

**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, 2013 to June 30, 2014**

**“DRAFT”**

Implementation Plan				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status Update
<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>Identify outstanding issues/gaps in service and our working relationship. Develop plans which can be implemented, monitored and evaluated.</p> <p>Work with tribes to determine the need for local Tribal-State agreements, protocols, MOU's or processes. Develop implementation plans.</p>	<p>Regular and ongoing discussions to review current agreements, and strategize new ones.</p> <p>Share DSHS program and policy changes with tribe.</p> <p>Offer those CSO/CSC training opportunities to tribal members that would assist in meeting this goal.</p> <p>Forward all CSO/CSC job openings to tribal contacts in Cowlitz</p>	<p>Cowlitz Tribe – Lori Morris</p> <p>CSOA's/CSCA Ongoing</p> <p>Kelso CSO – Mike Johnson</p> <p>Columbia River CSO – Kristine Hammond</p> <p>Customer Service Contact Center - Joey Anderson</p>	<p>Clear communication lines are in place and work well, via telephone calls, e-mail and faxes.</p> <p>Communication between CSO/CSC and tribe is frequent and ongoing. Issues are resolved quickly and in agreement.</p> <p><b>UPDATE:</b> <b>7.01 Meeting held on February 13, 2014.</b></p> <ul style="list-style-type: none"> <li>• <b>Communication between tribe and CSO/CSC working well.</b></li> <li>• <b>Reviewed implementation of ACA.</b></li> <li>• <b>FQHC worker on site.</b></li> </ul>

		and Clark counties.		
Provide a timely and comprehensive response to tribal requests for information.	Designate points of contact in CSO's and CSC.	Comprehensive and timely response to requests for information.	Kelso CSO – Karma Hendrickson Columbia River CSO – Tawnee Gimlin Customer Service Contact Center: Child Care – Londi Colton General Changes – Joey Anderson	Kelso CSO FQHC position is available to respond to all requests for eligibility information. She is housed at the new tribal clinic.
Provide support for Cowlitz Tribe proposal to operate a Tribal TANF program.	Enter in to an operational agreement.	A successful, effective and collaboratively run Tribal TANF program.	CSCA's/CSCA	