

Updated: 3/18/2026

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/Chehalis CSO

Meeting Date: 3/18/2026

Tribe: Confederated Tribes of the Chehalis

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

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															
<p>1. Prepare and disseminate pertinent statistics on Chehalis Tribe members who receive and access CSD services.</p>	<p>A. The Community Services Division (CSD) will provide statistics on Chehalis Tribe members receiving assistance through CSD programs.</p>	<p>The Tribe will be informed about their members' utilization of CSD services.</p>	<p><u>Chehalis Tribe</u> Amy Mendoza Carole Northover Ryan Lyle</p> <p><u>CSD</u> Yvonne Rivera</p> <p><u>Target Date</u> Quarterly</p>	<p>The number of Chehalis tribal households receiving benefits through Chehalis Community Services Office (CSO):</p> <p>February 2026</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <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>3</td> <td>55</td> </tr> <tr> <td>Medical</td> <td>1</td> <td>11</td> </tr> <tr> <td>TANF</td> <td>1</td> <td>13</td> </tr> <tr> <td>ABD/HEN</td> <td>0</td> <td>1</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>	Program	CSO	State	SNAP	3	55	Medical	1	11	TANF	1	13	ABD/HEN	0	1
Program	CSO	State																	
SNAP	3	55																	
Medical	1	11																	
TANF	1	13																	
ABD/HEN	0	1																	
<p>2. The Chehalis Tribe and the Chehalis CSO will work together to determine the need for negotiating and/or implementing local Tribal-State agreements, protocols, working agreements, or processes.</p>	<p>A. Identify needs of Chehalis Tribe members & communities and whether current programs and policies meet these needs.</p>	<p>Enhanced service coordination and customer service. Service gaps, or other issues, identified and addressed.</p>	<p><u>Chehalis Tribe</u> Amy Mendoza</p> <p><u>OIP</u> Heather Hoyle</p> <p><u>CSD</u> Yvonne Rivera Kristine Hammond Eddie Rodriguez</p>	<p>March 2026: A GWE workgroup has been assembled and OIP has met with the Tribe to discuss concerns regarding GWE. The next meeting will be held 3/27/2026 at 10:00 a.m.</p> <p>The Chehalis CSO is available for any questions or concerns via phone or email. Questions or concerns may be sent to the management team via email: 021Mgmt@dshs.wa.gov</p>															

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			<u>Target Date</u> Annually	
	B. Review hiring processes that affirm and value a diverse workforce. C. Invite Chehalis Tribe representatives to participate in hiring panels for key positions and share postings for open positions at the CSO and CSCC.	More robust representation of all communities in staffing at Chehalis CSO.	<u>Chehalis Tribe</u> Amy Mendoza Ryan Lyle <u>OIP</u> Heather Hoyle <u>CSD</u> Yvonne Rivera <u>Target Date</u> Monthly or As Applicable	March 2026: The CSO will continue to invite Tribal and/or OIP representative 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. The Chehalis Tribe is interested in participating in CSO hiring panels as their schedules allow.
	D. CSD will work with the Chehalis Tribe to explore adding a Tribal TANF program, which will include the establishment of an Intergovernmental Agreement (IGA), a Tribal TANF Operating Agreement (TTOA) and a	Enables the Chehalis Tribe to provide programs and services to their members. Agreements ensure a clear understanding of roles and	<u>Chehalis Tribe</u> Amy Mendoza Ryan Lyle <u>OIP</u> Heather Hoyle <u>CSD</u> Yvonne Rivera Freda Cogger	March 2026: The Tribe is interested in finding out more information about establishing a Tribal TANF program, and will connect with Freda Cogger for more information.

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	new Data Share Agreement (DSA).	responsibilities related to the administration of the Tribal TANF program and how to best serve our common clients.	<u>Target Date</u> Annually or As Requested	
3. Ensure communication with the Chehalis 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 Chehalis Tribe and the Chehalis CSO. Program needs and concerns of Chehalis Tribe member clients will be identified and addressed.	<u>Chehalis Tribe</u> Amy MendozaRyan Lyle <u>OIP</u> Heather Hoyle <u>CSD</u> Yvonne Rivera Eddie Rodriguez Kristine Hammond <u>Target Date</u> Annually and as Requested	March 2026: The Chehalis Tribe would like to review the 7.01 plan annually with CSD. A 7.01 planning meeting was held on 3/18/2026. The CSO will continue to share information with the tribe as it is received regarding program changes and CSO updates.

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	B. Statewide Customer Service Contact Center (CSCC) Administrator will share updates and direct contact information.	The Chehalis Tribe staff will be informed of statewide contact center call volumes and will have direct phone numbers to report issues.	<u>Chehalis Tribe</u> Amy Mendoza <u>CSD</u> Rachel Seidel <u>Target Date</u> Annually and/or as requested by the Tribe	March 2026: An updated CSCC contact list will be provided at each 7.01 meeting or whenever requested by the Tribe.
	C. Requests for CSD Mobile CSO (MCSO) and Region 3 Mobile Outreach Trucks (MOR) may be made when regular CSD services are interrupted due to a disaster or an emergent situation.	Work with CSD to ensure Chehalis Tribe members have access to CSD assistance programs through the MCSO and/or MOR following a disaster or emergent situation.	<u>Chehalis Tribe</u> Amy Mendoza Ryan Lyle <u>CSD</u> Christi McLane Yvonne Rivera <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. Requests for mobile outreach can be submitted through the online form: Mobile Community Services Office The Chehalis CSO will continue to notify the Tribe of Mobile CSO visits to Lewis County.

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	D. The Chehalis CSO staff and CSD HQ Program staff, including BFET and MCSO and MOR staff will attend Tribal events and activities when invited by the Chehalis Tribe as schedules allow.	Tribal members will have access to apply for CSD programs during the Tribal event.	<u>Chehalis Tribe</u> Amy Mendoza Ryan Lyle <u>CSD</u> Christi McLane <u>Target Date</u> As requested and schedules allow	March 2026: The Chehalis CSO reached out to the Tribe to offer a table or schedule the Mobile CSO prior to the Health Fair and Back to School events in 2025. The MOR team visited the Hope & Healing Clinic on 09/22/25, 10/27/25, and 12/12/25. Requests for event coverage can be submitted through the online form: Mobile Community Services Office
	E. CSD will provide an overview of programs and share program and policy changes with Chehalis Tribe staff. F. The Chehalis CSO will provide the Chehalis Tribe with a copy of CSD program brochures for	Increased knowledge of CSD programs for ChehalisTribe staff to assist Tribal members in applying for those programs.	<u>Chehalis Tribe</u> Amy Mendoza Ryan Lyle <u>OIP</u> Heather Hoyle <u>CSD</u> Yvonne Rivera Felicia Talbott <u>Target Date</u>	March 2026: A list of available trainings was provided at the 7.01 meeting. The Chehalis Tribe is interested in the the following presentations/training for 2026-2027: <ul style="list-style-type: none"> • CSD Programs (ABD/HEN specific) Overview • SSI Facilitation • Medicaid (classic medical)

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	members seeking CSD services.		Annually or as requested	<p>The Employment Pipeline program sunset in August 2025 and is no longer available.</p> <p>The Tribe would like CSD to make a connection to DVR for information on services. Heather Hoyle with OIP will help facilitate the introduction.</p> <p>March 2026: An updated copy of brochures and resources about CSD programs was provided to the Tribe at the annual 7.01 meeting.</p>
	G. As requested by the Chehalis Tribe, the Region 3 Community Access Consultant will assist the Tribe to become a community partner (assisting agency) through Washington Connection (WACONN).	Increased access to state benefits for the Chehalis Tribal members.	<p><u>Chehalis Tribe</u> Amy Mendoza Ryan Lyle</p> <p><u>Region 3 CSD</u> Yvonne Rivera Christi McLane Natalia Salcedo</p> <p><u>Target Date</u> May 2026</p>	<p>March 2026: The Tribe completed a presentation on Washington Connection Partnership Program, Client Benefit Accounts, and Secure Access Washington accounts on 9/26/2025. The WaConn Community Partner program is now administered at the ESA HQ level and the new consultant for Region 3 is Natalia Salcedo. The Tribe was sent an updated contract intake form per their request, CSD is awaiting the signed form for partnership registration.</p>

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	H. The Chehalis CSO will collaborate with the Chehalis Tribe on assessments such as Teen Living Assessment (TLA), Time Limit Extension (TLE) and Non-Compliance Sanctions (NCS).	The Chehalis Tribe will be included in the assessment process.	<u>Chehalis Tribe</u> Amy Mendoza Ryan Lyle <u>CSD</u> Misty Cooper Yvonne Rivera <u>Target Date</u> Monthly and/or as requested	March 2026: There have not been any assessments conducted with Chehalis Tribe members in the last year.

Completed or Tabled Items

Date/Status	Goal/Activity
February 21, 2025 TABLED	Goal #2. Activity A. The Chehalis Tribe was interested in exploring the feasibility of a CSD staff person being outstationed at the Tribe to provide direct on-site services, and has requested to table this request at this time.
March 23, 2022 COMPLETED	Goal #3. Activity H. The Chehalis CSO will take the lead in introducing the Tribal Social Services Director to the Lewis county United Way Executive Director. To enhance collaboration and resource sharing. Email introductions were made with the United Way Director, Christian Bruhn on 3/25/2022
October 23, 2022 COMPLETED	The Answer Phone (secure line for individuals receiving benefits to access information about their case). Answer Phone presentation March 2023: Did not feel a presentation was necessary. An Answer Phone brochure will be mailed to the Chehalis Tribe by Yvonne 3/16/23.
July 2, 2018 COMPLETED	Goal #3, Activity D – Follow-up on the Chehalis Tribe’s request for inquiry access to ACES online. In 2017, Chehalis CSO Administrator referred this issue to Martin Bohl, Tribal Relations at HQ. Mr. Bohl reviewed the Agency Contracts Database for existing agreements between the state and the Confederated Tribes of the Chehalis Reservation and forwarded on a database access request form. Request for ACES access was denied on 7/2/18 by ESA Data Sharing Committee, as tribe does not administer Tribal TANF. Tribal staff was referred to Children’s Administration to inquire about accessing client information for Indian Child Welfare investigations.
September 13, 2017 COMPLETED	Goal #3, Activity A – Continue to openly communicate for information sharing, planning, etc. Improve the service delivery of DSHS programs to Tribal members. The Mobile Unit followed up on the Tribe’s request for attending the Chehalis Tribal Health Fair in September. A couple of staff attended with laptops.
September 13, 2017 COMPLETED	Goal #3, Activity A – Continue to openly communicate for information sharing, planning, etc. Improve the service delivery of DSHS programs to Tribal members. The Mobile Unit followed up on the Tribe’s request for attending the Chehalis Tribal Health Fair in September. A couple of staff attended with laptops.
August 2017 COMPLETED	Goal #3, Activity A – Continue to openly communicate for information sharing, planning, etc. Improve the service delivery of DSHS programs to Tribal members.

	<p>The Office of Indian Policy completed a review of the Manual to confirm that it accurately reflects the Indian Disregard and Per Capita.</p>
<p>January 2017 COMPLETED</p>	<p>Goal #1, Activity B – Prepare and disseminate pertinent statistics/Chehalis Tribe requests a report by age category to identify children receiving benefits, specifically medical and food, for the past 3 years.</p> <p>The CSO provided a report that identified children receiving medical and food benefits for the past three years.</p>
<p>February 2016 COMPLETED</p>	<p>Goal #3, Activity A - Improve the service delivery of DSHS programs to Tribal members.</p> <p>DSHS, Martin Bohl, Tribal Relations Program Administrator for TANF (360-725-4656 Martin.bohl@dshs.wa.gov) Shared information from the Community Service Department Headquarters to assist the Tribe in accessing services offered through the Department of Social Health Services.</p> <p>The CSD Tribal Relations and TANF Program Administrator presented information on Washington Connections as a resource available to the Tribe and provided an update on additional information on Tribal eligibility, such as: sources of unearned income, application of Indian Country Disregard, and the American Indian Labor Force Report, published by the Department of Interior</p>

Contact Information

DSHS Contacts	Chehalis Tribe Contacts
<p>Yvonne Rivera, Administrator Chehalis Community Services Office (CSO) Yvonne.Rivera@dshs.wa.gov / 021Mgmt@dshs.wa.gov 360-740-3801 office / 360-481-9694 cell</p>	<p>Amy Mendoza Interim Director of Social Services amendoza@chehalis-tribe.org 360-709-1750</p>
<p>Kristine Hammond, Deputy Regional Administrator Region 3 Headquarters, Regional Tribal Liaison Kristine.Hammond@dshs.wa.gov 360-587-3149</p>	<p>Ryan Lyle APS Social Worker rlyle@chehalis-tribe.org 360-709-1745</p>
<p>Heather Hoyle, Regional Manager Office of Indian Policy (OIP) Heather.Hoyle@dshs.wa.gov 360-725-4880</p>	<p>Carole Northover ICW Social Worker cnorthover@chehalis-tribe.org 360-709-1776</p>
<p>Misty Cooper, Social Service Supervisor Chehalis CSO Misty.Cooper@dshs.wa.gov / 021Mgmt@dshs.wa.gov 360-669-6249</p>	<p>Melanie Hjelm Protective Services mhjelm@chehalis-tribe.org</p>
<p>Andrew Devitt, Public Benefits Specialist 5 Chehalis CSO Andrew.Devitt@dshs.wa.gov / 021Mgmt@dshs.wa.gov 360-460-2658</p>	<p>Olga Golovanov ICW Social Worker ogolovanov@chehalis-tribe.org</p>
<p>Rachel Seidel, Southwest Administrator Customer Service Contact Center (CSCC) Rachel.Seidel2@dshs.wa.gov 360-764-0162</p>	
<p>TBD, South Sound Administrator Customer Service Contact Center (CSCC)</p>	
<p>Christi McLane, Mobile Outreach & Contracts Administrator Region 3 Headquarters Christi.McLane@dshs.wa.gov 253-389-0893</p>	
<p>Felicia Talbott, BFET Lead Program Manager CSD Headquarters Felicia.Talbott@dshs.wa.gov / swbfetpolicy@dshs.wa.gov 360-764-9557</p>	
<p>Natalia Salcedo, Region 3 Community Access Consultant ESA Headquarters, Washington Connections natalia.salcedo@dshs.wa.gov</p>	

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