

Updated: March 4, 2026

DSHS Administrative Policy 7.01 Plan and Progress Report

Draft Plan

Timeframe: July 1, 2026 to June 30, 2027

Final Plan

Administration: Economic Services Administration (ESA)

Division: Community Services Division (CSD)

Region/Office: R3/Port Angeles CSO Tribe: Makah Tribe

Status	Yes	No
Met with Tribe?		X
Tribe provided input?		X
Tribal approval?		X

Meeting Date: 4/9/2025

Implementation Plan

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(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year Starting Last July 1																		
<p>1. Prepare and disseminate pertinent statistics on Makah Tribe members who receive and access CSD services.</p>	<p>A. The Community Services Division (CSD) will provide statistics on Makah Tribe members receiving assistance through CSD programs.</p>	<p>The Tribe will be informed about their members' utilization of CSD services.</p>	<p><u>Makah Tribe</u> Lisa Halttunen Crysandra Sones</p> <p><u>CSD</u> Ezekiel Hill Terrence McCall</p> <p><u>Target Date</u> Quarterly</p>	<p>The number of Makah Tribe households receiving benefits through Port Angeles and Forks offices:</p> <p>January 2026</p> <table border="1"> <thead> <tr> <th>Program</th> <th>CSO</th> <th>State</th> </tr> </thead> <tbody> <tr> <td>SNAP</td> <td>276</td> <td>433</td> </tr> <tr> <td>Medical</td> <td>71</td> <td>101</td> </tr> <tr> <td>TANF</td> <td>27</td> <td>44</td> </tr> <tr> <td>ABD</td> <td>7</td> <td>19</td> </tr> <tr> <td>HEN</td> <td>1</td> <td>4</td> </tr> </tbody> </table> <p><i>(PT has only 4 SNAP and 3 medical recipients – individuals)</i> <i>*The above numbers represent a point-in-time count for one month and may not be complete due to self-declaration and coding errors.</i></p>	Program	CSO	State	SNAP	276	433	Medical	71	101	TANF	27	44	ABD	7	19	HEN	1	4
Program	CSO	State																				
SNAP	276	433																				
Medical	71	101																				
TANF	27	44																				
ABD	7	19																				
HEN	1	4																				
	<p>B. The Port Angeles CSO will provide information regarding Makah Tribal members who receive CSD programs and services utilizing eJAS and Barcode reports.</p>	<p>The Makah Tribe will be aware of services their members receive and have the ability to offer support to those members.</p>	<p><u>Makah Tribe</u> Maiya Buzzell Lisa Halttunen</p> <p><u>CSD</u> Ezekiel Hill Terrence McCall</p>	<p>March 2026: A Benefit Verification System (BVS) Data Share Agreement is in place with the Makah Tribe and is valid through 12/31/2027.</p>																		

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			<u>Target Date</u> As Requested	
2. The Makah Tribe and the Port Angeles CSO will work together to determine the need for negotiating and/or implementing local Tribal-State agreements, protocols, working agreements, or processes.	<p>A. Identify the needs of Makah Tribe members and communities and whether current programs and policies meet these needs. Hold meetings as needed for improved partnership, collaboration and coordination of service.</p>	Enhanced service coordination, collaboration and customer service. Service gaps, or other issues, identified and addressed.	<u>Makah Tribe</u> Lisa Halttunen Cryandra Sones <u>CSD</u> Ezekiel Hill Terrence McCall Christi McLane Freda Cogger <u>OIP</u> Brenda Francis-Thomas <u>Target Date</u> Annually/As Requested	<p>March 2026: A 7.01 meeting was last held with the tribe on 4/9/2025.</p> <p>At the January 2026 Tribal General Welfare meeting, the Makah Tribe expressed interest in establishing a Tribal TANF program and provided contact for Makah Council Member, Brook Sawyer (brook.sawyer@makah.com). CSD HQ and Region 3 leadership met with the Makah Tribe (Brook Sawyer and Lisa Halttunen) regarding Tribal TANF on 2/24/2026.</p>
	<p>B. The Port Angeles CSO will continue to support enhanced service delivery at the Makah Tribe through</p>	Greater access for Makah Tribal members to CSD programs and services.	<u>Makah Tribe</u> Lisa Halttunen Maiya Buzzell <u>CSD</u>	<p>March 2026: The PBS/Tribal Outstation Specialist provides in person services to Makah Tribe. Outstation services are provided at the Makah Tribe 2-3 days per month as needed. The CSO will</p>

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	outreach, providing on-site eligibility/EBT services for CSD programs to Tribe members.		Ezekiel Hill Terrence McCall <u>Target Date</u> Monthly	continue to notify Makah Tribe staff when there is any change in the outstation schedule.
	C. Review and update the Outstation Working Agreement between the Makah Tribe and the Port Angeles CSO.	Identify roles and responsibilities of Makah Tribe representatives and Port Angeles CSO representatives.	<u>Makah Tribe</u> Lisa Halttunen <u>CSD</u> Ezekiel Hill Christi McLane <u>OIP</u> Brenda Francis-Thomas <u>Target Date</u> Annually/As needed	March 2026: CSD sent a draft Outstation Working Agreement to the Tribe for review and approval on 10/11/2023 and again on 5/22/2024. The agreement has not been signed and is set to expire on 10/5/2026.
	D. The PBS Tribal Outstation Specialist will work in partnership with the assigned WorkFirst Social Service Specialist to try to reengage	Re-engagement of Makah Tribe WorkFirst program participants into program activities.	<u>Makah Tribe</u> Lisa Halttunen Maiya Buzzell <u>CSD</u> Ezekiel Hill	March 2026: The CSO will continue to communicate on an as needed basis regarding WorkFirst client re-engagement.

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	WorkFirst clients who may be at risk of sanction.		Kristin Lawrence <u>Target Date</u> As Needed	
	E. The PBS/Tribal Outstation Specialist will work with Makah Tribe Indian Child Welfare (ICW) staff to assist members to access CSD services.	Enhanced coordination of services, cooperation and partnership between the Makah Tribe and CSD staff. Families working with ICW have increased access to CSD programs and services.	<u>Makah Tribe</u> Crysandra Sones Cheryl Clark <u>CSD</u> Ezekiel Hill Terrence McCall Kristin Lawrence <u>Target Date</u> As Needed	March 2026: The CSO will continue to communicate with the ICW staff as needed.
	F. The Makah Tribe and CSD will explore technology options for improved client/service access, such as Washington Connection or any other system	Improved ability of Makah Tribal staff to assist tribal members by looking up information on status of applications/benefits.	<u>Makah Tribe</u> Lisa Halttunen Makah Tribe IT Dept <u>CSD</u> Ezekiel Hill Christi McLane	March 2026: The Tribe is no longer interested in being a Washington Connection assister at this time.

Updated: March 4, 2026 <input checked="" type="checkbox"/> Draft Plan <input type="checkbox"/> Final Plan	DSHS Administrative Policy 7.01 Plan and Progress Report		Status	Yes	No
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	options.		Freda Cogger <u>Target Date</u> As needed	
	G. Assist the Makah Tribe with retaining access to the Benefit Verification System (BVS) and ensuring a BVS Data Share Agreement (DSA) remains in place.	Makah Tribe staff will have the ability to review information about Tribal members receiving CSD services.	<u>Makah Tribe</u> Lisa Halttunen <u>CSD</u> Ezekiel Hill Freda Cogger <u>OIP</u> Brenda Francis-Thomas <u>Target Date</u> As needed	March 2026: The Makah Tribe has access to the Benefit Verification System (BVS). BVS system access and the associated DSA is valid through 12/31/2027.
3. Take action to recruit/hire American Indian/Alaska Native applicants to meet DSHS objectives for a diverse workforce.	A. Review hiring processes that affirm and value a diverse workforce.	More robust representation of all communities in staffing at the Port Angeles CSO.	<u>Makah Tribe</u> Lisa Halttunen Crysandra Sones <u>CSD</u> Ezekiel Hill	March 2026: The Port Angeles CSO will continue to invite tribal representatives and/or OIP to participate in the hiring of key positions as well as sharing information about open positions. Interviews

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	B. Invite Makah Tribe representatives to participate in hiring panels for key positions.		<u>OIP</u> Brenda Francis-Thomas <u>Target Date</u> As needed	include a question to candidates about their understanding of tribal sovereignty.
4. Ensure communication with the Makah Tribe for information sharing, joint planning, and problem-solving.	A. Meet annually for AP 7.01 planning and as needed to discuss relevant issues related to services offered by CSD.	Continued communication, relationship building and partnership between the Makah Tribe and Port Angeles CSO and Forks outstation. Program needs and concerns of Makah Tribe member clients will be identified and addressed.	<u>Makah Tribe</u> Lisa Halttunen Crysandra Sones <u>CSD</u> Ezekiel Hill Terrence McCall Eddie Rodriguez Kristine Hammond <u>OIP</u> Brenda Francis-Thomas <u>Target Date</u> Annually	March 2026: The Makah Tribe and CSD last met for an annual AP 7.01 planning meeting on April 9, 2025.

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	B. Statewide Customer Service Contact Center (CSCC) Administrator will share updates and direct contact information.	Makah Tribe staff will have direct phone numbers to report issues.	<p><u>Makah Tribe</u> Lisa Halttunen Crysandra Sones</p> <p><u>CSD</u> Ron Thomas Danie Goodrich Rachel Seidel</p> <p><u>Target Date</u> Annually</p>	An updated CSCC contact list will be provided at each 7.01 meeting.
	C. Requests for CSD Mobile CSO (MCSO) and Region 3 Mobile Outreach (MOR) Trucks may be made when regular CSD services are interrupted due to a disaster, emergent situation, and for events and activities upon request.	Ensure Makah Tribe members have access to CSD assistance programs through the Mobile CSO and MOR.	<p><u>Makah Tribe</u> Lisa Halttunen Crysandra Sones</p> <p><u>CSD</u> Christi McLane Felicia Talbott</p> <p><u>Target Date</u> As needed</p>	<p>March 2026: Staff attended Makah Days and the Tribal Journey in 2025.</p> <p>Region 3 has 2 Mobile Outreach Trucks (MOR). The large Mobile CSO truck and its team has been consolidated under Christi McLane for mobile outreach.</p> <p>Requests for event coverage can be submitted through the online form: Mobile Community Services Office</p>

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	D. Tribal events and activities will be shared with the Port Angeles and Forks staff by the Makah Tribe.	CSO staff are informed about events, activities and have a greater understanding of tribal culture.	<p><u>Makah Tribe</u> Lisa Halttunen Crysandra Sones</p> <p><u>CSD</u> Ezekiel Hill Terrence McCall Kristin Lawrence</p> <p><u>OIP</u> Brenda Francis-Thomas</p> <p><u>Target Date</u> Weekly</p>	March 2026: PBS/Tribal Outstation will share events as information is shared by the Tribe.
	E. Provide the Makah Tribe with any available tribal-designated program contacts regarding additional tribal funding opportunities related to Social Services.	Assist the Tribe with securing additional funding that provides more services to their tribal members.	<p><u>Makah Tribe</u> Crysandra Sones</p> <p><u>CSD</u> Freda Cogger</p> <p><u>OIP</u> Brenda Francis-Thomas</p>	March 2026: Funding opportunities are shared as CSD is made aware of them.

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	F. CSD will provide an overview of programs, and share program and policy changes with Makah Tribe staff.	Increased knowledge of CSD programs for Makah Tribe staff to assist Tribal members in applying for those programs.	<u>Makah Tribe</u> Lisa Halttunen Crysandra Sones <u>CSD</u> Ezekiel Hill Felicia Talbott Christi McLane Tiffany Haden <u>Target Date</u> As requested	March 2026: There are no new training requests for 2026-2027.
	G. Port Angeles and Forks staff will attend AP 7.01 and/or Government to Government training as appropriate for their position.	Ensure CSO staff are familiar with tribal culture, tribal authority and operate in a manner that respects the government to	<u>Makah Tribe</u> Lisa Halttunen Crysandra Sones <u>CSD</u> Ezekiel Hill Eddie Rodriguez Kristine Hammond	March 2026: Administrative Policy 7.01 trainings are offered several times per month by OIP. Region 3 requires all management positions and Tribal Outstation positions to complete Government to Government training.

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		government relationship.	<u>OIP</u> Brenda Francis-Thomas <u>Target Date</u> As needed as new staff are hired.	
	H. Invite tribal representatives to attend WorkFirst Local Planning Area (LPA) meetings and other appropriate forums.	Enhanced community awareness and leveraged resources. WorkFirst local planning efforts and service plans reflect the entire community, including the needs and perspectives of tribal members.	<u>Makah Tribe</u> Lisa Halttunen Crysandra Sones <u>CSD</u> Ezekiel Hill <u>Target Date</u> Monthly	March 2026: Monthly WorkFirst LPA meetings are held the 3rd Tuesday of each month. Makah Tribe representatives are invited to attend. Meetings will be held virtually.

Completed/Tabled Items

Date/Status	Goal/Activity
Dec 2023 COMPLETED	Goal 3, Activity G - CSD will provide an overview of programs, and share program and policy changes with Makah Tribe staff. Completed 2023 Presentation Requests: CSD Program Overview (10/30/23), Washington Connections (9/18/23), SSI Facilitation (10/30/23) and BFET (12/05/23).
Sep 2023 COMPLETED	Goal 2, Activity F - The Makah Tribe and CSD will explore technology options for improved client/service access, such as Washington Connections or any other system options. CSD provided a Washington Connections overview on 9/18/2023. The Makah Tribe is no longer participating as a WACONN Assister.
April 2023 TABLED	Goal 2, Activity C - 1. Explore ACES access for Makah Tribal staff for verification purposes. UPDATE: CSD HQ shared that ACES access cannot be provide unless the Tribe has a Tribal TANF program.
Dec 2017 COMPLETED	Goal 2, Activity B – The Tribe and local DSHS Community Service Division (CSD) partners will explore technology options for improved client/service access, e.g. Washington Connection. Washington Connection WebEx training with R3 Access Consultant held.
May 2017 COMPLETED	Goal 3, Activity C -- All DSHS PA/Forks CSD staff will attend continuous/on-going government-to- government training, with priority given to new CSO hires. All Port Angeles, Forks CSO staff attended G2G training in 2017.
Mar 2017 COMPLETED	Goal 2, Activity D – Coordinate and develop hiring processes that affirm value of diverse workforce. Tribal Liaison and OIP Regional Manager participated on 2017 Forks WorkFirst Supervisor, Port Angeles Financial Service Specialist (2);and PA Office Manager hiring panels.
Mar 2015 COMPLETED	Goal 3, Activity A – Schedule and hold meetings to improve coordination and communication. Tribal Liaison, WorkFirst/Social Service Supervisor, Administrator, frontline and regional staff traveled to Neah Bay and held open house for TANF clients to meet the staff they work with and review the TANF program. Create flyer for Neah Bay clients explaining different ways they can participate to meet WorkFirst requirements. We specifically want to ensure our clients know how to report non-job search activities, such as volunteering. Tribal staff would like to hold an in person meeting to review the process of doing home visits for Neah Bay clients.
Mar 2015 TABLED	Goal 3, Activity B – Plan, develop, and implement DSHS overview training programs.*TABLED 2016; ACTIVE GOAL 2017, 2018* In May 2015, another mini HUB was held in Forks. CSO staff will contact Lisa Halttunen to work on possible transportation to and from Neah Bay. UPDATE: There was a request from the Tribal Staff that there be a mini-HUB held in Neah Bay or that the Neah Bay clients could attend the one held in Forks via video conferencing (2016).
2014 COMPLETED	Goal 2, Activity A An ongoing exception to policy was granted for all TANF clients living in Neah Bay that the mandatory WorkFirst orientation that had to be done in person at the Forks or Port Angeles CSO, may now be done by phone. An exception was also made that TANF clients living in remote areas can now do the CE (Comprehensive Evaluation) by phone.
Oct 2014 COMPLETED	Goal 3, Activity A Lisa Halttunen, Cynthia Castaneda met with Patty Busse, Patti Hicklin and Diane Mitchell on 10/24/15. Lisa and Cynthia shared with us the hardship our clients were having getting to Port Angeles to work with Work Source. Provided Mimi Reeves, Work Source Administrator's contact information mreeves@esd.wa.gov 360-538- 2347. Patty also emailed Mimi to set up introduction to the tribe.
Apr 2014 COMPLETED	Goal 3, Activity- Schedule & hold meetings to improve coordination and communication. On 4/25/14, the LPA held a conference hosted by the Jamestown Tribe with guest speaker: Dr. Donna Beegle - Communication Across Barriers. Tribal staff were invited.

Feb 2014 COMPLETED	Goal 3, Activity- Schedule & hold meetings to improve coordination and communication On 2/11/14, DSHS held a Lean Training Seminar. Tribal staff were invited.
Jan 2014 COMPLETED	Goal 3, Activity- Improvement of ADATSA referral process for Makah Tribal Citizens. As of 1/1/14, Diane/DSHS is no longer able to process ADATSA applications. Beginning 10/1/13, clients need to apply at: www.healthplanfinder.org .
2013 COMPLETED	Goal 1, Activity- Update agreement w/Makah for the location of the Neah Bay outstation.DSHS and Tribal staff collaborated in finding a new office for DSHS financial worker, Mardell McGimpsey which is located at the Sophie Trettevick Indian Health Clinic.
2013 COMPLETED	Goal 2, Activity- Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated. Patty was able to get an Exception to Policy so that Mardell is able to authorize and issue EBT cards to Neah Bay clients. This way they won't have to travel to Forks or Port Angeles or wait up to 10 days for it to be mailed to them.
2013 COMPLETED	Goal 3, Activity-Schedule & hold meetings to improve coordination and communication. Diane attended the College Career Fair on 5/14/13 and the senior fair on 9/13/13.
Nov 2012 COMPLETED	Goal 2, Activity- Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated. Diane provided information on the CHIPRA (Children's Health Insurance Program Reauthorization Act). Grant on 11/1/12. UPDATE: Per email from Cynthia Castaneda on 9/26/13, Makah will be receiving the grant.
May 2008 COMPLETED	Goal 3, Activity A With the agreement of the Tribe, we have been able to expand the services of the Tribal Liaison. Ms. Mitchell continues to complete applications for assistance. This position will continue to be fully utilized at the service of the tribes.

Contact Information

DSHS Contacts	Makah Tribe Contacts
<p>Ezekiel Hill, Administrator Port Angeles CSO/Forks Outstation Ezekiel.hill@dshs.wa.gov 360-912-8022</p>	<p>Lisa Halttunen, Education & Training Director Lisa.halttunen@makah.com 360-645-3280</p>
<p>Kristine Hammond, Deputy Regional Administrator Region 3 Headquarters, Region 3 Tribal Liaison kristine.hammond@dshs.wa.gov 360-587-3149</p>	<p>Crysandra Sones Social Service Director Crysandra.Sones@makah.com 360-645-3270</p>
<p>Brenda Francis-Thomas, Regional Manager Office of Indian Policy (OIP) Brenda.francis-thomas@dshs.wa.gov 360-584-3338</p>	<p>Maureen Woods Elders Program Manager Maureen.Woods@makah.com 360-645-2796</p>
<p>Terrence McCall, PBS Supervisor Port Angeles CSO Terrence.mccall@dshs.wa.gov 360-912-8028</p>	<p>Maiya Buzzell General Assistance Case Manager Maiya.Buzzell@makah.com 360-645-3262</p>
<p>Kristin Lawrence, PBS2/Tribal Outstation Specialist Port Angeles CSO Kristin.Lawrence@dshs.wa.gov 360-9285419</p>	<p>Cheryl Clark Lead Caseworker (ICW) Cheryl.Clark@makah.com 360-645-3251</p>
<p>TBD, South Sound Administrator Customer Service Contact Center (CSCC)</p>	
<p>Danie Goodrich, Central Sound Administrator Customer Service Contact Center (CSCC) Danielle.goodrich@dshs.wa.gov 253-343-4839</p>	
<p>Rachel Seidel, South West Administrator Customer Service Contact Center (CSCC) Rachel.seidel2@dshs.wa.gov 360-764-0162</p>	

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