

Updated: March 30, 2022

**Policy 7.01 Plan and Progress Report**

Draft Plan

**Timeframe: July 1, 2022 to June 30, 2023**

Final Plan

**Administration/Division:** ESA/CSD (DSHS) **Region/Office:** Region 3/Port Angeles CSO

**Tribe(s)/RAIO(s):** Makah Tribe

Most recent 7.01 plan Meeting: 8/26/2021

	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																				
1. Prepare and disseminate pertinent statistics on American Indian community members who participate in programs administered by DSHS/ Community Services Division	A. The Community Services Division (CSD) will provide annual statistics on Makah Tribal members receiving assistance through its programs	1. Tribe will be better informed about their member's utilization of CSO services, which will aid in increasing awareness and participation in those services. 2. Tribe will be able to ensure that their members' cases are correctly identified.	<u><b>DSHS</b></u> Patricia Barros Meredith Parker Jeannie Dickinson  <u><b>Target Date:</b></u> Annually	Makah Tribe Member Recipients (Port Angeles and Forks CSOs) as July 31, 2021 <table border="1"><tr><td><b>SNAP</b></td><td><b>496</b></td></tr><tr><td><b>Medical</b></td><td><b>86</b></td></tr><tr><td><b>TANF</b></td><td><b>73</b></td></tr><tr><td><b>ABD</b></td><td><b>7</b></td></tr><tr><td><b>HEN</b></td><td><b>0</b></td></tr></table> Makah Tribe Member Recipients (Statewide) as July 31, 2021 <table border="1"><tr><td><b>SNAP</b></td><td><b>695</b></td></tr><tr><td><b>Medical</b></td><td><b>79</b></td></tr><tr><td><b>TANF</b></td><td><b>100</b></td></tr><tr><td><b>ABD</b></td><td><b>7</b></td></tr><tr><td><b>HEN</b></td><td><b>2</b></td></tr></table>	<b>SNAP</b>	<b>496</b>	<b>Medical</b>	<b>86</b>	<b>TANF</b>	<b>73</b>	<b>ABD</b>	<b>7</b>	<b>HEN</b>	<b>0</b>	<b>SNAP</b>	<b>695</b>	<b>Medical</b>	<b>79</b>	<b>TANF</b>	<b>100</b>	<b>ABD</b>	<b>7</b>	<b>HEN</b>	<b>2</b>
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	B. Information about Makah Tribal members will be provided by CSD via eJAS and ad hoc Barcode reports once a Data Share Agreement (DSA) is in place.	Timely response to data requests provided to tribal staff.	<u><b>Tribe</b></u> Darlene Scissons  <u><b>DSHS</b></u> Patricia Barros Meredith Parker	March 2022: CSD is working with ESA HQ to set up a data share agreement with the tribe.																				

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			<u>Target Date</u> 7/31/2022	
	C. Provide Tribe with any available tribal-designated program contacts regarding additional tribal funding opportunities related to Social Services.	Helping the Tribe secure additional funding that provides more services to their tribal populations.	<u>DSHS</u> Mary Anderson  <u>Target Date</u> As Requested.	March 2022: No contact from tribe regarding additional funding opportunities.
2. Work with the Tribe to negotiate and implement local Tribal-State agreements, protocols, Working Agreements, processes that meet the needs of American Indian customers	A. Continue to provide outreach and coordination of services via the Tribal Liaison 1. Tribal Liaison will work in partnership with the Makah Tribe and the assigned case managers to connect customers to their assigned case managers via phone who are at risk of sanction.	Proactive engagement with the customer and the tribe to mitigate sanction risk and minimize potential gaps in services.	<u>DSHS</u> Patricia Barros Meredith Parker Jeannie Dickinson  <u>Target Date</u> Quarterly	March 2022: Tribal Liaison is a Public Benefits Specialist and is able to determine financial eligibility for SNAP benefits and work with TANF customers to connect them with their assigned case manger.

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	B. Tribe will coordinate with Mobile CSO to possibly attend Senior Health Fair.	Ensure individuals have access to CSD assistance program through Mobile CSO services when available.	<u><b>DSHS</b></u> Javier Ruiz  <u><b>Target Date</b></u> As needed for scheduled events or when there is a disaster	March 2022: Due to pandemic, on-site, in-person events have been suspended at this time.
	C. The Tribe and local DSHS Community Service Division (CSD) partners will explore technology options for improved customer/service access, virtual meeting platforms, Washington Connection, ACES access, face-to-face customer and staff meetings. 1. Explore ACES access for Makah Tribal staff for verification purposes.	Improved access to state-issued benefits for Makah Tribal members.  Improved ability of Makah Tribal staff to look up information on status of applications/benefits.	<u><b>Tribe</b></u> Lisa Halttunen Makah Tribe IT Dept.  <u><b>DSHS</b></u> Jeannie Dickinson DSHS IT Dept.  <u><b>Target Date</b></u> 7/31/2022	March 2022: CSD is working with ESA HQ to set up a data share agreement with the tribe. CSD will reach out to ESA Tribal Relations to inquire about setting up ACES access or equivalent.

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	<p>D. Revisit Tribe-State's Working Agreement, for Tribal Liaison Electronic Benefit Transfer (EBT) card Exception to Policy.</p> <p>1. An updated Working Agreement will be sent to the Tribe for review and approval.</p>	<p>Tribal customers will have easier access to obtain EBT cards.</p>	<p><u><b>Tribe</b></u> Lisa Halttunen</p> <p><u><b>DSHS</b></u> Kristine Hammond Jeannie Dickinson Patricia Barros Meredith Parker</p> <p><u><b>Target Date</b></u> 7/31/22.</p>	<p>March 2022: A workgroup that has been working on the Policy Exception for EBT card issuance was put on hold due to the pandemic and should resume shortly. Due to this, the Tribal Liaison has not been on-site.</p>
	<p>E. Coordinate and develop hiring processes that affirms CSD's commitment to a diverse workforce.</p> <p>1. Invite Makah Tribe to participate in hiring panels.</p>	<p>More robust representation of all Olympic Peninsula communities in staffing at Port Angeles/Forks CSO's.</p>	<p><u><b>Tribe</b></u> Lisa Halttunen</p> <p><u><b>DSHS</b></u> Jeannie Dickinson Patricia Barros</p> <p><u><b>Target Date</b></u> As vacancies occur</p>	<p>March 2022: DSHS provides continuous commitment to provide tribal and/or OIP participation in hiring as well as notifying the tribe about open positions. The tribes were invited to participate in interviews for the Public Benefits Specialist positions on 11/4/21, 11/16/21, 2/2/22 and 2/3/22.</p>
<p>3. Ensure communication with tribal governments, landless tribes, and off reservation American Indian organizations for</p>	<p>A. Schedule and hold meetings to improve coordination and communication.</p>	<p>Enhanced collaboration and cooperation between tribal organizations and state agencies.</p>	<p><u><b>Tribe</b></u> Lisa Halttunen</p> <p><u><b>DSHS</b></u> Jeannie Dickinson Patricia Barros</p>	<p>March 2022: 7.01 meeting was held 8/26/21 via Zoom.</p>

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information sharing, consultation, joint planning, and problem solving.	B. Invite tribal representatives to attend WorkFirst Local Planning Area (LPA) meetings and other appropriate forums.	Local planning efforts and service plans reflect the entire community, including the needs and perspective of tribal members.	<u><b>Target Date</b></u> As Requested.  <u><b>DSHS</b></u> Jeannie Dickinson Meredith Parker  <u><b>Target Date</b></u> Quarterly	March 2022: Quarterly WorkFirst LPA meetings will resume April 13, 2022 and Makah tribal members are invited to attend. Meetings will continue to be held virtually and may eventually be moved to locations more geographically accommodating for all.
	C. Plan, develop, and implement training programs for both Tribal and CSO staff. 1. CSD will put together presentations that provide basic program information and training for the Tribe. 2. All Port Angeles/Forks CSD management and the tribal liaison will attend government-to-government training. All staff will attend the 7.01 Plan Training offered by OIP.	1. Tribal members will be better informed about programs and more likely to access needed services. 2. CSO staff will be more culturally sensitive and provide services in a manner that builds trust with the Tribe.	<u><b>Tribe</b></u> Lisa Halttunen  <u><b>DSHS</b></u> Patricia Barros Jeannie Dickinson Meredith Parker Brenda Francis-Thomas  <u><b>Target Date</b></u> Annually or As needed	March 2022: No changes since the last 7.01 meeting.  Region and HQ program coordinators will provide presentations in financial eligibility, WorkFirst, Social Services, SSI Facilitation, BFET and Washington Connections as requested by the tribe.

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	D. CSO to disseminate information through Tribal web page.	CSO staff will have current information on tribal activities and changes, which will enhance partnership and communication.	<p><b><u>Tribe</u></b> Lisa Halttunen Brittany Parker</p> <p><b><u>DSHS</u></b> Patricia Barros Meredith Parker</p> <p><b><u>Target Date</u></b> Weekly</p>	<p>March 2022: Tribal Liaison is attending the Welcoming of the Whales ceremony on 4/1/22.</p> <p>Tribal Liaison will review the Makah webpage weekly and share information with CSO and CSCC management and staff about events, changes, and updates as they occur on a monthly basis.</p>
	E. Implement a process to ensure ongoing coordination and cooperation between CSO and Indian Child Welfare (ICW) staff. 1. Tribal Liaison will work with ICW staff to assist customers with accessing CSD programs.	<p>1. Closer partnership between CSO and Makah Social Services Department.</p> <p>2. Families working with ICW have easy access to state services.</p>	<p><b><u>Tribe</u></b> Michelle Claplanhoo, IPAC Delegate Tribal Councilperson</p> <p><b><u>DSHS</u></b> Patricia Barros Jeannie Dickinson</p> <p><b><u>Target Date</u></b> As needed</p>	<p>March 2022: No shared clients this program year</p>
	F. Invite statewide CSD Customer Service Contact Center to disseminate Information at 7.01 meetings.	Enhanced communications of state call center Information to Tribal members	<p><b><u>DSHS</u></b> Ron Thomas</p> <p><b><u>Target Date</u></b> Annually</p>	<p>March 2022: At 7.01 meeting on 8/26/21 a contact list for the Customer Contact Center was shared with tribal representatives.</p>

## Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
Goal 2, Activity B – The Tribe and local DSHS Community Service Division (CSD) partners will explore technology options for improved customer/service access, e.g. Washington Connection. COMPLETED	December 2017	Washington Connection WebEx training with R3 Access Consultant held.
Goal 3, Activity C -- All DSHS PA/Forks CSD staff will attend continuous/on-going government-to- government training, with priority given to new CSO hires. COMPLETED	May 2017	All Port Angeles, Forks CSO staff attended G2G training in 2017.
Goal 2, Activity D – Coordinate and develop hiring processes that affirm value of diverse workforce. COMPLETED	March, April 2017	Tribal Liaison and OIP Regional Manager participated on 2017 Forks WorkFirst Supervisor, Port Angeles Financial Service Specialist (2); and PA Office Manager hiring panels.
Goal 3, Activity A – Schedule and hold meetings to improve coordination and communication COMPLETED	March 20, 2015	<p>Tribal Liaison, WorkFirst/Social service Supervisor, Administrator, frontline and regional staff traveled to Neah Bay and held open house for TANF customers to meet the staff they work with and review the TANF program.</p> <p>Create flyer for Neah Bay customers explaining different ways they can participate to meet WorkFirst requirements. We specifically want to ensure our customers know how to report non-job search activities, such as volunteering. Tribal staff would like to hold an in person meeting to review the process of doing home visits for Neah Bay customers.</p>
Goal 3, Activity B – Plan, develop, and implement DSHS overview training programs. *TABLED 2016; ACTIVE GOAL 2017, 2018*	March 15, 2015	<p>In May 2015, another mini HUB was held in Forks. CSO staff will contact Lisa Halttunen to work on possible transportation to and from Neah Bay.</p> <p>UPDATE: There was a request from the Tribal Staff that there be a mini-HUB held in Neah Bay or that the Neah Bay customers could attend the one held in Forks via video conferencing (2016).</p>

Goal 2, Activity A COMPLETED	2014	An ongoing exception to policy was granted for all TANF customers living in Neah Bay that the mandatory WorkFirst orientation that had to be done in person at the Forks or Port Angeles CSO, may now be done by phone.  An exception was also made that TANF customers living in remote areas can now do the CE (Comprehensive Evaluation) by phone.
Goal 3, Activity A COMPLETE D	October 24, 2014	Lisa Halttunen, Cynthia Castaneda met with Patty Busse, Patti Hicklin and Diane Mitchell on 10/24/15. Lisa and Cynthia shared with us the hardship our customers were having getting to Port Angeles to work with Work Source. Provided Mimi Reeves, Work Source Administrator's contact information <a href="mailto:mreeves@esd.wa.gov">mreeves@esd.wa.gov</a> 360-538-2347. Patty also emailed Mimi to set up introduction to the tribe.
Goal 3, Activity- Schedule & hold meetings to improve coordination and communication COMPLETED	April 2014	On 4/25/14, the LPA held a conference hosted by the Jamestown Tribe with guest speaker: Dr. Donna Beegle - Communication Across Barriers. Tribal staff were invited.
Goal 3, Activity- Schedule & hold meetings to improve coordination and communication COMPLETED	February 2014	On 2/11/14, DSHS held a Lean Training Seminar. Tribal staff were invited.
Goal 3, Activity- Improvement of ADATSA referral process for Makah Tribal Citizens COMPLETED	January 2014	As of 1/1/14, Diane/DSHS is no longer able to process ADATSA applications. Beginning 10/1/13, customers need to apply at: <a href="http://www.healthplanfinder.org">www.healthplanfinder.org</a> .
Goal 1, Activity- Update agreement w/Makah for the location of the Neah Bay outstation COMPLETED	2013	DSHS and Tribal staff collaborated in finding a new office for DSHS financial worker, Mardell McGimpsey which is located at the Sophie Trettevick Indian Health Clinic.
Goal 2, Activity- Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated. COMPLETED	2013	Patty was able to get an Exception to Policy so that Mardell is able to authorize and issue EBT cards to Neah Bay customers. This way they won't have to travel to Forks or Port Angeles or wait up to 10 days for it to be mailed to them.
Goal 3, Activity-Schedule & hold meetings to improve coordination and communication COMPLETED	2013	Diane attended the College Career Fair on 5/14/13 and the senior fair on 9/13/13.
Goal 2, Activity- Identify outstanding issues/gaps in service and develop performance expectations,	November 2012	Diane provided information on the CHIPRA (Children's Health Insurance Program Reauthorization Act). Grant on 11/1/12. UPDATE: Per email from Cynthia Castaneda on 9/26/13, Makah will be receiving the grant.



which can be implemented, monitored and evaluated. COMPLETED		
Goal 3, Activity A COMPLETED	May 2008	With the agreement of the Tribe, we have been able to expand the services of the Tribal Liaison. Ms. Mitchell continues to complete applications for assistance. This position will continue to be fully utilized at the service of the tribes.

## Contact Information

DSHS Contacts	Tribal Contacts
<p>Brenda Francis-Thomas Regional Manager, DSHS Office of Indian Policy <a href="mailto:Brenda.francis-thomas@dshs.wa.gov">Brenda.francis-thomas@dshs.wa.gov</a> 360-584-3338</p>	<p>Tracey Rascon, Administrative Officer <a href="mailto:Tracey.rascon@ihs.gov">Tracey.rascon@ihs.gov</a> 360-645-2412</p>
<p>Kristine Hammond Deputy Regional Administrator CSD Region 3 Regional Tribal Liaison <a href="mailto:kristine.hammond@dshs.wa.gov">kristine.hammond@dshs.wa.gov</a> 360-587-3149</p>	<p>Lisa Halttunen, Education &amp; Training Director <a href="mailto:Lisa.halttunen@makah.com">Lisa.halttunen@makah.com</a> 360-645-3280</p>
<p>Jeannie Dickinson Port Angeles/Forks/Port Townsend CSO Administrator <a href="mailto:jeannie.dickinson@dshs.wa.gov">jeannie.dickinson@dshs.wa.gov</a> 360-401-9003</p>	<p>Darlene Scissons Case Manager <a href="mailto:darlene.perry@makah.com">darlene.perry@makah.com</a></p>
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<p>Jack Graham, Public Benefits Supervisor, Port Angeles CSO <a href="mailto:jack.graham1@dshs.wa.gov">jack.graham1@dshs.wa.gov</a> 360-912-8307</p>	
<p>Patricia Barros Tribal Liaison/Public Benefits Specialist 3, Port Angeles CSO <a href="mailto:patricia.barros@dshs.wa.gov">patricia.barros@dshs.wa.gov</a> 564-201-1639</p>	
<p>Javier Ruiz Mobile CSO Administrator <a href="mailto:javier.ruiz@dshs.wa.gov">javier.ruiz@dshs.wa.gov</a> 360-480-4772</p>	

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