

Policy 7.01 Implementation Plan/Progress Report

2016/2017 Time Frame

The Shoalwater Bay Indian Nation and the Aberdeen and South Bend Community Service Office

Implementation Plan

Progress Report

Goals/Objectives

Activities

Expected Outcome

Lead Staff and Target Date

1) Prepare and disseminate pertinent statistics for Shoalwater Bay Indian Nation members served locally and statewide and other relevant and requested data.

Aberdeen and Shelton Community Service Office staff will code in the ACES eligibility system Tribal affiliation coding when American Indian clients apply for benefits and/or at the time of their eligibility reviews

To coordinate appropriate service delivery, case management and appropriate referrals

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CSOA: John O'Lague:533-9777
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The following are the number of Shoalwater Bay Tribal members coded in ACES for services received locally:

Program	2014	2015
Basic Food	21	19
Medical	39	42
DL/ABD Program	0	0
TANF	7	2

Statewide numbers are below:
(members)

Program	2014	2015
Basic Food	26	19
Medical	43	43
ABD/MCS	0	0
TANF	7	2

(The above numbers may not be complete due to self-declaration and coding errors. Also please note the 60-month time limit and means testing did have an effect on TANF.)

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Kathirine Horne,
Social Services
Director,
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Shoalwater Bay
Tribe

Goals and Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Progress
<p>2) Identify needs of Shoalwater Bay Tribal Members as they relate to current programs that the CSO offers.</p>	<p>Work with the Tribe to determine gaps in services and to ensure that members are seeking and receiving all necessary benefits.</p>	<p>Improved service delivery to Tribal members;</p>	<p>CSOA: John O'Lague; Social Service Supervisor: Dennis Trudeau;</p> <p>Renee Rood: WF Supervisor;</p> <p>Sally Potter Financial Supervisor</p>	<p>We want to establish good communication lines to better assist in providing service and minimize any gaps for the tribal members</p> <p>Kathirine Horne-Social Services Director is the contact person to see if any tribal parents nearing the 60 month time limits might qualify for an extension. This would mainly be regarding those who are addressing Family Violence or those who are working with Children's Administration to resolve child welfare that involves any child in dependency for the first time.</p> <p>Jennie Niemczek-360-875-4229 email niemcjm@dshs.wa.gov is the Work Frist Program Specialist for South Bend. She manages a majority of the Work First cases and Joyce Prior. Social Worker, 360-875-4216 email priorjf@dshs.wa.gov continues to manage those in long term medical and in the Pregnancy to Employment pathway. They have been informed of this agreement and will contact Kathirine Horne-Social Services Director if any tribal parents near the 60 month limit.</p>

Goals and Objectives	Activities	Expected Outcomes	Lead staff and target date	Progress
<p>3) Train CSO staff on major principles of federal Indian law.</p>	<p>Present regular training to CSO staff on the major principles of Federal Indian Law;</p> <p>Encourage CSO staff to attend 7.01 training in the Fall</p>	<p>Increased knowledge of the principles of Federal Indian Law creating a better understanding for individual staff as they serve Shoalwater Tribal Members</p>	<p>John O'Lague-Administrator 360-533-9777</p>	<p>We plan to send several staff to the Governor's Office Government-to-Government training and 7.01 training this summer or Fall.</p>
<p>4) Ensure communication with tribal governments, landless tribes, and off reservation American Indian organizations for information sharing, consultation, joint planning, and problem solving;</p>	<p>Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated;</p> <p>Home visits;</p>	<p>Good working Tribal/CSO relationship to improve service delivery to Tribal members</p> <p>Home Visits related to potential sanctions and WorkFirst participation</p>	<p>John O'Lague-Administrator 360-533-9777</p>	<p>The CSO electronically transmits updated phone contact lists as necessary for the South Bend.</p> <p>If any home visits are scheduled for parents living on Shoalwater Bay Tribal Land, Kathirine Horne-Social Service Director will need to be notified of the date, place, and time of the home visit so they are aware of the staff being there.</p>

Goals and Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Progress
	<p>Review of commodities;</p> <p>Recruitment information is shared with the tribes</p> <p>Statewide Customer Service Contact Center (CSCC) will share updates and direct contact information with the tribe</p>	<p>Monthly review commodities against Basic Food to determine potential duplicates services;</p> <p>Improved service delivery to Tribal members</p> <p>Improve service delivery to Tribal members</p>	<p>John O'Lague-Administrator 533-9777</p> <p>Joey Anderson, Administrator 360-397-9625 Ron Thomas, Administrator 360-584-3150</p>	<p>A joint review of the commodities list is conducted to ensure accurate food benefits are provided. This list is also shared with the Long Beach and Aberdeen staff as they do intakes by phone.</p> <p>We will share job openings as they come up at the South Bend/Aberdeen offices.</p> <p>Statewide Customer Service Contact Center will share updates and direct contact information yearly and as changes occur.</p> <div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div data-bbox="1495 1198 1703 1317">  <p>Statewide CSD Contact Center - Trib</p> </div> <div data-bbox="1776 1198 1961 1317">  <p>CSCC brochure 22-1628-letter.pdf</p> </div> </div>

Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
Shared contact list to improve communication and improve service delivery to Tribal Members	Dec 2015	CSO shared local office phone list to share as contact points.
If home visits were scheduled for parents living on Shoalwater Bay Tribal land, Kathirine was contacted so that they were aware of our staff being there.	Dec 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	Dec 2015	Commodities list is shared with CSO staff on an ongoing basis.