

Updated: March 14, 2019

Draft Plan

Final Plan

Policy 7.01 Plan and Progress Report

Timeframe: July 1, 2019 to June 30, 2020

Administration/Division: ESA/CSD (DSHS) **Region:** 3

Offices: Kelso and Columbia River CSOs

Tribe(s)/RAIO(s): Cowlitz Tribe

	Yes	No
Met with Tribe?		X
Tribe provided input?		X
Tribal approval?		X

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
<p>1. Ensure there is adequate and current communication with tribal government, landless tribes, and off reservation American Indian organizations regarding service delivery, information sharing, training, consultation, joint planning, hiring opportunities and problem solving.</p>	<p>A. CSD and Cowlitz Health and Human Services staff will exchange information about relevant program and policy changes, including updates on medical and vocational services offered by each of them.</p> <ul style="list-style-type: none"> For the coming year, CSD staff will increase efforts to connect tribal customers with Cowlitz Vocational Rehab services, as appropriate. 	<ul style="list-style-type: none"> Improved working relationship between DSHS and Cowlitz Health and Human Services staff. Reduced gaps in service for mutual clients. Clear channels for contact between Cowlitz tribe and the Columbia River and Kelso Community Services Office are known and utilized. 	<p>Target Date: As training opportunities arise.</p> <p>Lead Staff: Cowlitz Tribe Shari Parker Lori Morris</p> <p>Kelso CSO Roy Seiber</p> <p>Columbia River & Stevenson CSOs Monte Constable</p> <p>Customer Service Contact Center Joey Anderson</p>	<p>Clear communication lines are in place for CSO and CSCC and work well, via telephone calls, e-mail and faxes.</p> <p>CSO has sent information on local hiring opportunities and information pertaining to service delivery and policy changes.</p> <p>Cowlitz Tribe has reached out to Columbia River CSO; they attended an all staff to present information about their Vocational Rehab services on 2-16-18.</p> <p>WorkFirst staff in Kelso have worked closely with and value their interactions with Cowlitz Tribal Behavioral Health and Vocational Rehabilitation staff and services.</p>
	<p>B. Training opportunities for both CSO and tribal staff will be shared as they become available.</p>	<ul style="list-style-type: none"> Tribal members will be better informed about programs and more likely to 	<p>Target Dates: To be reviewed annually at minimum</p>	<p>All DSHS Kelso and Columbia River, CSCC staff have taken 7.01 online training.</p>

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	<ul style="list-style-type: none"> CSO staff will coordinate with region office to schedule presentations on SSI Facilitation and Washington Connections. Cowlitz Tribe will provide cultural training and information about program services to CSO's/CSCC upon request. Both DSHS and Cowlitz tribe agree to increase joint training opportunities for staff. 	<ul style="list-style-type: none"> access needed services. CSO staff will be more culturally sensitive and provide services in a manner that builds trust with the tribe. Joint trainings will provide more opportunities for DSHS and Cowlitz tribe members to interact and learn together. 	<p>Lead Staff: Cowlitz Tribe Lori Morris</p> <p>Kelso CSO Roy Seiber</p> <p>Columbia River & Stevenson CSOs Monte Constable</p> <p>Customer Service Contact Center (CSCC) Joey Anderson</p>	<p>All Supervisors and Administrators attended Government-to-Government trainings.</p> <p>Cowlitz Tribe has reached out to Columbia River CSO; they attended an all staff to present information about their Vocational Rehab services on 2-16-18.</p> <p>Presentations on SSI Facilitation and Washington Connection were not able to be scheduled during 2018. CSO administrators will coordinate this in 2019 if the tribe is still interested.</p>
	<p>C. Provide statewide Customer Service Contact Center information.</p>	<p>Enhanced customer service access points for tribal members.</p>	<p>Target Dates: To be reviewed yearly</p> <p>Customer Service Contact Center Lead Staff: Joey Anderson Ron Thomas</p>	<p>Joey Anderson, CSCC SW Administrator, provided information during 7.01 meeting on 2/1/18.</p>

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	D. CSD Basic Food Employment and Training (BFET) program will provide training for Cowlitz staff on BFET program services <ul style="list-style-type: none"> • CSD BFET staff will schedule a meeting with local BFET providers and the Cowlitz Tribe 	Increased understanding of the BFET program and access to BFET services	Target Date: Within 90 days CSD HQ Staff David Skaar, BFET Operations Supervisor	This activity was added during the 7.01 meeting on 2/1/18. Local BFET Providers met with the Cowlitz Tribe on 4/18/18.
2. Work with tribes to determine the need for, negotiate and/or implement local Tribal-State agreements, protocols, MOUs, contracts or processes.	A. Consider providing Outreach via Tribal Liaison(s) at Tribal Facilities.	Co-location if deemed necessary, outreach offered on a regular basis.	Target Date: Reviewed annually at minimum Lead Staff: Cowlitz Tribe Lori Morris Kelso CSO Roy Seiber Columbia River & Stevenson CSOs Monte Constable Region gloria Marshall-Perez	No requests made for outreach or co-location in the last year. CSD remains open to providing outreach and exploring co-location if requested by the tribe.

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	<p>B. Review options for Cowlitz staff to access beneficiary information for CSD programs</p> <ul style="list-style-type: none"> CSD will provide information to the tribe on how to request ACES online access or utilize Washington Connections portal 	<p>Improved ability of Cowlitz HHS staff to look up information about tribal members who are applying for or receiving CSD program services.</p>	<p>Target Date: 8/31/18</p> <p>Lead Staff: Kelso CSO Roy Seiber</p> <p>Columbia River CSO Monte Constable</p>	<p>As an assisting agency for Washington Connection, the tribe has access to some client information. For additional options such as the Benefits Verification System, the tribe may contact designated staff listed in the ESA Systems Contacts & Resources guide.</p>
	<p>C. Schedule regular and ongoing discussions to review current Agreements and potential partnership opportunities.</p> <ul style="list-style-type: none"> CSD will request participation from the Cowlitz Tribe (Tribal Chairperson and the Department Director) for meetings related to the poverty pilot project. 	<p>Enhanced partnership between CSD and Cowlitz Health and Human Services on issues affecting shared service areas.</p>	<p>Target Date: Ongoing</p> <p>Cowlitz Tribe Nadia Jones</p> <p>Lead Staff: Kelso CSO Roy Seiber</p> <p>Columbia River & Stevenson CSOs Monte Constable</p>	<p>Kelso CSO has been involved in a pilot to reduce poverty by 50% in Cowlitz County. Cowlitz Tribe participated in the pilot and hosted a meeting in the fall of 2017. Due to change in members, we had a break in meetings; however, they did resume in 2018.</p>

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			CSD HQ Martin Bohl, Tribal Relations Program Administrator															
3. Prepare and disseminate pertinent statistics on Cowlitz tribal members who apply for and access CSD services and for members of any tribe who access CSD services in the Cowlitz tribe catchment area by county and tribe, as appropriate.	Present data at each meeting and as requested by tribal representatives. <ul style="list-style-type: none"> CSO to provide data requested by tribe relating to the number of Cowlitz and other tribal members receiving services in the tribe's catchment area. 	Clear and accurate Information sharing of the number of Cowlitz and other tribal members receiving services.	Target Date: Updated Annually Lead Staff: Kelso CSO Roy Seiber Columbia River CSO Monte Constable	Number of cases with a Cowlitz Tribal member receiving benefits through all Community Service Offices (CSO's) statewide: November 2018 <table border="1"> <tr> <td>SNAP</td> <td>208</td> </tr> <tr> <td>Medical</td> <td>52</td> </tr> <tr> <td>TANF/SFA</td> <td>23</td> </tr> <tr> <td>ABD/HEN</td> <td>11</td> </tr> </table> <p>*The above statewide numbers represent a point-in-time count for one month and may not be complete due to self-declaration and coding errors.</p>		SNAP	208	Medical	52	TANF/SFA	23	ABD/HEN	11					
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Completed or Tabled Items

Goal/Activity/Outcome	Date	Item Description
<p>Goal 1 Activity A: CSD and Cowlitz Health and Human Services staff will exchange information about relevant program and policy changes, including updates on medical and vocational services offered by each of them.</p> <ul style="list-style-type: none"> For the coming year, CSD staff will increase efforts to connect tribal customers with Cowlitz Vocational Rehab services, as appropriate. 	2-16-2018	Kris Reister gave a presentation to Columbia River and Customer Service Contact Center staff at the Columbia River CSO 800 NE 136 th Ave Vancouver, WA about Vocational Rehabilitation Services provided by the Cowlitz Indian Tribe.
<p>Goal 1, Activity B: Cowlitz Tribe will provide cultural training and information about program services to CSO's/CSCC upon request.</p>	<p>11-8-2018</p> <p>7-28-2018 to 8-4-2018</p> <p>6-11-2018</p>	<p>Columbia River staff (including CSO Administrator Monte Constable, management team and line staff) attended a Celebration of Native American Heritage Month in the all-staff room presented by spiritual leader Tana Endahl of the Cowlitz Indian Tribe.</p> <p>Staff from Kelso attended Tribal Canoe Journey Paddle to Puyallup. Information given to CSCC in Kelso, Columbia River and Stevenson CSOs.</p> <p>Alex King FSS supervisor and Kelso CSO employee Ruth Nelson attended Culture Class 2018 presented by Cowlitz tribe spiritual leaders, Chief Walkinshaw, Chairman Iyall and Vice-Chair Phil Harju.</p>
<p>Goal 2, Activity B: Work with the tribe on any needed Tribal-State agreements, protocols, MOU's, contracts, or processes/Provide support for Cowlitz Tribe's proposal to administer a Tribal TANF program.</p>	2-1-2018	Tribal TANF goal was removed from the plan, per Cowlitz Tribe's request.
<p>Goal1 - Adequate and current communication, including training to promote cultural understanding</p>	2017	<p>Cowlitz Indian Tribe has a new program called Healing of the Canoe. Program Facilitator; Vashti Langford presented information about the Healing of the Canoe during one of Kelso CSO's All Staff</p> <p>All DSHS Kelso and Columbia River staff completed online 7.01 training. All Supervisors and Administrators for Columbia River CSO and Kelso CSO attended Government-to-Government training.</p>

Goal/Activity/Outcome	Date	Item Description
Goal2 – Determine and implement local agreements	2017	Martin Bohl and Larry Lamebull agreed to contact Tim Collins to assist in scheduling another meeting with the Cowlitz Tribe to discuss Tribal TANF program.
Activity/Outcome information prior to 2017 is available on previous plans.		

Contact Information

DSHS Contacts	Tribal Contacts
Roy Seiber, CSO Administrator Kelso CSO seiber@dshs.wa.gov 360-501-2406	Nadja Jones, Human Services Director njones@cowlitz.org Phone: 360-575-3307
Monte Constable, CSO Administrator Columbia River & Stevenson CSOs Comstma@dshs.wa.gov 360-397-9600	Lori Morris, Contract Health Services Manager Cowlitzhealth@cowlitz.org 360-575-3304
Joey Anderson, Southwest Administrator Customer Service Contact Center Andersj@dshs.wa.gov 360-397-9625	Shari Parker Cowlitz Vocational Rehabilitation sparker@cowlitz.org 360-575-6220
Josie Mendoza, Mobile CSO and BFET Operations Administrator 360-878-0459 mendoza@dshs.wa.gov	
David Skaar, Basic Food Employment & Training Operations Supervisor 206-406-6862 Skaardw@dshs.wa.gov	