

Updated: 3/23/2026

DSHS Administrative Policy 7.01 Plan and Progress Report

Draft Plan

Final Plan

Timeframe: July 1, 2026 to June 30, 2027

Administration: Economic Services Administration (ESA)

Division: Community Services Division (CSD)

Region/Office: R3/Olympia CSO Tribe: Nisqually Tribe

Meeting Date: 3/23/2026

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

Implementation Plan

Progress Report

(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update Since the Last 7.01 Meeting																		
<p>1. Prepare and disseminate pertinent statistics on Nisqually Tribe members who receive and access CSD services.</p>	<p>A. The Community Services Division (CSD) will provide statistics on Nisqually Tribe members receiving assistance through CSD programs.</p> <p>B. The Community Services Division (CSD) will provide statistics on Nisqually Tribe members receiving CSD services through the outstation.</p>	<p>The Tribe will be informed about their member's utilization of CSD services.</p>	<p><u>Nisqually Tribe</u> Lisa Wells Lorna Kalama</p> <p><u>CSD</u> Jason Reed</p> <p><u>Target Date</u> Annually</p>	<p>The number of Nisqually tribal households receiving benefits through the Olympia Community Services Office (CSO):</p> <p>February 2026</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Program</th> <th style="width: 20%;">CSO</th> <th style="width: 20%;">State</th> </tr> </thead> <tbody> <tr> <td>SNAP</td> <td style="text-align: center;">23</td> <td style="text-align: center;">45</td> </tr> <tr> <td>Medical</td> <td style="text-align: center;">2</td> <td style="text-align: center;">9</td> </tr> <tr> <td>TANF</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> </tr> <tr> <td>ABD</td> <td style="text-align: center;">0</td> <td style="text-align: center;">3</td> </tr> <tr> <td>HEN</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> </tbody> </table> <p><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> <p>March 2026: Beginning in 2026, the Tribe would like to see data for individuals served through the outstation.</p>	Program	CSO	State	SNAP	23	45	Medical	2	9	TANF	2	3	ABD	0	3	HEN	0	0
Program	CSO	State																				
SNAP	23	45																				
Medical	2	9																				
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<p>2. The Nisqually Tribe and the Olympia CSO will work together to determine the need for negotiating and/or implementing local Tribal-</p>	<p>A. Identify needs of Nisqually Tribe members & communities and</p>	<p>Enhanced service coordination and customer service. Service gaps or other</p>	<p><u>Nisqually Tribe</u> Lisa Wells Marie McDonald Lorna Kalama</p>	<p>March 2026: No additional requests have been made for the 2026-2027 plan year at this time.</p>																		

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State agreements, protocols, working agreements, or processes.	whether current programs and policies meet these needs.	issues are identified and addressed.	<p><u>CSD</u> Jason Reed Freda Cogger Eddie Rodriguez Kristine Hammond</p> <p>ESA Liz Greil</p> <p><u>OIP</u> Heather Hoyle</p> <p><u>Target Date</u> Annually/As needed</p>	<p>The Olympia CSO will continue to attend the Pulling Together for Success Community Resource Gathering events quarterly. The CSO is available to attend the annual Health Fair upon invitation.</p> <p>The Nisqually Tribe will be hosting the Canoe Journey this year from July 31-August 6 and is requesting volunteers. The CSO will ensure staff are aware of this opportunity. The opportunity will help build on cultural awareness for CSD staff.</p>
	B. Review and update the Outstation Working Agreement between the Nisqually Tribe and the Olympia CSO.	Identify roles and responsibilities of the Nisqually Tribe and the representative from the Olympia CSO.	<p><u>Nisqually Tribe</u> Lisa Wells Christine Curtis</p> <p><u>CSD</u> Jason Reed Christi McLane</p> <p><u>Target Date</u> Annually/As needed</p>	<p>March 2026: An Outstation Agreement is in place and valid through 10/31/2028. The current agreement indicates the Tribal Outstation Specialist will be on site two days per week.</p>

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3. Ensure communication with the Nisqually 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 Nisqually Tribe and the Olympia CSO.	<u>Nisqually Tribe</u> Marie McDonald Lorna Kalama Lisa Wells <u>OIP</u> Heather Hoyle <u>CSD</u> Jason Reed Eddie Rodriguez Kristine Hammond <u>Target Date</u> Annually	March 2026: A 7.01 planning meeting was held on 3/23/2026. The Nisqually Tribe agreed that meeting annually or as requested for 7.01 planning is appropriate for their current needs.
	B. Statewide Customer Service Contact Center (CSCC) Administrator will share updates and	The Nisqually Tribe staff will be informed of statewide contact center call volumes and will have direct	<u>Nisqually Tribe</u> Lorna Kalama <u>CSD</u> Rachel Seidel	March 2026: An updated CSCC contact list was provided at the 7.01 meeting.

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	direct contact information.	phone numbers to report issues.	<u>Target Date</u> Annually	
	C. Requests for CSD Mobile CSO or Mobile Outreach Trucks (MOR) may be made for events or when regular CSD Services are interrupted due to a disaster or an emergent situation.	Work with CSD to ensure the Nisqually Tribe members have access to CSD assistance programs through the Mobile CSO following a disaster or emergent situation.	<u>Nisqually Tribe</u> Lorna Kalama Lisa Wells <u>CSD</u> Christi McLane <u>Target Date</u> As needed	March 2026: 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. These trucks are used for outreach services, events and in disaster situations. Christi McLane will be the contact person for scheduling.
	D. The Olympia CSO staff and CSD HQ Program staff, including BFET, Mobile CSO and Mobile Outreach (MOR) staff will attend Tribal events and activities when invited by the Nisqually Tribe as schedules allow.	Tribal members will have access to apply for CSD programs during the Tribal event.	<u>Nisqually Tribe</u> Lorna Kalama <u>CSD</u> Jason Reed Christi McLane Felicia Talbott <u>Target Date</u> As needed	March 2026: DSHS staff representing BFET, the Mobile CSO, and Mobile Outreach are available to attend tribal events and activities to share information about CSD services with tribal members. Requests for event coverage can be submitted through the online form: Mobile Community Services Office The Mobile Outreach team attended the Health Fair in 2025.

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	E. CSD will provide an overview of programs, and share program and policy changes, to Nisqually Tribe staff.	Increased knowledge of CSD programs for Nisqually Tribe staff to assist Tribal members in applying for those programs.	<u>Nisqually Tribe</u> Lorna Kalama <u>CSD</u> Jason Reed <u>Target Date</u> As requested	March 2026: The Nisqually Tribe was provided with a list of available trainings/presentations for the 2026-2027 plan year. All trainings including BFET are available to schedule upon request by the Tribe.
	F. Olympia 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 government relationship.	<u>Nisqually Tribe</u> Lorna Kalama <u>CSD</u> Jason Reed <u>Kristine Hammond</u> <u>Eddie Rodriguez</u> <u>OIP</u> Heather Hoyle <u>Target Date</u>	March 2026: 7.01 Policy trainings are offered several times per month by OIP. Government-to-Government Relations training is required for all management positions and Tribal Outstation positions. 7.01 training is available to the Tribe upon request to OIP.

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			As needed as new staff are hired.	
4. 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. B. Invite Nisqually Tribe representatives to participate in hiring panels for key positions.	More robust representation of all communities in staffing at the Olympia CSO.	<u>Nisqually Tribe</u> Lorna Kalama <u>CSD</u> Jason Reed <u>OIP</u> Heather Hoyle <u>Target Date</u> As needed	The CSO will continue to invite the Tribe and/or OIP to participate in the hiring of key positions as well as sharing information about open positions. Interviews include a question to candidates about their understanding of tribal sovereignty.

Completed or Tabled Items

(Note: Per agreement, starting with the July 1, 2020 Plan, the previous 1 year of completed activities will be displayed in the plan.)

Date/Status	Goal/Activity
2/23/23 COMPLETED	<p>Goal #1 – 7.01 planning meeting held with the Nisqually Tribe.</p> <p>Annual 7.01 planning meeting was done virtually with the Nisqually Tribe. Participants included Marie McDonald, Tim Collins, Heather Hoyle, Mary Anderson, Eddie Rodriguez, Kristine Hammond, Brady Rossnagle, Ron Thomas, Javier Ruiz, Christi McLane, Felicia Talbot, Nguyen Nguyen, LuAnn Fetters, Brandy Sanchez and Jason Reed. Agreed to continue meeting annually in the future, with the ability to request additional meetings as needed.</p>

Contact Information

DSHS Contacts	Nisqually Tribe Contacts
<p>Jason Reed, Administrator Olympia Community Services Office (CSO) jason.reed@dshs.wa.gov 360-725-6622</p>	<p>Marie McDonald Nisqually Community Services Director McDonald.Marie@nisqually-nsn.gov 360-456-5221</p>
<p>Kristine Hammond, Deputy Regional Administrator Region 3 Headquarters, Regional Tribal Liaison kristine.hammond@dshs.wa.gov 360-587-3149</p>	<p>Lorna Kalama Nisqually TANF/SPIPA Site Manager Kalama.lorna@nisqually-nsn.gov 360-456-5221</p>
<p>Heather Hoyle, Regional Manager Office of Indian Policy heather.hoyle@dshs.wa.gov 360-522-6018</p>	<p>Lisa Wells Nisqually Tribal Health Clinic Business Manager Lisa.wells@nisquallyhealth.org 360-486-9599</p>
<p>Christi McLane, Mobile Outreach & Contracts Administrator Region 3 Headquarters Christi.mclane@dshs.wa.gov 253-389-0893</p>	<p>Natosha Rosado Nisqually Tribe Administrator Natosha.Rosado@nisqually-nsn.gov 360-456-5221</p>
<p>Rachel Seidel, Southwest Administrator Customer Service Contact Center (CSCC) rachel.seidel2@dshs.wa.gov 360-764-0162</p>	<p>Chris Curtis Position Email Phone</p>
<p>TBD, South Sound Administrator Customer Service Contact Center (CSCC) ronald.thomas@dshs.wa.gov 360-584-3150</p>	
<p>Mary Lou Torres, Public Benefits Specialist Supervisor Olympia Community Services Office (CSO) Mary-Lou.Torres@dshs.wa.gov 253-344-6370</p>	
<p>Brandy Sanchez, Public Benefits Specialist 3 – Outstation Specialist Olympia Community Services Office (CSO) brandy.sanchez2@dshs.wa.gov</p>	

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Liz Greil, Statewide Tribal Relations Administrator ESA Headquarters Elizabeth.Greil3@dshs.wa.gov 360-790-2904	