

Updated: February 26, 2026 <input checked="" type="checkbox"/> Draft Plan <input type="checkbox"/> Final Plan Meeting Date: 1/25/2018	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: R3/Aberdeen/South Bend Tribe: Shoalwater Bay Indian Nation	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 for the Fiscal Year Starting Last July 1															
1. Prepare and disseminate pertinent statistics on Shoalwater Bay Indian Nation members who receive and access CSD services.	A. The Community Services Division (CSD) will provide statistics on Shoalwater Bay Indian Nation members receiving assistance through CSD programs.	The Nation will be informed about their members' utilization of CSD services.	<u>Shoalwater Bay Indian Nation</u> Kathirine Horne <u>CSD</u> Melanie Chandler <u>Target Date</u> Annually or As requested	The number of Shoalwater Bay Indian Nation households receiving benefits through Aberdeen/South Bend Community Services Offices (CSO): January 2026 <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Program</th> <th>CSO</th> <th>State</th> </tr> </thead> <tbody> <tr> <td>SNAP</td> <td style="text-align: center;">9</td> <td style="text-align: center;">16</td> </tr> <tr> <td>Medical</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> </tr> <tr> <td>TANF</td> <td style="text-align: center;">2</td> <td style="text-align: center;">2</td> </tr> <tr> <td>ABD/HEN</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> </tr> </tbody> </table> *The above numbers represent a point-in-time count for one month and may not be complete due to self-declaration and coding errors.	Program	CSO	State	SNAP	9	16	Medical	1	1	TANF	2	2	ABD/HEN	1	0
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2. The Shoalwater Bay Indian Nation and the Aberdeen/South Bend CSOs will work together to determine the need for negotiating and/or implementing local Tribal-State agreements, protocols, working agreements, or processes.	A. Identify needs of Shoalwater Bay Indian Nation members & communities and whether current programs and policies meet these needs.	Enhanced service coordination and customer service. Service gaps, or other issues, identified and addressed.	<u>Shoalwater Bay Indian Nation</u> Kathirine Horne <u>CSD</u> Melanie Chandler <u>Target Date</u> Annually	February 2025: Melanie worked with the Tribe to solidify the Commodities process and communicates with the Tribe monthly for the process.															

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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
	B. Review implementation of an Outstation Working Agreement between the Shoalwater Bay Indian Nation and the Aberdeen/South Bend CSOs.	Identify roles and responsibilities of the Shoalwater Bay Indian Nation representatives and the Aberdeen CSO.	<u>Shoalwater Bay Indian Nation</u> Kathirine Horne <u>CSD</u> Melanie Chandler <u>Target Date</u> Annually or as needed	February 2025: The Nation had previously expressed interest in having a CSO staff person outstation onsite to provide direct CSD services. However, further discussions for outstation implementation did not occur. There have not been any updates since last meeting with the Nation on 1/25/2018.
	C. Review hiring processes that affirm and value a diverse workforce. D. Invite the Shoalwater Bay Indian Nation representatives to participate in hiring panels for key positions.	More robust representation of all communities in staffing at the Aberdeen/South Bend CSOs.	<u>Shoalwater Bay Indian Nation</u> Kathirine Horne <u>CSD</u> Melanie Chandler <u>Target Date</u> As needed	February 2025: 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. Interviews include a question to candidates about their understanding of tribal sovereignty.
3. Ensure communication with Shoalwater Bay 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 Shoalwater Bay Indian Nation and the	<u>Shoalwater Bay Indian Nation</u> Kathirine Horne <u>OIP</u> Heather Hoyle <u>CSD</u>	February 2025: A 7.01 planning meeting has not been held since 1/25/2018.

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		Aberdeen/South Bend CSOs. Program needs and concerns of the Shoalwater Bay Indian Nation member clients will be identified and addressed.	Melanie Chandler <u>Target Date</u> Annually	
	B. Statewide Customer Service Contact Center (CSCC) Administrator will share updates and direct contact information.	The Shoalwater Bay Indian Nation staff will have direct phone numbers to report issues.	<u>Shoalwater Bay Indian Nation</u> Kathirine Horne <u>CSD</u> Rachel Seidel <u>Target Date</u> Annually	An updated CSCC contact list will be provided at each 7.01 meeting.
	C. CSD will provide an overview of programs, and share program and policy changes, to Shoalwater Bay Indian Nation staff.	Increased knowledge of CSD programs for Shoalwater Bay Indian Nation staff to assist members in applying for those programs.	<u>Shoalwater Bay Indian Nation</u> Kathirine Horne <u>CSD</u> Melanie Chandler <u>Target Date</u>	February 2025: No updates since last meeting with the Nation on 1/25/2018.

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			As requested	The Shoalwater Bay Indian Nation has not requested any training or presentations for 2026-2027.
	D. The Aberdeen/South Bend CSOs will consult with the Shoalwater Bay Indian Nation on Time Limit Extension (TLE) assessments and home visits to Tribal members' homes.	The Shoalwater Bay Indian Nation will be included in the home visit process.	<u>Shoalwater Bay Indian Nation</u> Kathirine Horne <u>CSD</u> Melanie Chandler <u>Target Date</u> As needed	February 2025: No home visits have been conducted in the last year. Monthly invitations are extended to the Tribe to attend the CSO's LPA meetings.
	E. CSD BFET staff will participate in Tribal resource events as requested and schedules allow.	Increase Nation members' awareness and participation in BFET program services.	<u>Shoalwater Bay Indian Nation</u> Kathirine Horne <u>CSD</u> Melanie Chandler Felicia Talbott <u>Target Date</u> As requested	February 2025: Local CSO staff will attend the Yellow Brick Road event in 2025. The Tribe will provide more details to the CSO once the dates have been set.

Completed or Tabled Items

Date/Status	Goal/Activity
2017 COMPLETED	Ensure CSO staff has access to the 7.01 and Government to Government trainings – 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.
2017 COMPLETED	Recruitment information shared with Tribes - Tribal FSS/Liaison was hired and the Tribe was invited to sit on the interview panel.
2015 COMPLETED	For any home visits scheduled for parents living on Shoalwater Bay Tribal land, Kathirine was contacted so that they were aware of our staff being there - Any home visits scheduled for parents living on Shoalwater Bay Tribal land, Kathirine was contacted.
2015 COMPLETED	Commodities list was shared with CSO staff to prevent from duplicating benefits- Commodities list is shared with CSO staff on an ongoing basis.
2015 COMPLETED	Shared contact list to improve communication and improve service delivery to Tribal members- CSO shared local office phone list to share as contact points.

Contact Information

DSHS Contacts	Shoalwater Bay Indian Nation Contacts
<p>Melanie Chandler, Administrator Aberdeen & South Bend Community Services Office (CSO) Melanie.chandler@dshs.wa.gov 360-533-9777</p>	<p>Kathirine Horne Shoalwater Bay Indian Nation Social Services Director khorne@shoalwaterbay-nsn.gov 360-276-8101</p>
<p>Kristine Hammond, Deputy Regional Administrator Region 3 Headquarters, Regional Tribal Liaison Kristine.Hammond@dshs.wa.gov 360-584-3149</p>	
<p>Kelisha Evans, Public Benefits Specialist 3/Tribal Outstation Specialist Aberdeen Community Services Office (CSO) Kelisha.Evans1@dshs.wa.gov 564-201-1387</p>	
<p>Heather Hoyle, Regional Manager Office of Indian Policy (OIP) Heather.hoyle@dshs.wa.gov 360-725-4880</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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<p>Christi McLane, Mobile Outreach & Contracts Administrator Region 3 Headquarters Christi.mclane@dshs.wa.gov 253-389-0893</p>	