

Updated: February 19 , 2019

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/Olympia CSO

Tribe(s)/RAIO(s): Nisqually 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. Establish working relationship between the Nisqually Tribe and the Community Services Division local and regional staff, to address any tribal needs related to CSD services.</p>	<p>A. Conduct annual meetings between Nisqually and CSD staff. The Tribe can request additional meetings at any time.</p> <ul style="list-style-type: none"> The CSO Administrator will coordinate the scheduling of future 7.01 meetings with the Tribe and the Office of Indian Policy and will provide a draft of any proposed changes to the 7.01 Plan prior to the meeting for review by the participants. Tribal representatives will contact the CSO Administrator to schedule CSD program overview presentations for Tribal representatives when needed. 	<p>Effective communication between the Nisqually Tribe and Community Services Division.</p>	<p><u>Office of Indian Policy</u> Marie Natrall, Regional Manager</p> <p><u>Region 3 CSD Staff</u> Jason Reed, Olympia CSO Administrator (CSOA)</p> <p><u>Nisqually Tribal Staff</u> Marie McDonald, Director, Nisqually Community Services</p> <p>Lorna Kalama, Site Manager, Nisqually/SPIPA TANF</p> <p><u>Target Date:</u> Next annual meeting January 2020.</p>	<p>1/10/19 – Annual 7.01 planning meeting held at the Nisqually Tribe. Participants included Marie McDonald, Lorna Kalama, Marie Natrall, Jason Reed, Milton Caron and Nhu Nguyen.</p> <ul style="list-style-type: none"> Reviewed 7.01 Plan activities since previous meeting. DSHS organizational and program information was shared with the Tribe. Discussed the frequency of meetings and agreed to meet on an annual basis to discuss Tribal needs related to CSD services. It was recommended that Stacy Gouley (Nisqually Tribe Health Clinic Deputy Director) be invited to future 7.01 meetings.

<p>2. Prepare and disseminate pertinent statistics on Nisqually Tribal members who apply for and access CSD services.</p>	<p>Present data at each meeting and as requested by Tribal representatives.</p>	<p>Clear and accurate information sharing of the number of Tribal members receiving services.</p>	<p><u>Region 3 CSD Staff</u> Jason Reed, Olympia CSO Administrator (CSOA)</p> <p><u>Nisqually Tribal Staff</u> Lisa Wells, Tribal Health Clinic Business Office Manager</p> <p><u>Target Date:</u> Janaury 2020 and upon request from Nisqually Tribal representatives.</p>	<p>Number of Nisqually Tribal families receiving benefits through the Olympia CSO.</p> <p>November 2018</p> <table border="1" data-bbox="1493 326 1835 431"> <tr> <td>SNAP</td> <td>38</td> </tr> <tr> <td>Medical</td> <td>4</td> </tr> <tr> <td>TANF</td> <td>0</td> </tr> </table> <p>Number of Nisqually Tribal families receiving benefits through all CSOs.</p> <p>November 2018</p> <table border="1" data-bbox="1493 566 1835 672"> <tr> <td>SNAP</td> <td>63</td> </tr> <tr> <td>Medical</td> <td>11</td> </tr> <tr> <td>TANF</td> <td>4</td> </tr> </table> <p>*The above statewide numbers may not be complete due to self-declaration and coding errors.</p>	SNAP	38	Medical	4	TANF	0	SNAP	63	Medical	11	TANF	4
SNAP	38															
Medical	4															
TANF	0															
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<p>3. Establish an MOU between the Nisqually Tribal Health Clinic and CSD for the CSD outstation worker.</p>	<p>Review, and update as needed, the local Tribal-State agreement for a CSD financial eligibility worker to be outstationed at the Tribal Health Clinic.</p>	<p>Provide on-site CSD/CSO Financial Eligibility Services to Tribal members.</p>	<p><u>Region 3 CSD Staff</u> Jason Reed, Olympia CSO Administrator (CSOA)</p> <p><u>Nisqually Tribal Staff</u> Lisa Wells, Tribal Health Clinic Business Office Manager</p> <p>Stacy Gouley, Tribal Health Clinic Deputy Director</p> <p><u>Target Date:</u> The local Tribal-state agreement will be</p>	<p>The full-time Tribal outstation worker remains in place, on-site, to serve Nisqually Tribal members and families. The outstation worker meets in-person with an average of 3 clients per day, with Mondays being the busiest walk-in times during the week.</p> <p>1/10/19 – The current agreement runs through Octboer 31, 2021. Due to staffing needs at DSHS, and upon mutual agreement between the Tribe and DSHS, the outstation worker has been reporting to the Olympia CSO two days per week to assist with in-person customers. Future communications, advising the Tribe of agreed upon outstation</p>												

			reviewed annually, in January, as part of the annual review of the 7.01 Plan.	worker's schedule changes, will also be sent to the Tribal WorkFirst program to keep them apprised of the worker's availability.
<p>4. Ensure on-going communication with the Nisqually Tribe for information sharing, consultation, joint planning and problem solving. CSD resource areas listed below.</p> <p>A. Washington Connection</p> <p>B. Customer Service Contact Center (CSCC)</p> <p>C. Basic Food Employment and Training (BFET)</p> <p>D. Mobile CSO (A mobile office that is self-contained and fully functional to provide access to CSD assistance programs.)</p>	<p>A. The local CSO Administrator will work with regional staff to provide the Nisqually Tribe with access to and information about Washington Connection, as requested by the Tribe.</p> <p>The local CSO Administrator will provide Tribal representative contact information to Elijah Moon and request that he schedule a meeting with the Tribe.</p>	Increase access to services offered by CSD through the use of the Washington Connection Benefit Portal.	<p><u>Region 3 CSD Staff</u> Jason Reed, Olympia CSO Administrator (CSOA)</p> <p><u>Nisqually Tribal Staff</u> Lorna Kalama, Site Manager, Nisqually/SPIPA TANF</p> <p><u>Target Date:</u> Region 3 Access Consultant will attend Community Resource Dinner 2/27/19.</p>	Effective 1/16/19, Elijah Moon will be the new Region 3 Access Consultant. Elijah will attend Community Resource Dinner 2/27/19 and share information about Washington Connection and other outreach efforts.
	<p>B. On-going communication and information sharing of services provided through the CSCC (CSD Call Center).</p>	Increase access to services offered through the CSD CSCC.	<p><u>Region 3 CSD Staff</u> Joey Anderson, CSCC Southwest Administrator</p> <p><u>Nisqually Tribal Staff</u> Lorna Kalama, Site Manager, Nisqually/SPIPA TANF</p>	<p>1/10/19 - Updated CSCC resource materials were shared with Tribal representatives including:</p> <ul style="list-style-type: none"> • A Washington Connection flyer that outlines how to access the website and what information/services are available. • A Customer Service Contact Center brochure that provides information regarding services available through the contact

			<p><u>Target Date:</u> Updated information will be shared with the Tribe annually and upon request.</p>	<p>center, including telephone numbers for specific services.</p> <p>DSHS reported that Child Care subsidy program staff currently working under DSHS will be moved to the new Department of Children, Youth and Families (DCYF) effective 7/1/19.</p>
	<p>C. CSD BFET Coordinators will provide training for Tribal staff on the BFET Program and participate in Tribal resource events as requested.</p>	<p>Increased Tribal member understanding and awareness of BFET services. Increased Tribal member access to and participation in BFET services.</p>	<p><u>Region 3 CSD Staff</u> Dave Skaar, BFET Operations Supervisor</p> <p><u>Nisqually Tribal Staff</u> Lorna Kalama, Site Manager, Nisqually/SPIPA TANF</p> <p><u>Target Date:</u> Updated information will be shared with the Tribe annually and upon request.</p>	<p>1/10/19 – Updated BFET program information was shared with the Tribe including a brochure that outlines eligibility criteria, program benefits and contact information for agencies and colleges participating in the program.</p>
	<p>D. Upon request, the services of the CSD Mobile CSO will be made available when regular CSD services are interrupted due to disaster or emergent situations.</p>	<p>Ensure individuals have access to CSD assistance programs through the Mobile CSO following a disaster or emergent situation. Experienced staff can determine initial eligibility on site.</p>	<p><u>Region 3 CSD Staff</u> Josie Mendoza, Mobile CSO and BFET Operations Administrator</p> <p><u>Nisqually Tribal Staff</u></p>	<p>1/10/19 - CSD representatives shared information regarding services offered through the Mobile CSO and described situations when this resource could be available to the Tribe. 1/16/19 – Josie confirmed she will reach out to Tribe to coordinate</p>

	<p>The local CSO Administrator will contact the Mobile CSO Administrator to request that the Mobile CSO be available at the 2019 Nisqually Health Fair taking place in the fall.</p>		<p>Lorna Kalama, Site Manager, Nisqually/SPIPA TANF</p> <p><u>Target date:</u> The Mobile CSO will be available upon request in the event of a disaster or emergent situation.</p>	<p>having the Mobile CSO at the annual Nisqually Health Fair in the fall.</p>
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Completed or Tabled Items

(Note: Per agreement, starting with the July 1, 2020 Plan, the previous 1 year of completed activities will be displayed in the plan.)

Goal/Activity/Outcome	Date	Item Description
Goal #1 – 7.01 meeting held at Nisqually Tribe.	1/10/19	1/10/19 – Annual 7.01 planning meeting held at the Nisqually Tribe. Participants included Marie McDonald, Lorna Kalama, Marie Natrall, Jason Reed, Milton Caron and Nhu Nguyen. Agreed to meeting annually in the future, with the ability to request additional meetings as needed.
Goal #1 – 7.01 semi-annual check-in meeting held at Nisqually Tribe.	9/11/18	Participants included Linda McCloud, Marie Natrall, Jason Reed and Milton Caron. Linda shared information regarding the following: <ul style="list-style-type: none"> • 2018 Canoe Journey hosted by the Puyallup Tribe. • Restoration of a 100-year-old totem pole that has origins in Alaska and was gifted to the Tribe. The totem pole will be placed outside the Nisqually Youth Center in September 2018. • Updates on Tribal assistance programs within her stewardship. • Next meeting will be scheduled for January 2019.
Goal #1 – 7.01 meeting held at Nisqually Tribe.	1/17/18	Participants included Marie McDonald, Linda McCloud, Lorna Kalama, Marie Natrall, Jackie MacLean, Shelley Kiemele-Koeppen, Joey Anderson, Dave Skaar, Jason Reed, Milton Caron and Nhu Nguyen. Participants agreed to meeting semiannually moving forward, with the next meeting scheduled for August 9, 2018 at 10:00 am at the Nisqually Tribe. CSD staff provided resource folders that included informational materials describing the primary programs offered through CSD. CSD staff also offered to provide additional presentations of services accessible through CSD.
Goal #1 – 7.01 meeting held at Nisqually Tribe.	2/2/17	Participants agreed to meeting semiannually moving forward, with the next meeting in August 2017. Tribal representatives requested another CSD program overview meeting in April or June of 2017. gloria Marshall-Perez will coordinate with CSD regional program managers and Marie McDonald to schedule the information-sharing meeting with Tribal representatives.
Goal #1 – 7.01 meeting held at Nisqually Tribe.	3/14/16	Participants included (from the Nisqually Tribe) Linda McCloud, Lorna Kalama, Lorraine Van Brunt, and (from DSHS) Larry Lamebull, gloria Marshall-Perez, Milton Caron, Nhu Nguyen, and Jason Reed. Nisqually Tribe representatives requested that CSD staff present an overview of services offered by CSD (similar to what was

Goal/Activity/Outcome	Date	Item Description
		presented at the May 22, 2015 meeting) at the next quarterly 7.01 meeting. The presentations would include Washington Connections, SSI, and the Employment Pipeline. Milton Caron will send a link to the library of CSD staff online training (One Cup Café) to see if Nisqually Tribe staff can access it. (<u>One Cup Café sent to Jesse Youckton 6/21/16.</u>)
Goal #1 - 7.01 Planning meeting held at Nisqually Tribe. Updated plan was finalized and distributed to all parties on March 14, 2016.	2/8/16	Review and updating of 7.01. Update plan was finalized and distributed to all parties on 3/14/16.
Goal #1 – Meeting held at Nisqually Youth Center. Overview of CSO/CSD services provided.	5/22/15	<p><u>Presenters included:</u></p> <ul style="list-style-type: none"> • Leslie Harmon, Social Services Program Manager, Region 3 Community Services Division; • Melanie Knudsen-Leahy, Social Security Incapacity Facilitator Supervisor; • Kerry Judge-Kemp, WorkFirst Program Manager, Region 3; • Don Bowen, Financial Services Coordinator, Region 3; and • gloria Marshall-Perez, Deputy Regional Administrator, Region 3. <p><u>Nisqually Staff in attendance:</u></p> <ul style="list-style-type: none"> • Marie McDonald, Assistant Director, Nisqually Community Services; • Jason Sharp, Program Analyst, Nisqually Community Services; • Gwen Gua, ICW Worker, Nisqually Community Services; • Jesse Youkton, Intake Manager, Nisqually/SPIPA TANF; • Lorna Kalama, Site Manager, Nisqually/SPIPA TANF; • Staci Miller, Case Manager, Nisqually/SPIPA TANF; • Alice McCloud, Case Manager, Nisqually/SPIPA TANF; • Trisha Kautz, Employment Training Specialist, Nisqually/SPIPA TANF <p><u>CSO Staff in attendance:</u></p> <ul style="list-style-type: none"> • Carol MacCracken, CSO Administrator • Milton Caron, WorkFirst Supervisor • Sarah Mintzer, Social Services Supervisor
Goal #2 – Prepare and disseminate pertinent statistics on Nisqually Tribal members who apply for and access CSD services.	1/10/19	Updated statistics of Nisqually Tribe members accessing CSD services were shared in this meeting.
	9/11/18	Updated statistics of Nisqually Tribe members accessing CSD services were shared in this meeting.
	1/17/18	Updated statistics of Nisqually Tribe members accessing CSD services were shared in this meeting.

Goal/Activity/Outcome	Date	Item Description
	2/2/17	Updated statistics of Nisqually Tribe members accessing CSD services were shared in this meeting.
	2/8/16	Updated statistics of Nisqually Tribe members accessing services offered by CSD were shared in this meeting
	5/22/15	Statistics of Nisqually Tribe members accessing services offered by CSD were shared in this meeting.
Goal #3 - Established an MOU between the Nisqually Tribal Health Clinic and the CSD for the CSD outstation worker.	1/10/19	Discussed agreement. Future communications advising the Tribe of an agreed upon outstation worker's schedule change will also be sent to the Tribal WorkFirst program to keep them apprised of the worker's availability.
	10/29/18	Updated outstationed agreement signed by the Tribe and DSHS Contracts Manager. Contract period extended through October 31, 2021.
	9/11/18	Draft outstationed agreement discussed. Sovereignty wording that had been removed from the purpose statement in the draft agreement has been reinstated.
	7/13/18	Draft outstationed agreement sent to Stacey Gouley for review and signature.
	1/17/18	The working agreement between the Nisqually Tribe and the Olympia CSO, allowing for a full-time Financial Services Specialist on-site at the Nisqually Tribe, was discussed. CSD has drafted an updated agreement. The draft includes formatting changes and removes references to Federally Qualified Health Center (FQHC) (outstationed workers no longer carry this title). The Period of Performance was also updated to cover the timeframe from November 1, 2017 through October 31, 2021. The CSO Administrator will submit the updated agreement to the Nisqually Tribe CEO for signature. The current agreement will remain in force until the updated agreement is agreed to and signed by the Tribe and DSHS. The agreement will be discussed annually at the first of the two annual planning meetings each year.
	2/2/17	The working agreement between the Nisqually Tribe and the Olympia CSO, allowing for a full-time Financial Services Specialist on-site at the Nisqually Tribe, was discussed. The agreement will be discussed annually at the February planning meeting.
	6/14/16	The working agreement between the Nisqually Tribe and the Olympia CSO, allowing for a full-time Financial Services Specialist on-site at the Nisqually Tribe, was discussed. An updated agreement (identifying staff changes) was signed by both parties and copy given to both parties for their records.

Goal/Activity/Outcome	Date	Item Description
	February 2015	Full time Financial Services Specialist remains in place on site to serve Nisqually Tribal members and families. Service to non-tribal members was discussed in the 7.01 meeting. It was agreed that this would happen infrequently and that, time permitting, Brandy could assist non-tribal members as long as doing so did not negatively affect her ability to serve Tribal members. Tribal representatives were asked to advise CSD representatives of any future concerns related to Brandy serving non-tribal members
	March 2013	CSO staff Brandy Sanchez assigned to work until 7:30 PM on Wednesdays to match Tribal Clinic hours of operation.
	February 2010	CSO staff assigned as FQHC worker on site at the Tribal Center 40 hours/week.
Goal #4 - Ensure communication with the Nisqually Tribe for information sharing, consultation, joint planning and problem solving.	1/10/19	DSHS provided updated program information for Washington Connection, the Customer Service Contact Center, BFET and the Mobile CSO. Elijah Moon is the new Region 3 Access Consultant. He will make arrangements to visit the Nisqually Tribe in the near future.
	5/23/18	The Washington Connection Access Consultant visited the Nisqually Tribe to discuss community outreach and demonstrated multiple ways to make Washington Connection more accessible on the Tribe's public-facing computers. Tribal Representatives invited the The Washington Connection Access Consultant to the next quarterly Nisqually Community Resource Dinner to discuss Washington Connection and the Partnership Program.
	3/29/18	Northwest Indian College (NWIC) BFET Program information (associate, certificate and award programs) is now available at the Nisqually Tribe. The Nisqually site manager is Jenny Serpa.
	1/17/18	Services available through Washington Connection were discussed. The Washington Connection Icon can be placed on Nisqually Tribe public-facing computers and additional training on Washington Connection was offered to the Tribe. Tribal representatives expressed interest in having the Washington Connection Icon placed on Nisqually Tribe public-facing computers, as requested. Nisqually Tribal representatives also expressed interest in having the Region 3 Washington Connection/Access Consultant attend a quarterly Nisqually Community Resource Dinner to share information about Washington Connection and CSD's community outreach efforts. The CSO Administrator will work with Washington Connection regional staff to coordinate these activities with the Tribe.

Goal/Activity/Outcome	Date	Item Description
		<p>The Customer Service Contact Center (CSCC - CSD call center) Southwest Administrator shared CSCC resource materials with Tribal representatives including:</p> <ul style="list-style-type: none"> ○ A Washington Connection flyer that outlines how to access the website and what information/services are available. ○ A Customer Service Contact Center brochure that provides information regarding services available through the contact center, including telephone numbers for specific services. <p>The BFET Operations Supervisor shared information about the BFET program and offered continued information and resources.</p> <p>CSD representatives shared information regarding services offered through the Mobile CSO and described situations when this resource could be available to the Tribe.</p>
	2/2/17	Tribal representatives expressed interest in having the Washington Connection Icon placed on Nisqually Tribe public-facing computers and receiving training on Washington Connections. gloria Marshall-Perez will work with Jarett McGill to coordinate these activities with the Tribe.
	6/14/16	Nisqually Tribe representatives requested that CSD staff present an overview of services offered by CSD (similar to what was presented at the May 22, 2015 meeting) at the next quarterly 7.01 meeting on September 15, 2016.
	2/1/16	The Nisqually Tribe requested training on Washington Connections. The person assigned to provide Washington Connection training to the tribes has taken a new position. CSD representatives will work the Nisqually Tribe to arrange for training in the near future.
	2/24/15	<p>The Nisqually Tribe may be interested in a kiosk for the Benefit Portal, and/or also may be interested in placing the Benefit Portal icon on library computers. Update: It was determined that there are no kiosks available to place at the Nisqually Tribe. Providing a Benefit Portal icon on library computers located in Nisqually Tribe facilities is still an option.</p> <p>ACES system training is available upon request. Nisqually Tribe representatives reported that they do not need SEMS training.</p>

Contact Information

DSHS Contacts	Tribal Contacts
<p>Marie Natrall Regional Manager, Office of Indian Policy Marie.natrall@dshs.wa.gov 360-725-4880</p>	<p>Marie McDonald Nisqually Community Services Director McDonald.Marie@nisqually-nsn.gov 360-456-5221</p>
<p>gloria Marshall-Perez Region 3 Deputy Administrator, DSHS Community Services Division marshgj@dshs.wa.gov 360-725-4814</p>	<p>Lorna Kalama Nisqually TANF/SPIPA Site Manager Kalama.lorna@nisqually-nsn.gov 360-456-5221</p>
<p>Joey Anderson Customer Service Contact Center Southwest Administrator, DSHS Community Services Division andersj@dshs.wa.gov 360-397-9625</p>	<p>Lisa Wells Nisqually Tribal Health Clinic Business Manager Lisa.wells@nisquallyhealth.org 360-486-9599</p>
<p>Jason Reed Olympia Community Service Office Administrator, DSHS Community Services Division reedje@dshs.wa.gov 360-725-6622</p>	<p>Lorraine Van Brunt Indian Child Welfare Manager Vanbrunt.lorraine@nisqually-nsn.gov 360-456-5221</p>
<p>Nhu Nguyen Olympia Community Service Office Financial Services Supervisor, DSHS Community Services Division nguyenl@dshs.wa.gov 360725-6564</p>	<p>Sharlaine Revey Nisqually Tribe Chief Executive Officer Revey.sharlaine@nisqually-nsn.gov 360-45-5221</p>
<p>Milton Caron Olympia Community Service Office WorkFirst Supervisor, DSHS Community Services Division caronmd@dshs.wa.gov 360-725-6530</p>	<p>Stacy Gouley Nisqually Tribe Health Clinic Deputy Director Stacy.gouley@nisquallyhealth.org 360-459-5312</p>
<p>Brandy Sanchez Financial Services Specialist (outstationed worker at Nisqually Tribe), DSHS Community Services Division brandys@dshs.wa.gov 360-486-9554</p>	
<p>Josie Mendoza Mobile Community Service Office Administrator, DSHS Community Services Division</p>	

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