

**Policy 7.01 Plan and Progress Report
Cowlitz Tribe**

Community Services Division; Kelso CSO, Columbia River CSO, Stevenson CSO, Customer Service Contact Center (CSC)

Timeframe: July 1, 2015 to June 30, 2016

Implementation Plan				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	
<p>Ensure there is adequate and current communication with tribal government, landless tribes, and off reservation American Indian organizations regarding service delivery, information sharing, and consultation, joint planning, hiring opportunities and problem solving.</p>	<p>CSO/CSCC to share DSHS program and policy changes with tribe to include ACA policy updates and change in medial programs.</p> <p>Work with tribes to determine the need for local Tribal-State agreements, protocols, MOU's or processes. Develop implementation plans as needed.</p>	<p>Identify outstanding issues/gaps in service and our working relationship. Develop plans which can be implemented, monitored and evaluated.</p> <p>Regular and ongoing discussions to review current agreements, and strategize new ones.</p> <p>CSO/CSCC to share DSHS program and policy changes with tribe.</p>	<p>Cowlitz Tribe – Lori Morris</p> <p>CSOA's/CSCA Ongoing</p> <p>Kelso CSO – Karma Hendrickson</p> <p>Columbia River & Stevenson CSOs – Kristine Hammond</p> <p>Customer Service Contact Center - Joey Anderson</p>	<p>2.18.15 Status Update</p> <p>Clear communication lines are in place and work well, via telephone calls, e-mail and faxes.</p> <p>There has been and identified need to increase communication between Kelso CSO, particularly in the area of program and policy changes and job openings in Cowlitz and Clark counties.</p> <p>Columbia River CSO would like a stronger connection with the tribe; they would like to offer the opportunity of doing some outreach at the Cowlitz Health Clinic in Clark County as the need arises.</p> <p>Clark County has a program called Employment Pipeline; a meeting has been scheduled with Don Mercer to discuss the specifics of the program.</p> <p>Joey Anderson CSCCA provide contact list during the meeting</p>

CSO/CSC to offer training opportunities to tribal members that would assist in meeting this goal.

Forward all CSO/CSC job openings to tribal contacts in Cowlitz and Clark counties.

Cowlitz tribe will provide training to CSO/CSCC as requested.

Comprehensive and timely response to requests for information.

A successful, effective and collaboratively run Tribal TANF program.

2.18.15 UPDATE:

Kelso CSO no longer has an employee housed at the tribal clinic due to space issues at the clinic. This can be addressed at a later date if the need arises to have a CSO employee housed at the tribal clinic.

Designated employees available to contact for questions are:

Kelso CSO Debbie Thompson
Debbie.thompson@dshs.wa.gov
360-501-2442

Columbia River CSO – Spring Benson
Spring.benson@dshs.wa.gov
360-397-9632

Stevenson Branch Office – Sharon Lattanzi
Sharon.lattanzi@dshs.wa.gov
509-427-0724

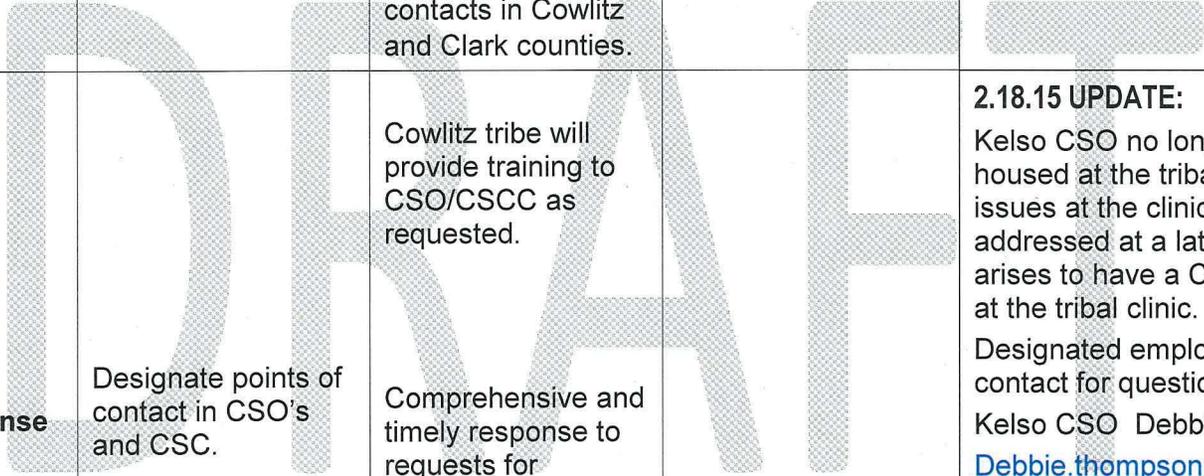
Customer Service Contact Center
Child Care – Londi Colton
Londi.colton@dshs.wa.gov

Provide a timely and comprehensive response to tribal requests for information.

Designate points of contact in CSO's and CSC.

Provide support for Cowlitz Tribe proposal to operate a Tribal TANF program.

Enter in to an operational agreement.



				360-565-2186 General Changes – Joey Anderson Joey.anderson@dshs.wa.gov 360-397-9625

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