

Updated: 2/5/2026 <input type="checkbox"/> Draft Plan <input checked="" type="checkbox"/> Final Plan	DSHS Administrative Policy 7.01 Plan and Progress Report Timeframe: July 1, 2026 to June 30, 2027 Administration: Economic Services Administration (ESA) Division: Community Services Division (CSD) Region/Office: Region3/Aberdeen CSO Tribe: Quinault Indian Nation	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Status</td> <td style="padding: 5px;">Yes</td> <td style="padding: 5px;">No</td> </tr> <tr> <td style="padding: 5px;">Met with Tribe?</td> <td style="padding: 5px; text-align: center;">X</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Tribe provided input?</td> <td style="padding: 5px; text-align: center;">X</td> <td style="padding: 5px;"></td> </tr> <tr> <td style="padding: 5px;">Tribal approval?</td> <td style="padding: 5px; text-align: center;">X</td> <td style="padding: 5px;"></td> </tr> </table>	Status	Yes	No	Met with Tribe?	X		Tribe provided input?	X		Tribal approval?	X	
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1. Prepare and disseminate pertinent statistics on Quinault Indian Nation members who receive and access CSD services.	A. The Community Services Division (CSD) will provide statistics on Quinault Indian Nation members receiving assistance through CSD programs. B. The Community Services Division (CSD) will provide Quinault Indian Nation a list of Nation members receiving CSD services.	The Nation will be informed about their members' utilization of CSD services.	<u>Quinault Indian Nation</u> Mary Papp Denise Ross Debbie Martin Trisha Kautz <u>CSD</u> Melanie Chandler Kristine Hammond Eddie Rodriguez <u>Target Date</u> Monthly	The number of Quinault Indian Nation households receiving benefits through Aberdeen Community Services Office (CSO) and those residing in Grays Harbor and Jefferson Counties who receive benefits: December 2025: <table border="1" style="width:100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="padding: 2px 5px;">Program</th> <th style="padding: 2px 5px;">CSO</th> <th style="padding: 2px 5px;">County</th> <th style="padding: 2px 5px;">State</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px 5px;">SNAP</td> <td style="padding: 2px 5px; text-align: center;">335</td> <td style="padding: 2px 5px; text-align: center;">339</td> <td style="padding: 2px 5px; text-align: center;">574</td> </tr> <tr> <td style="padding: 2px 5px;">Medical</td> <td style="padding: 2px 5px; text-align: center;">86</td> <td style="padding: 2px 5px; text-align: center;">82</td> <td style="padding: 2px 5px; text-align: center;">145</td> </tr> <tr> <td style="padding: 2px 5px;">TANF</td> <td style="padding: 2px 5px; text-align: center;">13</td> <td style="padding: 2px 5px; text-align: center;">13</td> <td style="padding: 2px 5px; text-align: center;">34</td> </tr> <tr> <td style="padding: 2px 5px;">ABD</td> <td style="padding: 2px 5px; text-align: center;">20</td> <td style="padding: 2px 5px; text-align: center;">20</td> <td style="padding: 2px 5px; text-align: center;">34</td> </tr> <tr> <td style="padding: 2px 5px;">HEN</td> <td style="padding: 2px 5px; text-align: center;">1</td> <td style="padding: 2px 5px; text-align: center;">1</td> <td style="padding: 2px 5px; text-align: center;">1</td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 5px;"><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> February 2026: The Nation will continue to receive a monthly list of Quinault Indian Nation members who are receiving services from CSD. Lists will be provided containing names, but will not include programs they are receiving per instructions from CSD Risk Management.	Program	CSO	County	State	SNAP	335	339	574	Medical	86	82	145	TANF	13	13	34	ABD	20	20	34	HEN	1	1	1
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2. The Quinault Indian Nation and the Aberdeen CSO will work together to determine the need for negotiating and/or implementing local Tribal-State agreements, protocols, working agreements, or processes.	A. The Aberdeen CSO will provide a PBS/Tribal Outstation Specialist for on-site services at the QIN TANF and medical clinics in Taholah, Hoquiam, Roger Saux, Queets, Quinault Wellness Center, and at Quinault Community Health Aberdeen.	Greater access for Quinault Indian Nation members to CSD programs and services.	<u>Quinault Indian Nation</u> Mary Papp Denise Ross Jason Halstead <u>CSD</u> Melanie Chandler Kristine Hammond Eddie Rodriguez <u>OIP</u> Heather Hoyle <u>Target Date</u> Annually	February 2026: Kelisha has been attending all staff meetings with the Quinault Indian Nation, and the Nation is satisfied with her involvement.
	B. Expand availability of the Aberdeen CSO to the Quinault Indian Nation through use of a virtual lobby pilot program for remote locations.	Greater access for Quinault Indian Nation members to CSD programs and services.	<u>Quinault Indian Nation</u> Mary Papp <u>CSD</u> Melanie Chandler Freda Cogger Kristine Hammond Eddie Rodriguez	February 2026: In response to a request from the Quinault Nation, CSD is exploring virtual lobby options to increase access for tribal outstation locations. This initiative aims to reduce travel time to remote areas, allowing the outstation specialist to redirect commute time into direct member support. CSD is currently evaluating technology to identify the best platform for this virtual expansion.

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			<u>OIP</u> Heather Hoyle <u>Target Date</u> TBD	
	C. Review and update the Outstation Working Agreement between the Quinault Indian Nation and the Aberdeen CSO.	Identify roles and responsibilities of the Quinault Indian Nation and the Aberdeen CSO.	<u>Quinault Indian Nation</u> Mary Papp <u>CSD</u> Melanie Chandler Kristine Hammond Eddie Rodriguez Christi McLane <u>OIP</u> Heather Hoyle <u>Target Date</u> Annually/As needed	February 2026: An Outstation Working Agreement is in place and valid through 10/31/2028. CSD will look at amending the outstation agreement to include the virtual lobby pilot project.
	D. Review and update the Tribal TANF Operating Agreement (TTOA), Intergovernmental Agreement (IGA) and Data	A clear understanding of roles and responsibilities related to the administration of the Tribal TANF	<u>Quinault Indian Nation</u> Mary Papp Trisha Kautz <u>CSD</u>	February 2026: CSD and the Quinault Indian Nation have worked to update the TTOA, edits have been provided to ESA & CSD Tribal Relations for review and approval. Once approved, a copy will be sent back to the Nation for signature.

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	Share Agreement (DSA) between the Quinault Indian Nation and the Aberdeen CSO.	program and how to best serve our common clients.	Melanie Chandler Liz Greil Freda Cogger Kristine Hammond Eddie Rodriguez <u>DCS</u> Chris Franks <u>OIP</u> Heather Hoyle <u>Target Date</u> Annually	The IGA is valid through September 30, 2028. The DSA is valid through March 31, 2028. Freda Cogger will work with DCS to update the expiration date to align with the expiration of the IGA. The Quinault Indian Nation would like to align expiration dates if possible.
3. Ensure communication with the Quinault Indian Nation 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 Quinault Indian Nation and the Aberdeen CSO. Program needs and concerns of Quinault Indian Nation clients will	<u>Quinault Indian Nation</u> Mary Papp Trisha Kautz <u>OIP</u> Heather Hoyle <u>CSD</u> Melanie Chandler Kristine Hammond	February 2026: The Quinault Indian Nation and CSD met to review and update the 7.01 plan on February 5, 2026. Attendees for the Nation included Mary Papp.

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		be identified and addressed.	Eddie Rodriguez <u>Target Date</u> Annually	
	B The Aberdeen CSO will provide Quinault Indian Nation program brochures to Nation members seeking CSD services.	Quinault Indian Nation members will be informed about all available services.	<u>Quinault Indian Nation</u> Mary Papp <u>CSD</u> Melanie Chandler <u>Target Date</u> Monthly	February 2026: The Quinault Indian Nation will continue to supply the CSO with their program brochures as needed to share with Nation members seeking DSHS services so they are informed about all services available to them.
	C. Statewide Customer Service Contact Center (CSCC) Administrator will share updates and direct contact information.	The Quinault Indian Nation staff will have direct phone numbers to report issues.	<u>Quinault Indian Nation</u> Mary Papp Denise Ross <u>CSD</u> Rachel Seidel <u>Target Date</u> Annually/As requested	February 2026: An updated CSCC contact list will be provided at each 7.01 meeting.
	D. Requests for CSD Mobile CSO (MCSO) and Region 3 Mobile Outreach	Ensure Quinault Indian Nation members have access to CSD	<u>Quinault Indian Nation</u> Mary Papp Denise Ross	February 2026:

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	(MOR) Trucks may be made when regular CSD services are interrupted due to a disaster, emergent situation, and for events and activities upon request.	assistance programs through the Mobile CSO and MOR.	<u>CSD</u> Melissa Knox Christi McLane Melanie Chandler Felicia Talbott <u>Target Date</u> As requested	Region 3 has 2 Mobile Outreach Trucks (MOR). These trucks are used for outreach services, events and in disaster situations. Christi McLane is the contact person for scheduling MOR Trucks. CSD will attend both Health Fairs in 2026 and will work with the Nation to identify the specific dates needed. Requests for event coverage can be submitted through the online form: Mobile Community Services Office
	E. Tribal events and activities will be shared with the Aberdeen CSO staff via the Quinault Indian Nation newsletter/website. F. The Quinault Indian Nation is available to visit the CSO upon request to provide an overview of tribal programs.	CSO staff are informed about events and activities for a greater understanding of Tribal culture and traditions.	<u>Quinault Indian Nation</u> Mary Papp <u>CSD</u> Melanie Chandler <u>Target Date</u> Monthly	February 2026: The Quinault Indian Nation Newsletter the "Nugguam" is received each month and is shared with the CSO staff. Additionally, the newsletter is available via the Quinault Indian Nation website and this link is listed on the Aberdeen CSO Sharepoint site for staff. Aberdeen CSO staff attended Quinault Camp in 2025. Tribal SNAP EBT staff have been invited to visit the CSO for hands on experience with issuance.
	G. CSD will provide an overview of programs,	Increased knowledge of CSD programs and	<u>Quinault Indian Nation</u> Mary Papp	February 2026:

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	system changes and share program and policy updates with Quinault Indian Nation staff.	systems for Quinault Indian Nation staff to assist members in applying for those programs.	Trisha Kautz <u>CSD</u> Melanie Chandler Felicia Talbott Christi McLane <u>Target Date</u> Annually/As Requested	The Employment Pipeline program sunset in August 2025. No additional trainings have been requested for 2026-2027. <i>Quinault Indian Nation staff requested that policy changes be shared with them prior to the information going public whenever possible.</i>
	H. Aberdeen 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 government to government relationship.	<u>Quinault Indian Nation</u> Mary Papp <u>CSD</u> Melanie Chandler <u>OIP</u> Heather Hoyle <u>Target Date</u> As needed	February 2026: The Quinault Indian Nation and the Aberdeen CSO will seek to complete 7.01 training together in person at the Quinault Indian Nation's request. OIP will provide training at the request and convenience of the Quinault Indian Nation. 7.01 Protocol trainings are offered several times per month by OIP. Government-to-Government Relations training is required for all management positions and Tribal outstation positions.

Completed or Tabled Items

Date/Status	Goal/Activity
2012 TABLED	Discussion on the desire of by the Quinault Indian Nation to take on Basic Food and medical benefits for their members Request is not handled at the local level, the request will be forwarded to the appropriate entity.
2012 TABLED	Discussion on receiving changes after they happen and the effects they have on service delivery; requested follow up Request is not handled at the local level, the request will be forwarded to the appropriate entity
2013 COMPLETED	Work on the Data Share Agreement for the Roger Saux Clinic
2013 COMPLETED	The Nation was requesting ACES TIC screen access so delays do not occur providing benefits Quicker and more efficient access to services
2013 COMPLETED	Provide eligibility/ACES Training to members of the Quinault Indian Nation as needed/requested Quicker and more efficient services
2013 COMPLETED	Set up a joint meeting with DCS, Contact center and QIN TANF staff To resolve some Working Connections Childcare and QIN TANF Childcare issues
2013 COMPLETED	The Clinic would like to add one day visit per month to the Queets Medical center to Barb's schedule Better access for the Nation members living in Queets
2013 COMPLETED	Questions were raised by the QIN TANF Program as to why WorkFirst classes provided are not available for parents in their program Karen Klinger checked with Headquarters and the local College. Colleen Overton, GHC WorkFirst Coordinator, contacted Mary Papp to discuss
2013 COMPLETED	Check on FQHC workers computer slowdowns Karen Klinger discussed with local IT. Problem has been resolved with the server update that was done last year at the Tribal Center
2014 COMPLETED	The FSS/Tribal Liaisons role in the Aberdeen Community Services Office is to maintain a positive and productive relationship with the Quinault Indian Nation and to facilitate efficient and timely access and processing of benefits for Nation members. This position is currently vacant as previous incumbent retired.

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2014 TABLED	<p>The Nation would like us to explore the possibility of the FQHC staff person being trained in the WCCC (Childcare) program</p> <p>Check with Headquarters Update March 2023: Childcare is now administered by DCYF</p>
2015 COMPLETED	<p>QINTANF staff were invited to attend Motivational Training -</p> <p>There was 2-3 QINTANF staff that were able to attend the Motivational Training. Everyone appreciated it very much and it was a great training and networking opportunity.</p>
2015 COMPLETED	<p>Schedule WAConnections Training for Nation staff –</p> <p>Regional staff reached out to schedule training and it was not able to get scheduled. Update March 2023: Washington Connections Training delivered 2019</p>
2016 TABLED	<p>Provide Social Security Facilitation training for Nation staff members- Regional staff reached out to schedule training and it was not able to be scheduled.</p> <p>Update March 2023: Adding SSIF Training to list of requested trainings for 2023.</p>
2016 COMPLETED	<p>Nation staff expressed an interest in WA Connections training-</p> <p>Several Nation staff were able to attend a WAConnections presentation and found it helpful.</p>
2017 COMPLETED	<p>Ensure CSO staff has access to the 7.01 and Government to Government trainings</p> <p>Key CSO management staff attended Government to Government training on 5/23/17 and 5/30/17, and 7.01 training on 6/6/17. 2 Nation staff were also able to attend the 7.01 training.</p>
2017 COMPLETED	<p>Explore job shadowing opportunities of Nation/CSO staff related to state/Tribal TANF</p> <p>DSHS Staff took advantage of a Job Shadowing opportunities on 9/18/17 and 9/22/17 and visited both QINTANF offices in Hoquiam and Taholah. Nation staff job shadowed at the CSO on 11/9/17, 12/11/17, and 12/21/17.</p>
2017 COMPLETED	<p>Ensure communication between Nation staff and CSO for joint planning and problem solving-</p> <p>Nation staff met with DSHS and Grays Harbor Community College staff on 9/14/17 to problem solve concerns regarding Tribal referrals to the college for services. Nation staff were invited to attend a BFET presentation at the CSO on 12/19/17.</p>

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	A standing invitation has been extended to Nation staff to participate in the monthly Local Area Planning (LPA) meetings where TANF participation and services are discussed. Nation staff have been invited to attend a session of Mental Health First Aid, Youth Focused, held at the CSO on 1/26/18.
2017 COMPLETED	<p>Work with the Nation to determine the need for, negotiate and/or implement local Tribal/State agreements, protocols, MOU's, contracts, or processes – Interest in administering Basic Food Benefits –</p> <p>Nation staff worked with CSD Headquarters staff to get the language of the Basic Food contract language.</p>
2019 COMPLETED	<p>Increase access to services for Nation members by scheduling the Mobile Community Services Office to be available for events, fairs, and during emergency situations.</p> <p>The Mobile CSO was able to attend the Elder Fair on 5/21/19 and the Taholah Resource Fair 5/2/19.</p>
2019 COMPLETED	<p>DSHS will coordinate ongoing training for Washington Connections (WACONN) and assist the Nation in updating their list of Assisters, accesses, and equipment if possible, as well as provide ongoing support</p> <p>Elijah Moon provided WACONN training to Tribal staff on 9/20/19.</p>
2019 COMPLETED	<p>Engagement with staff from the Forks CSO, including sharing of local information as well as participation in Nation/CSO related trainings and meetings.</p> <p>Meredith Parker, K'Ehleyr McNulty and Nation representatives met at the Forks office on 12/12/19 for an introduction and program overview discussion. Brochures and posters were shared by the Nation for distribution at the CSO.</p>
2020 COMPLETED	<p>Assist with activation of ACES access for Kierstin Pope, which will include initial access training, ongoing training with any program changes, and access to an ACES manual in order to be able to more efficiently assist Tribal members who are receiving Tribal TANF.</p> <p>ACES access was activated and/or re-established for all Kierstin and any other Nation TANF staff needing access.</p>
2023 COMPLETED	<p>Engagement with staff from the Forks CSO, including sharing of local information as well as participation in Tribal/CSO related trainings and meetings.</p> <p>The Forks CSO closed September 30, 2021. Services provided to customers in this area are delivered by the Port Angeles CSO and the Port Townsend CSO. There is also a PBS/Outstation staff person who travels to the Hoh, Quileute, Makah, and Lower Elwha K'lallam Tribe locations on a set schedule. Nation members who prefer to be seen in person would be served by the Tribal Outstation representative from Aberdeen.</p>

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2026 COMPLETED	<p>Review hiring processes that affirm and value a diverse workforce. Invite Quinault Indian Nation representatives to participate in hiring panels for key positions. The CSO will continue to invite Tribal and/or OIP representatives to participate in the hiring of key positions as well as sharing information about open positions. Key positions are defined within the Administrative Policy 7.01. Interviews include a question to candidates about their understanding of tribal sovereignty.</p> <p>The Quinault Indian Nation has requested to archive these activities, the tribe felt it was unnecessary to include these in the plan.</p>

Contact Information

DSHS Contacts	Quinault Indian Nation Contacts
Melanie Chandler, Administrator Aberdeen Community Services Office (CSO) Melanie.Chandler@dshs.wa.gov 360-533-9777	Mary Papp QINTANF Manager mpapp@quinault.org 360-276-8211
Kristine Hammond, Deputy Regional Administrator Region 3 Headquarters, Regional Tribal Liaison Kristine.Hammond@dshs.wa.gov 360-587-3149	Denise Ross Director of Human Services denise.ross@quinault.org 360-276-8211
Heather Hoyle, Regional Manager Office of Indian Policy (OIP) Heather.hoyle@dshs.wa.gov 360-522-6018	Debbie Martin Quinault Indian Nation Administrative Director dmartin@quinault.org 360-276-8211
Eddie Rodriguez, Regional Administrator Region 3 Headquarters Eddie.Rodriguez@dshs.wa.gov 253-476-7044	Gina James Quinault Child Support Program Manager & 1 st Council Woman gjames@quinault.org 360-276-8211
Ezekiel Hill, Administrator Port Angeles Community Services Office (CSO) & Forks outstation Ezekiel.hill@dshs.wa.gov 360-912-8022	Trisha Kautz Lead Case Worker Trisha.kautz@quinault.org 360-537-1324 ext. 4160
Christi McLane, Mobile Outreach & Contracts Administrator Region 3 Headquarters christi.mclane@dshs.wa.gov 253-389-0893	Jason Halstead Quinault Wellness Center Chief Operations Officer Jason.Halstead@quinaultwc.org 564-544-1950 ext. 1930
TBD, South Sound Administrator Customer Service Contact Center (CSCC)	
Rachel Seidel, Southwest Administrator Customer Service Contact Center (CSCC) rachel.seidel2@dshs.wa.gov 360-764-0162	

DSHS Contacts	Quinault Indian Nation Contacts
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Melissa Knox, West Mobile CSO Supervisor CSD Headquarters Melissa.Knox@dshs.wa.gov 360-628-6647	
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