

Updated: November 19, 2018

Policy 7.01 Plan and Progress Report

Draft Plan

Timeframe: July 1, 2019 to June 30, 2020

Final Plan

Administration/Division: ESA/CSD (DSHS) **Region/Office:** Region 3/Port Angeles CSO

Tribe(s)/RAIO(s): Makah 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. Prepare and disseminate pertinent statistics on American Indian community members who participate in programs administered by DSHS/Community Services Division.</p>	<p>A. The Community Services Division (CSD) will provide annual statistics on Makah Tribal members receiving assistance through its programs.</p>	<p>1) Tribe will be better informed about their member's utilization of CSO services, which will aid in increasing awareness and participation in those services.</p> <p>2) Tribe will be able to ensure that their members' cases are correctly identified.</p>	<p>As Requested.</p> <p>Jim Weatherly Tribal Liaison Patti Hicklin Tracey Rascon Lisa Halttunen</p>	<p>Number of Makah Tribal families receiving benefits through Port Angeles and Forks Community Service Offices (CSO's):</p> <p>[July 2018]</p> <table border="1" data-bbox="1493 756 1835 898"> <tr> <td>SNAP</td> <td>303</td> </tr> <tr> <td>Medical</td> <td>70</td> </tr> <tr> <td>TANF</td> <td>33</td> </tr> <tr> <td>ABD/HEN</td> <td>0</td> </tr> </table> <p>*The above numbers represent a point-in-time count for one month and may not be complete due to self-declaration and coding errors. Tribes continue to provide information regarding Commodity Food Participants.</p>	SNAP	303	Medical	70	TANF	33	ABD/HEN	0
SNAP	303											
Medical	70											
TANF	33											
ABD/HEN	0											
	<p>B. As needed, information about Makah Tribal members will be provided by CSD via eJAS and ad hoc Barcode reports.</p>	<p>Timely response to data requests provided to tribal staff.</p>	<p>As Requested.</p> <p>Tribal Liaison Patti Hicklin Juli Murrain Meredith Parker Jim Weatherly</p>	<p>Tribal Liaison position became vacant in July 2018. CSO committed to filling this position. In the interim, Contact Center and local CSO staff teams available for assistance—including at tribal partner sites, as requested.</p>								

Updated: November 19, 2018				Policy 7.01 Plan and Progress Report														
<input checked="" type="checkbox"/> Draft Plan <input type="checkbox"/> Final Plan		Administration/Division: ESA/CSD (DSHS) Region/Office: Region 3/Port Angeles CSO Tribe(s)/RAIO(s): Makah Tribe		Timeframe: July 1, 2019 to June 30, 2020		<table border="1"> <tr> <td></td> <td>Yes</td> <td>No</td> </tr> <tr> <td>Met with Tribe?</td> <td>X</td> <td></td> </tr> <tr> <td>Tribe provided input?</td> <td>X</td> <td></td> </tr> <tr> <td>Tribal approval?</td> <td></td> <td>X</td> </tr> </table>		Yes	No	Met with Tribe?	X		Tribe provided input?	X		Tribal approval?		X
	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														
	C. Provide Tribe with any available tribal-designated program contacts regarding additional tribal funding opportunities related to social services.	Helping the Tribe secure additional funding that provides more services to their tribal populations.	As Requested. Martin Bohl Leah Neuneker	Tribal Councilperson shared a resource document created by AL TSA Tribal Affairs and wondered if CSD had designed anything similar. Martin said he would look into it and connect with Leah directly.														
2. Work with the Tribe to negotiate and implement local Tribal-State agreements, protocols, MOU's, contracts, or processes that meet the needs of American Indian clients.	A. Continue to provide outreach and coordination of services via the Tribal Liaison <ul style="list-style-type: none"> Tribal Liaison will meet with TANF clients in-person at the Education & Training Office to facilitate with WorkFirst case managers via phone Tribal Liaison will work in partnership with Lisa and Darlene to try to reengage clients who are at risk of sanction. 	<ol style="list-style-type: none"> Enhanced service coordination and customer service. Service gaps, or other issues, identified and addressed in a timely manner. 	Reviewed Annually. Tribal Liaison Patti Hicklin Juli Murrain Meredith Parker Jim Weatherly	Contact Center and local CSO staff teams available for assistance—including at tribal partner sites, as requested.														

Updated: November 19, 2018				Policy 7.01 Plan and Progress Report														
<input checked="" type="checkbox"/> Draft Plan <input type="checkbox"/> Final Plan		Administration/Division: ESA/CSD (DSHS) Region/Office: Region 3/Port Angeles CSO Tribe(s)/RAIO(s): Makah Tribe		Timeframe: July 1, 2019 to June 30, 2020		<table border="1"> <tr> <td></td> <td>Yes</td> <td>No</td> </tr> <tr> <td>Met with Tribe?</td> <td>X</td> <td></td> </tr> <tr> <td>Tribe provided input?</td> <td>X</td> <td></td> </tr> <tr> <td>Tribal approval?</td> <td></td> <td>X</td> </tr> </table>		Yes	No	Met with Tribe?	X		Tribe provided input?	X		Tribal approval?		X
	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														
	<ul style="list-style-type: none"> Tribe will coordinate with Mobile CSO to possibly attend Senior Health Fair. 			The Mobile CSO attended a Senior Health Fair on 03/01/18. Tribe has requested attendance at the next one in March '19.														
	<p>B. The Tribe and local DSHS Community Service Division (CSD) partners will explore technology options for improved client/service access, e.g. Skype, Washington Connection, ACES access, face-to-face client and staff meetings.</p> <ul style="list-style-type: none"> Explore Makah Tribal staff ACES access for verification purposes. 	<ol style="list-style-type: none"> Improved access to state-issued benefits for Makah Tribal members. Improved ability of Makah Tribal staff to look up information on status of applications/benefits. 	<p>ACES access granted/updated by Spring 2019.</p> <p>State DSHS IT Dept. Makah Tribe IT Dept. Lisa Halttunen Jim Weatherly Clallam/Jefferson LPA</p>	<p>Working with LPA Core Partners, i.e. Department of Commerce, Department of Social & Health Services (CSD), Employment Security, Peninsula College, to explore future possibilities via 2018-19 Strategic Plan.</p> <p>Makah Tribe is currently a Washington Connection assisting agency. This means the Tribe should be able to look up information on behalf of clients who are applying for benefits. Currently, there is no record of the Tribe using this resource. A Washington Connection training was provided to Makah staff in Spring '18. Currently exploring connectivity issues between State and Tribe.</p>														

Updated: November 19, 2018				Policy 7.01 Plan and Progress Report		
<input checked="" type="checkbox"/> Draft Plan <input type="checkbox"/> Final Plan		Administration/Division: ESA/CSD (DSHS) Region/Office: Region 3/Port Angeles CSO Tribe(s)/RAIO(s): Makah Tribe		Timeframe: July 1, 2019 to June 30, 2020		
				Met with Tribe?	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		
	C. Revisit Tribe-State's MOU, including Neah Bay outstation staff Electronic Benefit Transfer (EBT) card Exception to Policy. <ul style="list-style-type: none"> An updated MOU will be sent to the Tribe for review and approval. 	Policies and practices are in place that meet the needs of Tribal members.	Target date for approving new MOU by 2/28/18 missed. Additional review may be requested as needed. Lisa Halttunen gloria Marshall-Perez Jim Weatherly Tribal Liaison Meredith Parker	No policy changes brought forth so far in 2018. EBT exception remains in place. Last MOU communication from Tribe in June '18. Sent to the Tribe for review/signature on 4/4/18. Reviewed again on 11/19/18. Currently under State review since 12/12/18 concerning ongoing IT issues and outstation inventory. Outstationed CSD employee retired on 12/31/18 so CSD and Tribe in the process of working towards a finalized agreement in the new year—and with a new hire.		
	D. Coordinate and develop hiring processes that affirm value of diverse workforce. <ul style="list-style-type: none"> Invite Makah Tribe to participate in hiring panels. 	More robust representation of all Olympic Peninsula communities in staffing at Port Angeles/Forks CSO's.	As Requested. Jim Weatherly Tribal Liaison Lisa Halttunen	All Tribes notified of DSHS CSD hiring processes. Tribes have been able to propose questions for interviews. No hiring in 2018 yet.		
3. Ensure communication with tribal governments, landless	A, Schedule and hold meetings to improve	Enhanced collaboration and cooperation between tribal	As Requested.	Tribal Liaison has historically provided a means of communication		

Updated: November 19, 2018 <input checked="" type="checkbox"/> Draft Plan <input type="checkbox"/> Final Plan				Policy 7.01 Plan and Progress Report Timeframe: July 1, 2019 to June 30, 2020 Administration/Division: ESA/CSD (DSHS) Region/Office: Region 3/Port Angeles CSO Tribe(s)/RAIO(s): Makah Tribe			<table border="1"> <tr> <td></td> <td>Yes</td> <td>No</td> </tr> <tr> <td>Met with Tribe?</td> <td>X</td> <td></td> </tr> <tr> <td>Tribe provided input?</td> <td>X</td> <td></td> </tr> <tr> <td>Tribal approval?</td> <td></td> <td>X</td> </tr> </table>			Yes	No	Met with Tribe?	X		Tribe provided input?	X		Tribal approval?		X
	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																
tribes, and off reservation American Indian organizations for information sharing, consultation, joint planning, and problem solving.	coordination and communication.	organizations and state agencies.	Jim Weatherly Tribal Liaison Patti Hicklin Tribal Representatives Lisa Halttunen	and services between the Makah, Hoh, Jamestown S'Klallam, Lower Elwha Klallam, and Quileute Tribes and the Port Angeles, Port Townsend, and Forks CSO's. Contact Center and local CSO staff teams available for assistance—including at tribal partner sites, as requested.																
	B. Invite tribal representatives to attend WorkFirst Local Planning Area (LPA) meetings and other appropriate forums.	Local planning efforts and service plans reflect the entire community, including the needs and perspective of tribal members.	Monthly Meetings. Jim Weatherly Meredith Parker Patti Hicklin	Makah invited to attend the WorkFirst LPA meetings. Tribes invited to participate in the LPA meetings to design appropriate community service plans. LPA meetings are traditionally held at the PA CSO, but may be moved to locations more geographically accommodating for all attending—and by request, e.g. Tribe and/or LPA partner wants to host. Sparse Makah attendance at 2018 LPA meetings and strongly welcome more. We love having Makah at the																

Updated: November 19, 2018				Policy 7.01 Plan and Progress Report														
<input checked="" type="checkbox"/> Draft Plan <input type="checkbox"/> Final Plan		Timeframe: July 1, 2019 to June 30, 2020 Administration/Division: ESA/CSD (DSHS) Region/Office: Region 3/Port Angeles CSO Tribe(s)/RAIO(s): Makah Tribe		<table border="1"> <tr> <td></td> <td>Yes</td> <td>No</td> </tr> <tr> <td>Met with Tribe?</td> <td>X</td> <td></td> </tr> <tr> <td>Tribe provided input?</td> <td>X</td> <td></td> </tr> <tr> <td>Tribal approval?</td> <td></td> <td>X</td> </tr> </table>				Yes	No	Met with Tribe?	X		Tribe provided input?	X		Tribal approval?		X
	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														
				table, but understand the travel constraints, too.														
	<p>C. Plan, develop, and implement training programs for both Tribal and CSO staff.</p> <ul style="list-style-type: none"> DSHS will put together presentations that provide basic program information and training for the Tribe. All DSHS PA/Forks CSD staff will attend continuous/on-going government-to-government training, with priority given to new CSO hires. 	<p>1) Tribal members will be better informed about programs and more likely to access needed services.</p> <p>2) CSO staff will be more culturally sensitive and provide services in a manner that builds trust with the Tribe.</p>	<p>Trainings: 2018.</p> <p>Mini-HUB: 2018-2019; 3x/yr (in 3/mo. blocks).</p> <p>Tribal Liaison Jim Weatherly Meredith Parker Patti Hicklin Tribal Representatives</p> <p>Reviewed Annually.</p> <p>Brenda Francis-Thomas Jim Weatherly Tribal Liaison Lisa Halttunen</p>	<p>2019 Training Requests:</p> <ul style="list-style-type: none"> Childcare Services Overview (CSCC, Londi) WorkFirst Sanctions Overview BFET Social Services <p>2018 Completed Training Requests:</p> <ul style="list-style-type: none"> WF/FSS/SS Overview – May '18 SSI Facilitation training completed by SSIF Supervisor and SSIF staff person, Emily Lashlee, 06/07/2018 at the Jamestown S'Klallam Tribal Center. SSIF Supervisor Tiffany Hayden has ongoing communication with Darlene Hunt-Perry of the Makah Education & Training Department regarding SSI-related questions. 														

Updated: November 19, 2018				Policy 7.01 Plan and Progress Report														
<input checked="" type="checkbox"/> Draft Plan <input type="checkbox"/> Final Plan		Administration/Division: ESA/CSD (DSHS) Region/Office: Region 3/Port Angeles CSO Tribe(s)/RAIO(s): Makah Tribe		Timeframe: July 1, 2019 to June 30, 2020		<table border="1"> <tr> <td></td> <td>Yes</td> <td>No</td> </tr> <tr> <td>Met with Tribe?</td> <td>X</td> <td></td> </tr> <tr> <td>Tribe provided input?</td> <td>X</td> <td></td> </tr> <tr> <td>Tribal approval?</td> <td></td> <td>X</td> </tr> </table>		Yes	No	Met with Tribe?	X		Tribe provided input?	X		Tribal approval?		X
	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														
	D. CSO to disseminate information through Tribal newsletter.	Enhanced communications of State/DSHS/CSD information to Tribal members. Revisions or changes to DSHS programs and services are shared with the Tribal Editor to determine what they would like to include in their newsletter.	As Requested. Jim Weatherly Tribal Liaison Lisa Halttunen Brittany Olson	No information shared so far in 2018.														
	E. Implement a process to ensure ongoing coordination and cooperation between CSO and Indian Child Welfare (ICW) staff. <ul style="list-style-type: none"> Tribal Liaison will work with ICW staff to assist clients as necessary. 	<ol style="list-style-type: none"> Closer partnership between CSO and Makah Social Services Department. Families working with ICW have easy access to state services. 	Reviewed Annually. Tribal Liaison Social Services Manager Michelle Claplanhoo, IPAC Delegate Leah Neuneker, Tribal Councilperson	No new progress reported so far in 2018.														
	F. Invite statewide CSD Customer Service Contact Center to disseminate	Enhanced communications of state call center	Ron Thomas Joey Anderson Londi Colton	Updated information, including a contact list, was provided. Londi Colton is available to offer an														

Updated: November 19, 2018		Policy 7.01 Plan and Progress Report				
<input checked="" type="checkbox"/> Draft Plan		Timeframe: July 1, 2019 to June 30, 2020				
<input type="checkbox"/> Final Plan		Administration/Division: ESA/CSD (DSHS) Region/Office: Region 3/Port Angeles CSO				
		Tribe(s)/RAIO(s): Makah Tribe				
					Yes	No
					X	
					X	
						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		
	information at 7.01 meetings.	information to Tribal members.		overview on Child Care Subsidy Programs (CCSP) specific services.		

Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
Goal 2, Activity B – The Tribe and local DSHS Community Service Division (CSD) partners will explore technology options for improved client/service access, e.g. Washington Connection. COMPLETED	December 2017	Washington Connection WebEx training with R3 Access Consultant held.
Goal 3, Activity C -- All DSHS PA/Forks CSD staff will attend continuous/on-going government-to-government training, with priority given to new CSO hires. COMPLETED	May 2017	All Port Angeles, Forks CSO staff attended G2G training in 2017.
Goal 2, Activity D – Coordinate and develop hiring processes that affirm value of diverse workforce. COMPLETED	March, April 2017	Tribal Liaison and OIP Regional Manager participated on 2017 Forks WorkFirst Supervisor, Port Angeles Financial Service Specialist (2); and PA Office Manager hiring panels.
Goal 3, Activity A – Schedule and hold meetings to improve coordination and communication COMPLETED	March 20, 2015	<p>Tribal Liaison, WorkFirst/Social service Supervisor, Administrator, frontline and regional staff traveled to Neah Bay and held open house for TANF clients to meet the staff they work with and review the TANF program.</p> <p>Create flyer for Neah Bay clients explaining different ways they can participate to meet WorkFirst requirements. We specifically want to ensure our clients know how to report non-job search activities, such as volunteering. Tribal staff would like to hold an in person meeting to review the process of doing home visits for Neah Bay clients.</p>
Goal 3, Activity B – Plan, develop, and implement DSHS overview training programs. *TABLED 2016; ACTIVE GOAL 2017, 2018*	March 15, 2015	<p>In May 2015, another mini HUB was held in Forks. CSO staff will contact Lisa Halttunen to work on possible transportation to and from Neah Bay.</p> <p>UPDATE: There was a request from the Tribal Staff that there be a mini-HUB held in Neah Bay or that the Neah Bay clients could attend the one held in Forks via video conferencing (2016).</p>

Goal/Activity/Outcome	Date	Item
Goal 2, Activity A COMPLETED	2014	An ongoing exception to policy was granted for all TANF clients living in Neah Bay that the mandatory WorkFirst orientation that had to be done in person at the Forks or Port Angeles CSO, may now be done by phone. An exception was also made that TANF clients living in remote areas can now do the CE (Comprehensive Evaluation) by phone.
Goal 3, Activity A COMPLETED	October 24, 2014	Lisa Halttunen, Cynthia Castaneda met with Patty Busse, Patti Hicklin and Diane Mitchell on 10/24/15. Lisa and Cynthia shared with us the hardship our clients were having getting to Port Angeles to work with Work Source. Provided Mimi Reeves, Work Source Administrator's contact information mreeves@esd.wa.gov 360-538-2347. Patty also emailed Mimi to set up introduction to the tribe.
Goal 3, Activity- Schedule & hold meetings to improve coordination and communication COMPLETED	April 2014	On 4/25/14, the LPA held a conference hosted by the Jamestown Tribe with guest speaker: Dr. Donna Beegle - Communication Across Barriers. Tribal staff were invited.
Goal 3, Activity- Schedule & hold meetings to improve coordination and communication COMPLETED	February 2014	On 2/11/14, DSHS held a Lean Training Seminar. Tribal staff were invited.
Goal 3, Activity- Improvement of ADATSA referral process for Makah Tribal Citizens COMPLETED	January 2014	As of 1/1/14, Diane/DSHS is no longer able to process ADATSA applications. Beginning 10/1/13, clients need to apply at: www.healthplanfinder.org .
Goal 1, Activity- Update agreement w/Makah for the location of the Neah Bay outstation COMPLETED	2013	DSHS and Tribal staff collaborated in finding a new office for DSHS financial worker, Mardell McGimpsey which is located at the Sophie Trettevick Indian Health Clinic.
Goal 2, Activity- Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated. COMPLETED	2013	Patty was able to get an Exception to Policy so that Mardell is able to authorize and issue EBT cards to Neah Bay clients. This way they won't have to travel to Forks or Port Angeles or wait up to 10 days for it to be mailed to them.
Goal 3, Activity-Schedule & hold meetings to improve coordination and communication COMPLETED	2013	Diane attended the College Career Fair on 5/14/13 and the senior fair on 9/13/13.
Goal 2, Activity- Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated.	November 2012	Diane provided information on the CHIPRA (Children's Health Insurance Program Reauthorization Act). Grant on 11/1/12. UPDATE: Per email from Cynthia Castaneda on 9/26/13, Makah will be receiving the grant.

Goal/Activity/Outcome	Date	Item
COMPLETED		
Goal 3, Activity A COMPLETED	May 2008	With the agreement of the Tribe, we have been able to expand the services of the Tribal Liaison. Ms. Mitchell continues to complete applications for assistance. This position will continue to be fully utilized at the service of the tribes.

Contact Information

DSHS Contacts	Tribal Contacts
Jim Weatherly, Administrator, Port Angeles and Forks CSO's weathj@dshs.wa.gov 360-565-2182	Tracey Rascon, Administrative Officer Tracey.rascon@ihs.gov 360-645-2412
Diane Mitchell- CSD, Tribal Liaison mitchmd@dshs.wa.gov 360-565-2196 (desk)	Lisa Halttunen, Education & Training Director Lisa.halttunen@makah.com 360-645-3280
Patti Hicklin, Social Services/Work First Supervisor hicklipa@dshs.wa.gov 360-565-2185	Darlene Hunt-Perry, Case Manager Darlene.perry@makah.com
Martin C. Bohl, Tribal Relations Program Admin-TANF bohlmc@dshs.wa.gov 360-725-4646	Rosina DePoe, Chief of Staff Rosina.depoe@makah.com 360-645-2103
gloria Marshall-Perez, Deputy Regional Admin, Region 3 CSD marshgj@dshs.wa.gov 253-476-7025	Michelle Claplanhoo, ICW Caseworker/IPAC Delegate michelle.claplanhoo@makah.com 360-645-3257
Juli Murrain, Financial Services Sup, PA/FORKS CSO murraid@dshs.wa.gov 360-565-2197	Patty Robinson, IT 360-645-3216
Ron Thomas, Tribal Relations Pierce/Kitsap Counties, CSD, Contact Center thomar@dshs.wa.gov 360-584-3150	Gary, IT 360-645-3201
Joey Anderson, CSD Contact Center Admin andersj@dshs.wa.gov 360-397-9625	
Londi Colton (Child Care, CSCC) coltalk@dshs.wa.gov 360-452-3627(office), 360-460-1923 (cell)	