

Policy 7.01 Plan  
2022 - 2023 Annual Plan and Progress Report

Spokane Tribe of Indians  
and  
Region 1 Community Services Division—Spokane Maple CSO, Tri-County/Colville CSO, Trent CSO, Customer Service Contact Center

Meeting held on November 10, 2021 via Zoom Meeting ; Approved December 10, 2021

Implementation Plan				Progress Report
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update
(1) Work with the Spokane Tribe of Indians (STOI) to review progress, issues, concerns and needs as they relate to tribal members and their communities.	Continue the outstation agreement to promote higher utilization of DSHS services to tribal members.	Identify and develop a plan to resolve issues cooperatively.	Cheryl Evans-Holbrook Lori Hunley Kelley Zema Chris Scott Yvette Buckley Bobbi Williams	<p>DSHS and STOI staff will meet twice per year, upon request, to discuss procedures that are working or need change, review forms and address concerns.</p> <p>DSHS Maple office continues to provide staff to the Spokane Native Health Center and the Tri-County office provides staff to the Wellpinit Health Center. Region 1 Administrator has committed to continue to staffing as funding allows.</p>

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(2) Work together to maintain open communication with the Spokane Tribe of Indians to identify issues/gaps in service; recognize needs of tribal clients and communities; and, determine if the current programs and policies meet the needs.	<p>DSHS will provide continued access, training and support to Washington Connections website on request.</p> <p>Coordinate with DSHS to use the Mobile CSO when able.</p>	<p>Identify and develop a plan to resolve issues cooperatively</p> <p>Spokane Tribal members will receive increased access to information regarding applications for DSHS services.</p>	<p>Chris Scott Lori Hunley Kelley Zema Francesca Naccarato Javier Ruiz Yvette Buckley Bobbi Williams Luanne Ferguson</p>	<p>The Spokane Maple Community Service Office Administrator (CSOAs) will ensure a sustained relationship with the Spokane Tribe through the following activities and interactions:</p> <p>The Spokane Maple CSOA ensures a sustained relationship with the Spokane Tribe through the following activities and interactions:</p> <ul style="list-style-type: none"> <li>▪ The Spokane CSO maintains a full-time presence at Spokane Tribal TANF.</li> </ul> <p>The Tri-County CSO ensures a sustained relationship with the Spokane Tribe through the following activities and interactions:</p> <ul style="list-style-type: none"> <li>▪ The office continues to send a staff person two days a week to the Spokane Tribe of Indians Reservation at Wellpinit to do applications, reviews, answer questions and issue EBT cards.</li> </ul> <p>During COVID-19, the CSOs have not been able to provide in-person services but do provide services virtually to clients and are available to assist tribal staff.</p> <p>Lori and Kelley will meet in mid- January to look at availability of staffing for Spokane Tribal offices.</p>

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(3) DSHS and the Spokane Tribe of Indians will work for a better understanding of all programs provided by DSHS and STOI.	<p>DSHS and STOI will set up a meeting to present information and eligibility criteria to tribal staff. All financial programs and Employment Pipeline.</p> <p>DSHS and STOI will schedule meetings with program staff from DSHS &amp; STOI in order to have better communication.</p>	Tribal staff will be better able to direct clients to available programs.	<p>Chris Scott Bobbi Williams</p> <p>Yvette Buckley Kelley Zema Lori Hunley</p>	<p>STOI staff will meet with CSO and Call Center staff to train DSHS personnel on STOI Tribal TANF program and benefits.</p> <p>DSHS will keep STOI informed of the Transforming Case Management initiative so that STOI staff can inform their clients.</p> <p>With Covid this was not possible. We want to keep this as a goal when STOI and CSD can have in person trainings.</p>										
(4) Provide pertinent statistics on Spokane Tribe of Indians members served by DSHS program and other relevant data.	<p>Work closely to provide accurate information in a timely manner. Share monthly data reports with Tribal TANF staff.</p> <p>Complete an 'ad-hoc' request to Headquarters staff that will allow us to identify Tribal members receiving financial assistance under specific program types including medical.</p>	Assist the Spokane Tribe of Indians in developing plans and support grant applications as well as other program enhancements they identify.	<p>Chris Scott Lori Hunley Kelley Zema Yvette Buckley Bobbi Williams</p>	<p>CSOs continue information-sharing with tribes on clients that are shared by both programs.</p> <p>Number of Spokane Tribe Members receiving benefits through the CSOs: Statewide Totals: As of October 2021 Source:ESA-EMAPS</p> <table border="1"> <thead> <tr> <th>Program</th> <th>September 2021</th> </tr> </thead> <tbody> <tr> <td>Basic Food</td> <td>641</td> </tr> <tr> <td>Medical</td> <td>87</td> </tr> <tr> <td>TANF</td> <td>25</td> </tr> <tr> <td>ABD/HEN</td> <td>4</td> </tr> </tbody> </table> <p>BFET Data October 2020 to September 2021</p>	Program	September 2021	Basic Food	641	Medical	87	TANF	25	ABD/HEN	4
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				Program	10/2020-9/2021	
				Members Participating	5	
				Living Off Reservation	4	
				Living On Reservation	0	
				Other Native Americans living on Spokane Reservation	1	
(5)Ensure efforts are made to recruit/hire Native American staff to meet the overall DSHS goal of having a diverse workforce.	Region 1 will work to develop recruitment efforts for tribal staff.	Document local recruitment and discussions with STOI of recruitment efforts.	Chris Scott Lori Hunley Kelley Zema Ted Etten James Schoonover Yvette Buckley Bobbi Williams	DSHS will continue to try to recruit and hire Native American applicants when filling positions which might be out stationed at Tribal facilities.  DSHS Administrators will continue to invite tribal members to serve on interview panels.		
	Training will be provided by Tribes and Region 1 CSD to staff of each organization to improve understanding of career opportunities and how each system works.	Document training plans and opportunities provided	Chris Scott Lori Hunley Kelley Zema James Schoonover Kristen Charlet Yvette Buckley	DSHS stands ready to share information regarding job qualifications, salaries, and how to assist interested applicants with navigating the NeoGov/Careers process on request of the Tribe.		

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(6) Work together to develop Working Agreements or processes to provide quality services to all.	Establish a process for discussion of needed agreements.	Document all discussion with Tribes of process to define and negotiate agreements.	Chris Scott Lori Hunley Kelley Zema Yvette Buckley	<p>Spokane Maple CSOA and STOI has work together to update the Working Agreement that reflects services in Spokane.</p> <p>Tri-County CSOA and STOI will work together to develop a Working Agreement that reflects service provided in Wellpinit as COVID protocols and State budget allow.</p> <p>Work on this agreement will resume with COVID and staff allow CDS to provide consistant service in the Wellpinit office.</p>
(7) Train Region 1 CSD staff on major principles DSHS Admininstrative Policy 7.01 and Government to Government relationships.	Ensure Region 1 CSD staff has access to the training provided by the Governor's office, DSHS, and other Region 1 CSD resources.	Build a strong understanding, both of the principles of Federal Indian Law and government-to-government relationships.	Janet Gone Chris Scott Lori Hunley Kelley Zema Ted Etten James Schoonover Yvette Buckley	Administrators and many staff have received training from the Governor's Office of Indian Affairs as well as the DSHS 7.01 training. Region 1 is committed to providing 7.01, Government to Government and other trainings to increase staff knowledge of Native American culture and history. The Office of Indian Policy stands ready to perform trainings on request. Training for new DSHS staff is on-going.

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(8) Promote and communicate training opportunities with Spokane Tribes of Indians.	Monitor and identify all training sessions, identify available training slots, and invite participation by tribal staff	Contribute to training opportunities for staff	Chris Scott Lori Hunley Kelley Zema James Schoonover Yvette Buckley Bobbi Williams Luanne Ferguson	<p>DSHS and STOI will continued to ensure maximum participation in training opportunities by notifying each other of availability. Examples include trainings in LEAN, CPR/First Aid, team-building, Home Visit Safety, Mental Health and 7.01.</p> <p>CSO Administrators will notify Tribal Representatives of training opportunitites via email.</p> <p>Covid Whenever possible, DSHS staff will attend Tribal cultural events when invited by STOI.</p>
(9) Provide access to ACES/SEMS. **new goal 2022-23	Mary Anderson	Spokane Tribe will be able to access information to better serve tribal members and reduce duplication of services.	Bobbi Williams Mary Anderson	Mary will follow-up with Bobbi Williams to coordinate CSD IT and Spokane IT to give access to ACES and SEMS.

## SPOKANE TRIBE AND DSHS CONTACT LIST

<b>SPOKANE TRIBE</b>			
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### Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
Goal 7	2018	STOI staff attended 7.01 training at Maple CSO.
Goal 2	2018	Increased service to Wellpinit from one day to two days per week.
Goal 8	2018	Tri-County outstation worker attended the Spokane Tribe Cultural Day
Goal 2	2019	Yvette Buckley and Bobbi Willams presented information on Tribal programs, eligibility and processes at the Tri-County CSO All Staff meeting in March.
Goal 3	2019	Transforming Case Management updates are given at the bi-annual Tribal TANF meetings.
Goal 7	2019	The majority of Region 1 Management Team, Administrators and Supervisors attended the Governor’s Office of Indian Policy “Government to Government Training in June and July 2019.
Goal 8	2019	Many CSO staff attended a June training regarding Spokane Tribal History given by Warren Seyler.
Goal 2	2020	The Spokane Maple CSOA has invited the TANF Caseworker Manager, Luanne Ferguson to attend The Work First Local Planning Agency (LPA) meetings.

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Goal 2	2020	Tri-County Administrator has invited Bobbi Williams to attend the Tri-County LPA.
Goal 4	2021	Tri-County CSOA provided data on Tribal members served on State TANF to determine trends between the two programs and needs for outreach.
Goal 5	2021	Yvette Buckley participated in Region 1 Deputy Administrator interview panel.
Goal 6	2021	A two year Working Agreement was signed February 2021 with the Spokane Tribe and Spokane Maple CSO.
Goal 1	2022	Coverage from the CSO offices was re-established in May 2022. The Spokane office is covered 2 days per week and Wellpinit office 1 day per week. Administrators and Tribal staff will increase coverage as agreed upon.