center (CSCC) HQ Representatives  Mike Riber, Bellingham CSOA – Lummi & Nooksack  Jessica Garretson, Mount Vernon CSOA – Samish, Swinomish & Upper Skagit  Celica Quirarte, Smokey Point CSOA – Tulalip, Sauk-Suiattle,	Tribal Representatives have been invited to participate on CSO Administrator hiring panels.  1/2017: Tribal Representatives were invited to participate on the Mt Vernon CSOA Interview Panel.  6/2017: Tribal Representatives were invited to participate on the Smokey Point CSOA Interview Panel.  10/2017: Tribal representative from Upper Skagit participated on the interview panel for the Social Services Supervisor position in the Mount Vernon CSO.  3/2018: Tribal representative from Upper

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			Stillaguamish <b>Target Dates: Through end of biennial term, June 30<sup>th</sup> 2019.</b> As interview panels are established to fill job openings.	Skagit was invited to participate on the interview panel for the WorkFirst Supervisor position in the Mount Vernon CSO.

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4. Assure that procedures tied to current programs and policies meet the needs of American Indians.	A. Identify outstanding issues/gaps in service and address service coordination.	Close gaps in service.	<p><b>Lead Staff:</b>            Tribes &amp; Tribal Representatives            Aimee Gone, OIP Regional Manager            Dawn Walters, CSD Tribal Liaison            Mike Riber, Bellingham CSOA – Lummi &amp; Nooksack            Jessica Garretson, Mount Vernon CSOA – Samish, Swinomish &amp; Upper Skagit            Celica Quirarte, Smokey Point CSOA – Tulalip, Sauk-Suiattle, Stillaguamish</p> <p><b>Target Date:</b> Ongoing</p>	<p>On going review of gaps and solutions at each meeting.</p> <p>Standing agenda item to provide opportunity to discuss gaps or issues in service delivery at every meeting.</p> <p>It was noted that service delivery issues are being mentioned less (<i>good thing</i>). Will continue to have pertinent topics on agenda such as related to services/programs as needed.</p> <p><b>Sept-Oct 2017 – Lummi Tribal Outstation Specialized &amp; Coordinated Services.</b> Lummi Tribal Outstation worker specialized and coordinated services to a client who had been denied ABD five times due to inability to successfully navigate the systems and provide medical evidence. ABD and subsequently SSI application both approved.</p> <p>Financial Supervisor and Tribal Liaison/Jeff Hermann from the Smokey Point CSO attended the Tribal Tanf team meeting on 1-18-18 at the Tulalip Administration building as guests. In addition to other agenda items, they held a small group forum for Q&amp;A to address issues/gaps in services if any. On 1-24-18 a thank you letter was sent and follow up information provided.</p>

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	B. Continue to invite tribes to participate in Local Planning Area meetings.	Attendance and participation of Tribes at LPA meetings.	<p><b>Lead Staff:</b> Mike Riber, Bellingham CSOA – Lummi &amp; Nooksack</p> <p>Jessica Garretson, Mount Vernon CSOA – Samish, Swinomish &amp; Upper Skagit</p> <p>Celica Quirarte, Smokey Point CSOA – Tulalip, Sauk-Suiattle, Stillaguamish</p> <p><b>Target Dates: Through end of biennial term, June 30<sup>th</sup> 2019.</b></p>	<p>Reviewed tribal participation at local level.</p> <p>Provide calendar of CSD Region 2 Local Planning Area (LPA) meetings.</p> <p>2017/2018 LPA Schedules &amp; Contacts:</p> <p>Snohomish – 4<sup>th</sup> Tuesday of each month from 8am to 12:30pm (except July &amp; Nov). Location rotates between Everett, Alderwood, &amp; Smokey Point CSO's. Contact Diana Austin, Jude Breck or Celica Quirarte (360-651-5204) for more info.</p> <p>Skagit/Island – Contact Jessica Garretson (360-429-2800) about rotating schedule.</p> <p>Anacortes Library – 2<sup>nd</sup> Tuesday of each month. Contact Jessica Garretson (360-429-2800)</p> <p>Whatcom – 2<sup>nd</sup> Friday of each month from 9 -11 AM, at Bellingham CSO. Contact Kami Kruzich (360-714-4121) for more info.</p>
	C. Invite Tribal staff to participate in Tribal member case staffing.	<p>1. CSOs will invite Tribal staff to attend 100% of case staffing on WF Tribal cases.</p> <p>2. Ensure CSO staff offer WF tribal services to any appropriate American Indian who is not currently being served by tribal services.</p>	<p><b>Lead Staff:</b> Mike Riber, Bellingham CSOA – Lummi &amp; Nooksack</p> <p>Jessica Garretson, Mount Vernon CSOA – Samish, Swinomish &amp; Upper Skagit</p> <p>Celica Quirarte, Smokey Point CSOA – Tulalip, Sauk-Suiattle,</p>	<p>State confidentiality rules were noted as barrier to inviting Tribal staff to attend State TANF case staffing.</p> <p>It is noted that all State TANF clients are given the opportunity to have representatives attend their case staffing (Client to extend invitation).</p>

Implementation Plan				Progress Report
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year Starting Last July 1
			Stillaguamish  <b>Target Dates: Through end of biennial term, June 30<sup>th</sup> 2019.</b>  At time of each case staffing being scheduled	Will continue to review/discuss.
	D. Offer training for line staff by mutual invitation.	Cross-training of Tribal/CSD staff.	<b>Lead Staff:</b> Tribes & Tribal Representatives Aimee Gone, OIP Regional Manager Dawn Walters, CSD Tribal Liaison  Mike Riber, Bellingham CSOA – Lummi & Nooksack  Jessica Garretson, Mount Vernon CSOA – Samish, Swinomish & Upper Skagit  Celica Quirarte, Smokey Point CSOA – Tulalip, Sauk-Suiattle, Stillaguamish  <b>Target Dates: Through end of biennial term, June 30<sup>th</sup> 2019.</b>  As training is scheduled	OIP Regional Manager & CSD Tribal Liaison will continue to be available for training requests, and continue to work with partners to provide training relevant to current needs/concerns.  5/2017 – Bellingham CSO staff attended Tribal Behavioral Health Conference 10/2017 – Bellingham CSO staff attended Lummi Victims of Crime Conference 01/2018: Lummi Tribal TANF staff and LPA representative attended Trauma Informed Care training hosted by Bellingham CSO.

### Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
Goal 1.	January 2016	Once again tribal newsletters were mention as a means of sharing information on tribal events and services. Aimee Gone agreed to gather newsletter information and Mike Riber will add this to next 7.01 meeting ( <i>how to best share news letters</i> )
Goal 1, Communication	January 2016	January 2016 – reviewed attendance at 7.01 meetings. The number of tribes attending meeting or included in e-mail distribution improved in 2015.
Goal 3. Activity - Invite Human Resources representative as needed to provide training on the personnel system (Neo Gov)	January 2016	January 2016 – No need for additional training at this time. Will continue to review the need for Neo Gov training.
Goal 4, C.	January 2016	January 2016, referenced our 2015 discussion on joint case staffings and State confidentiality rule restrictions.
Goal 4, Activity – Conduct a Tribal SOAR Training in Region 3 (SSI facilitation)	October 2009	Added to plan October 2007. Held training in fall 2008, June 2009 and fall/winter 2009. Will conduct further training as needed (Sue Chance – Trainer).
Goal 3, Activity – Invite Human Resource representatives to a quarterly meeting to provide training on new recruitment system & info on Native American employment Statistics	October 2010	Provided training on new DSHS recruiting system in October 2010. Previously provided training on E-Recruiting system.

Goal/Activity/Outcome	Date	Item
Goal 3, Activity Resource Sharing (3D)	January 2011	Removed activity to utilize Tribal TANF programs for unsubsidized employment opportunities. Community Service Division no longer has any unsubsidized employment programs for which to place participants at tribal sites.
Goal 4, Activity – Identify outstanding issues/gaps in service.	July 2010	Sue Chance reported out on changes to GA Program, now called Disability Lifeline (DL). Will review on-line training for DSHS staff with tribal representatives and will coordinate delivery of termination letters to tribal clients (see 1G)
Goal 1, Activities – All	July 2010	<p>July 2010, Sue Chance reported out on changes to GA Program, now call Disability Lifeline (DL). Will review on-line training for DSHS staff with tribal representatives and will coordinate delivery of termination letters to tribal clients (see 4A)</p> <p>July 2010, Provided information on DSHS furlough dates and discussed impact on outstations.</p> <p>July 2010, Alicia Solomon provided information on new WCCC (childcare) eligibility rules for preschool &amp; head start children – Longer certification periods when in school related activities</p>
Goal 1, Activities – All	January 2010	Jan 2010, reviewed attendance at 7.01 meetings by all parties (good) and encouraged broader attendance. Will provide mini trainings at each meeting to promote attendance.
Goal 1, Activities – All	January 2009	<p>Sauk Suiattle added CSD outstation list in January 2009.</p> <p>Jan 2009, reviewed attendance at 7.01 meetings by all parties (fair) and encouraged broader attendance.</p>
Goal 1, Activities – All	July 2009	<p>Reviewed July 2009 and noted that even though all CSO's in region have experienced a cut in outreach staff outreach to all tribes remains intact (days and times may be adjusted and some changes in outreach staff).</p> <p>Sauk Suiattle Tribe is now served through Darrington community outreach.</p> <p>July 2009 shared information on continuing changes to CSO's with call centers and Service Delivery Redesign. Will provide comprehensive presentation on all changes in October 2009.</p>
Goal 1, Activities – All	January 2010	Jan 2010, reviewed attendance at 7.01 meetings by all parties (good) and encouraged broader attendance. Will provide mini trainings at each meeting to promote attendance.

Goal/Activity/Outcome	Date	Item
Goal 2,	July 2010	Requested similar report information for medical programs (Note: Mike should be able to get caseload data, but not dollar amounts).
Goal 3, Activities – All	January 2010	CSD is currently doing very little hiring. All job postings are available through E-Recruiting portal. E-Recruiting is expected to go away and will provide information on replacement.
Goal 3, Activities – All	October 2010	Available job announcement information is primarily distributed to tribes by Tim Collins, DSHS Office of Indian Policy, Manager for Region 3. Note (Jan 2011): New recruiting system does not provide for general e-mail notifications for announcements. Training was provided to tribes at October 2010 7.01 meeting on new recruiting system which, once registered, sends notices directly to seeker.
Goal 4, Activity – Conduct SOAR Trainings	2007-2009	Added to plan October 2007. Held trainings in fall 2008, June 2009 and fall/winter 2009.
Goal 3, Activity – We recommend that IPAC invite Tribal reps to participate in DRA meetings and impact panels at the state level.		<b>Lead Staff:</b> Helen Fenrich <b>Target Date:</b> On going Continue to encourage.
Goal 2B, Review performance indicators by ethnicity	2009	Decided to review only yearly because much of the data is only updated yearly (April meeting)
C. Goal 3C, Invite Human Resources representative to a quarterly meeting to provide: 1. Training on the personnel system (e-Recruiting) 2. Information on American Indian employment statistics.	2008	C.1 Completed July 2008. C.2 Completed October 2008.
Goal 4F, Hold a Children’s Retreat. A regional retreat focused around service delivery to children	2007-2009	Julie Jefferson new committee lead. Committee members are: Julie, Mike Riber, Scott Morris, Caniece Romar, Topsy Kinley, and representative from the Upper Skagit Tribe. Refocus of retreat discussed in July 2009.  Initially added to plan July 2007.  Funding from state not feasible. Lummi Nation tentatively agreed to host event. In January 2010 this topic was tabled indefinitely.

Goal/Activity/Outcome	Date	Item
Goal 4G, Provide training to tribes on the Basic Food Program and General Assistance Program	October 2007	Completed October 2007.
Goal 2B, Tribes will provide quarterly TANF caseload reports as provided to State DSHS.	January 2008	Completed. No further state contracts.
Goal 2C, Review performance indicators by ethnicity	January 2007	Reviewed reports and discussed apparent errors and reason for errors. Mike Riber will research errors (Jan 07)
Goal 4I, Form a workgroup and pursue approval and funds for a Tribal SSI Facilitator.	October 2007	Provide faster transition from General Assistance to SSI for tribal caseload results in better benefits and savings to State. Group was not successful.
Goal 1, D-G	January thru April 2011	<p>Jan 2011, reporting on pending merger of DSHS Regions 3 &amp; 4. WF meetings are now a combined meeting with all tribes welcome to attend.</p> <p>Jan 2011, Sue Chance provided update on Disability Lifeline Program</p> <p>Jan 2011, Klaire Harry (District 3 Call Center) provided update on upcoming changes and call center performance.</p> <p>Jan 2011, Alicia Solomon &amp; Klaire Harry (Call Center Operations) gave update on changes to Working Connections Child Care program.</p> <p>Jan 2011, Mike Riber, Dan Story, Rick Krauss &amp; others provided update on many changes to state TANF program.</p> <p>Jan 2011, reviewed CSD outreach efforts with tribes and assessed efforts as good.</p>
Goal 2, A	2010-2011	Expanded data to include medical caseloads. July 2010, requested a one-time report to compare Native American versus Non-Native Basic Food caseload increases (Note: Mike should be able to get data, but it will not include households receiving commodities). Jan 2011 update, Mike has requested and will continue to pursue. July 2011 Update, Mike will pursue one time report at a later time.
Goal 3, A	2010-2011	Jan 2011, Noted that new state recruitment system does not provide for general e-mail notifications on job announcements. New system sends announcements directly to seekers who are registered with system. Training provided on new system October 2010.

Goal/Activity/Outcome	Date	Item
<b>Goal 3, C</b> Invite Human Resources representative to a quarterly meeting to provide: <ol style="list-style-type: none"> <li>1. Training on the personnel system (e-Recruiting)</li> <li>2. Information on American Indian employment statistics.</li> </ol>	<b>October 2011</b>	<ol style="list-style-type: none"> <li>1. Completed October 2011 on Neo Gov. Will hold activity for future changes.</li> <li>2. Available employment status provided with annual demographic information each year in April.</li> </ol>
<b>Goal 4, A</b>		Jan 2011: <ul style="list-style-type: none"> <li>• Discussed SSI facilitation process.</li> <li>• Discussed potential legislative changes to TANF child only cases an impact on tribes</li> </ul> Discussed state TANF changes with time limits and coordination between tribes and state on child welfare cases.
<b>Goal 4, B, Tribal Survey</b>		Completed survey fall of 2009 and reported results.
<b>Goal 1, D</b>	<b>July 2011</b>	July, 2011 Sue Chance and others provided information on legislative changes to Disability Lifeline and WorkFirst Programs (HB 2082 & SB 5921)  July 2011, Alicia Solomon & Heather Berger (Call Center Operations) gave update on changes to Working Connections Child Care program and Call Center operations including performance information.
<b>Goal 4, B</b> <b>Conduct a bi-annual Customer Satisfaction survey of all American Indians receiving services.</b>	<b>January 2012</b>	Discussed the cost of the survey as completed in previous years and limited use of results. Elevating decision on whether to conduct survey and by what means to RTCC level. Options include: Mailing to all tribal clients (approx. 3,500), using Monkey Survey and/or having CSD tribal outreach staff conduct a hand survey.  RTCC recommends ending bi-annual survey and collect customer satisfaction information locally as needed through more cost effective methods.
<b>Goal 1</b>	<b>July 2011</b>	RTCC meeting expanded to include both old Region 3 & 4 Tribes (new Region 2). View as a positive change by Tribes and CSD.  Reviewed CSD Outreach efforts with tribes and assessed efforts as good.
<b>Goal 1</b>	<b>January 2012</b>	Sue Change and others provided updates on ABD/MCS/HEN programs. Local flyers for HEN programs were sent via e-mail.
<b>Goal 1</b>	<b>January 2012</b>	Alicia Solomon Berger (Customer Service Center – Call Center Operations) gave update on changes to Child Care Subsidy Program and Call Center operations.

Goal/Activity/Outcome	Date	Item
Goal 1	August 2011	ACES training to Tulalip Tribe. Child Care Subsidy Program training to Tribes.
Goal 1, E.	April-June 2011	7.01 training to both ESA and Tribal staff at various locations during April, May and June 2011.
Goal 1, H	January 2012	Reviewed attendance at 7.01 meetings by all parties (good) and encouraged broader attendance. CSD will try to ensure at least one WF, Financial and SW supervisor attend each 7.01 meeting along with as many Tribal outreach staff as possible.
Goal 2, A	July 2012	Mike Riber provided historical Basic Food caseload growth information comparing Native American's and non-Native American's for Smokey Point, Mt Vernon and Bellingham CSO's (biggest Native American caseloads in Region 2, North).
Goal 3, A	2012	Tim Collins reported on relative ease of using new system (Neo Gov). Tim has set himself up to receive all new postings which he distributes. CSD is expected to be allowed to hire soon.
Goal 4, A	January 2012	Ramifications of new ABD/MCS program were discussed with respect to impact on tribes and provider of last resort.
Goal 1	January 2013	January 2013 – Discussed CSD outreach efforts to Tribes in Region 2, North. Noted that number of outstations is satisfactory at this time and commented that it is uncertain what Affordable Care Act will do due to FQHC funding and outreach.  Arrange for or provide training on Affordable Care Act and how it will impact ESA and Tribal relationship (tentatively July or October 2013. Mike Riber lead)  January 2013, CSD staff to develop a list of important Tribal training topics for CSD staff serving Native Americans. Leads: June Fritz and Mike Riber.
Goal 3, A	January 2013	January 2013, CSD continues to hire for multiple positions throughout Region 2, North within both CSO and CSC operations. Tim Collins continues to distribute job information, but it is noted that Neo Gov allows for job seekers to be automatically notified of openings. Several Tribes expressed interest to be considered to participate on hiring panels.
Goal 4, A	January 2013	January 2013, Briefly discussed Affordable Care Act and how that might impact service delivery to Tribes (See Goal 1 above and future presentation on ACA). Note: ACA and role of In-Person-Assisters was discussed at length at October 2013 meeting and again at January 2014 meeting. This will continue as a standing agenda topic into the future.

Goal/Activity/Outcome	Date	Item
Goal 4, C	January 2013	Reviewed January 2013. Tribal TANF has reduced tribal numbers on state TANF and, therefore, occurrences.
Goal 1, E	January 2014	January 2014, tabled activity to develop tribal training for CSD staff (Fritz & Riber leads) due to prioritization of ACA and other initiatives within CSD.
Goal 1, D	January 2014	January 2014, discussed appropriate location for CSD tribal outreach staff given ACA and CSD staff changing role (medical clinics vs. social services offices). Will continue to review.
Goal 2, B	January 2014	Decided to review only yearly because much of the data is only updated yearly. Will continue to provide comparison of Native American's receiving services compared to the general population.
Goal 4, C	January 2014	Reviewed January 2014 and discussed Expected Outcome #1 to invite Tribal staff to 100% of WorkFirst tribal case staffing's. The current process for R2, North offices is to let tribal parent know they can invite tribal representatives to case staffing. CSD staff not making the actual invitation.  Valuable discussion on merits of having tribal representation to support clients attendance at staffing and ensure tribal supports are in place. Also noted that tribal clients may prefer tribal representatives are not present at staffing. Each CSO conducts well over 100 staffing's each month, but not all with tribal household members.  Further discussion needed (Apr mtg?) to better define activity and expected outcome.
Goal 1, G	January 2015	Continued training/discussion on impacts of ACA on services (Oct 2013, Jan 2014 & Jan 2015 mtgs). Will continue to have Medicaid/HCA/HBE as an agenda item as needed (Note: HCA presentation part of Jan 2015 mtg.).  Past speakers presented information on Homeless & Housing Services and Domestic Violence.
Goal 1, H	January 2015	January 2015, reviewed attendance at 7.01 meetings. Noted the continual absence of several area tribes. Outreach to tribes who do not attend April 2015 agenda topic. CSD will continue to have as many ESA Tribal outreach staff attend each 7.01 meeting as possible.  Possible future agenda topic of having local Tribes share Tribal newsletter with 7.01 partners.
Goal 1, H	January 2015	Possible future agenda topic of having local Tribes share Tribal newsletter with 7.01 partners. (note: this was scheduled)
Goal 3, I	January 2015	Added to progress report after April 2014 meeting.  Invitation presented to Lummi Nation (spring 2014) in anticipation of Bellingham CSO hiring of multiple staff

Goal/Activity/Outcome	Date	Item
Goal 3, B	January 2015	<p>January 2015, discussed Tribal representation on hiring panels. Several Tribes expressed interest.</p> <p>Tribal representatives noted invitation and participation on State hiring panels.</p>
Goal 4, B	January 2015	<p>Discussed LPA meetings as a method to share both State and Tribal services available to Native American clients. Snohomish LPA is mentioned/viewed as an excellent resource to learn about board range of services and updates within Snohomish County. Also discussed the possibility of Tribes hosting some LPA meetings (Whatcom) to strengthen knowledge of services between programs.</p>
Goal 4, C	January 2015	<p>Reviewed and discussed at January 2015 meeting.</p> <p>State confidentiality rules were noted as barrier to inviting Tribal staff to attend State TANF case staffing's. It was noted that all State TANF clients are given the opportunity to have representatives attend their case staffing (onus on client to invite).</p> <p>Value discussion with the mutually desired outcome to ensure that all Native American clients have knowledge and access to all available services whether through Tribal or State TANF. LPA's (Goal 4,B) were discussed at one method to improve desired outcome.</p> <p>Will continue to review/discuss.</p>