

Implementation Plan		Progress Report														
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update Since Last 7.01 Meeting												
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1. Prepare and disseminate pertinent statistics and other relevant data about Shoalwater Bay Indian Nation and Tribal member's participation in Public Assistance Programs.	A. Aberdeen Community Services Office (CSO) will provided information and data on an as needed basis via CSD Headquarters ad-hoc reports to the Shoalwater Bay Indian Nation regarding Tribal members receiving assistance and services under requested program types.	Clear and accurate knowledge of the number of Tribal members receiving benefits and services.	<p>Target date: Ongoing</p> <p>gloria Marshall-Perez, Deputy Regional Administrator;</p> <p>Melanie Knudsen-Leahy-Community Service Office Administrator (CSOA)</p> <p>Kathirine Horne Shoalwater Bay Social Services Director</p>	<p>Number of Shoalwater Bay Tribal families receiving benefits Statewide including those served through the Aberdeen and South Bend Community Service Offices (CSO's):</p> <p>July 2018</p> <table border="1"> <tr> <td><b>SNAP</b></td> <td align="center">19</td> </tr> <tr> <td><b>Medical</b></td> <td align="center">3</td> </tr> <tr> <td><b>TANF</b></td> <td align="center">5</td> </tr> <tr> <td><b>ABD/HEN</b></td> <td align="center">0</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>	<b>SNAP</b>	19	<b>Medical</b>	3	<b>TANF</b>	5	<b>ABD/HEN</b>	0				
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2. Work with the Tribe to determine the need for, negotiate and/or implement local Tribal/State agreements, protocols, MOU's, Contracts, or processes.	A. Assist Tribal staff in identifying any gaps in services to ensure that members are receiving all potential benefits.	Enhanced communication between the Tribe and CSO. Ensure CSO staff offer appropriate access, services and referrals to Tribal members.	<p>Target date: Monthly</p> <p>Melanie Knudsen-Leahy, CSOA</p> <p>Kathirine Horne: Social Services Director Shoalwater Bay Tribe</p>	As of December 2018 we do not have any self identified Tribal members receiving TANF benefits that are nearing their 60 month timelimit through the Aberdeen or South Bend CSO's.												

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	Kathirine is the contact person to see if any tribal parents nearing the 60- month time limits might qualify for an extension. The CSO will keep Kathirine Horne apprised of any tribal parents near the 60-month limit.																	
3. Ensure communication with tribal governments, landless tribes, and off reservation American Indian organizations for information sharing, consultation, joint planning, and problem solving.	A. Provide Social Security Income training for Tribal Staff members.	Increase knowledge of Social Security disability programs to better serve Tribal members.	Target date: January 2018  Melanie Knudsen-Leahy, CSOA  Kathirine Horne, Social Service Director Shoalwater Bay Tribe	Tiffany Hayden, SSIF Supervisor reached out to Kathirine Horne on 7/5/18, 7/26/18 and 9/5/18 to see about setting up an SSI training for Shoalwater Tribal Staff. No response from the Tribe to date.														
	B. CSO will identify outstanding issues/ gaps in service and develop performance expectations, which can	Good working Tribal/CSO relationship to improve service delivery to Tribal members.	Target date: Monthly  Melanie Knudsen-Leahy, CSOA;	CSO shared program, procedure, and service updates and direct contact information as changes have occurred or as requested.														

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	be implemented, monitored and evaluated.																	
	C. Home visits: If any home visits are Scheduled for parents living on Shoalwater Bay Tribal Land, Kathirine will be notified of the date, place, and time of the home visit in advance as requested.	Home visits related to potential sanctions and WorkFirst participation.	Target date: Monthly  Melanie Knudsen-Leahy, CSOA;  Kathirine Home, Social Service Director Shoalwater Bay Tribe	2 home visits have been performed on tribal land in 2018. The Tribe was contacted before each visit and permission was granted.														
	D. Recruitment: CSO will share job openings as they occur within the South Bend/Aberdeen Offices and an invitation will be extended to the Shoalwater Bay Indian Nation to participate in the hiring panel for any key positions	Improve service delivery to Tribal members	Target date: Ongoing  Melanie Knudsen-Leahy, CSOA	Recruitments are shared as they occur within the Aberdeen and South Bend CSO as well as posted on Tribal Job boards.														
	E. Statewide Customer Service Contact Center	Enhance communications of the Statewide	Joey Anderson, CSCC Administrator	Updates were shared with the Tribe at the last 7.01 meeting.														

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	(CSCC) will share updates and direct contact information with the Tribe.	Customer Service Contact Center information to Tribal members and improve service delivery for Tribal members.	Ron Thomas, CSCC Administrator															
	F. Have a Tribal Liaison/FSS outpost available to provide on-site services if requested by the Tribe. <ul style="list-style-type: none"> <li>CSO Administrator will work with Kathirine to coordinate a time to introduce the Tribal Liaison, Melinda Helberg, to the Tribal Social Services staff.</li> </ul>	Streamline access of services for Shoalwater Bay Indian Nation members.  Enhance collaborative relationship between the CSO and the Tribe.	Target date: Ongoing  Melanie Knudsen-Leahy, CSOA	CSO Staff attended the Yellow Brick Road event on 7/18/18 and had an informational booth to share information with tribal members.  Email to Kathirine 2/22/19 to offer Tribal Liaison services to the Shoalwater tribe and to suggest a meet/greet to discuss possibilities.														
	G. CSD BFET will participate in Tribal resource events as requested and CSD	Increase Tribal members' awareness of and participation in BFET services by increasing the	Target date: Ongoing  David Skaar, CSD HQ Staff	Training remains available upon request from the Tribe.														

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	BFET specialists are available to provide training for Tribal staff on BFET Program services and accessibility as requested.	understanding and access to BFET services.	BFET Operations Supervisor															
	H. Increase access to services for Tribal members by scheduling the Mobile Community Services Office to be available for events and fairs.	To improve participation in the DSHS programs by providing broader community outreach. Increased access for Tribal members.	Melanie Knudsen-Leahy, CSOA,  Mobile CSO West Josie Mendoza, Mobile CSO Administrator  Kathirine Home, Social Service Director Shoalwater Bay Tribe	An invitation was extended to Shoalwater to consider the Mobile CSO's presence during any of Shoalwater's Tribal events, or in the event of a disaster or emergent situation when regular CSD services may be interrupted.														

### Completed or Tabled Items

Goal/Activity/Outcome	Date	Item Description
Ensure CSO staff has access to the 7.01 and Government to Government trainings – <b>Completed</b>	2017	Key CSO management staff attended Government to Government training on 5/23/17 and 5/30/17, and 7.01 training on 6/6/17.
Recruitment information shared with Tribes - <b>Completed</b>	2017	Tribal FSS/Liaison was hired and the Tribe was invited to sit on the interview panel.
For any home visits scheduled for parents living on Shoalwater Bay Tribal land, Kathirine was contacted so that they were aware of our staff being there - <b>Completed</b>	2015	Any home visits scheduled for parents living on Shoalwater Bay Tribal land, Kathirine was contacted.
Commodities list was shared with CSO staff to prevent from duplicating benefits- <b>Completed</b>	2015	Commodities list is shared with CSO staff on an ongoing basis.
Shared contact list to improve communication and improve service delivery to Tribal members- <b>Completed</b>	2015	CSO shared local office phone list to share as contact points.

### Contact Information

DSHS Contacts	Tribal Contacts
<p>Melanie Knudsen- Leahy                      Community Services Office Administrator  <a href="mailto:Melanie.Knudsen-Leahy@dshs.wa.gov">Melanie.Knudsen-Leahy@dshs.wa.gov</a>                      360-533-9777</p>	<p>Kathirine Horne                      Shoalwater Bay Indian Nation Social Services Director  <a href="mailto:khorne@shoalwaterbay-nsn.gov">khorne@shoalwaterbay-nsn.gov</a>                      360-276-8101</p>
<p>gloria Marshall –Perez                      Deputy Regional Administrator  <a href="mailto:gloria.marshall-perez@dshs.wa.gov">gloria.marshall-perez@dshs.wa.gov</a>                      360-725-4814</p>	
<p>Joey Anderson                      Customer Service Contact Center Administrator  <a href="mailto:Joey.anderson@dshs.wa.gov">Joey.anderson@dshs.wa.gov</a>                      360-397-9625</p>	
<p>Ron Thomas                      Customer Service Contact Center Administrator  <a href="mailto:Ronald.thomas@dshs.wa.gov">Ronald.thomas@dshs.wa.gov</a>                      360-584-3150</p>	
<p>Josie Mendoza, Mobile CSO West Administrator  <a href="mailto:CSDMobileCSOW@dshs.wa.gov">CSDMobileCSOW@dshs.wa.gov</a>                      360-878-0459</p>	
<p>Dave Skaar, Basic Food Employment &amp; Training Operations Supervisor  <a href="mailto:skardw@dshs.wa.gov">skardw@dshs.wa.gov</a>                      206-406-6862</p>	