

**Updated:** November 4, 2019

Draft Plan

Final Plan

**Policy 7.01 Plan and Progress Report**

**Timeframe:** July 1, 2020 to June 30, 2021

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

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

	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 Since the Last 7.01 Meeting
<p>1. Establish working relationship between the Nisqually Tribe and the Community Services Division local and regional staff, to address any tribal needs related to CSD services.</p>	<p>A. Conduct annual meetings between Nisqually and CSD staff. The Tribe can request additional meetings at any time.</p> <ul style="list-style-type: none"> <li>The Office of Indian Policy will coordinate the scheduling of future 7.01 meetings with the Tribe and the Office of Indian Policy and will provide a draft of any proposed changes to the 7.01 Plan prior to the meeting for review by the participants.</li> <li>Tribal representatives will contact the CSO Administrator to schedule CSD program overview presentations for Tribal representatives when needed.</li> </ul>	<p>Effective communication between the Nisqually Tribe and Community Services Division.</p>	<p><u>Office of Indian Policy</u> Marie Natrall, Regional Manager</p> <p><u>Region 3 CSD Staff</u> Jason Reed, Olympia CSO Administrator (CSOA)</p> <p><u>Nisqually Tribal Staff</u> Marie McDonald, Director, Nisqually Community Services</p> <p>Lorna Kalama, Site Manager, Nisqually/SPIPA TANF</p> <p><u>Target Date:</u> Next annual meeting October 2020.</p>	<p>10/1/19 – Annual 7.01 planning meeting held at the Nisqually Tribe. Participants included Marie McDonald, Lorna Kalama, Marie Natrall, Kristine Hammond, Joey Anderson, Jason Reed, Milton Caron and Brandy Sanchez.</p> <ul style="list-style-type: none"> <li>Reviewed 7.01 Plan activities since previous meeting.</li> <li>DSHS organizational and program information was shared with the Tribe.</li> <li>Discussed the frequency of meetings and agreed to continue to meet on an annual basis to discuss Tribal needs related to CSD services.</li> <li>The Tribe will submit a list of tribal staff to Marie Natrall to be invited to future 7.01 meetings.</li> </ul>

<p>2. Prepare and disseminate pertinent statistics on Nisqually Tribal members who apply for and access CSD services.</p>	<p>Present data at each meeting and as requested by Tribal representatives.</p>	<p>Clear and accurate information sharing of the number of Tribal members receiving services.</p>	<p><u>Region 3 CSD Staff</u> Jason Reed, Olympia CSO Administrator (CSOA)</p> <p><u>Nisqually Tribal Staff</u> Lisa Wells, Tribal Health Clinic Business Office Manager</p> <p>Stacy Gouley, Tribal Health Clinic Deputy Director</p> <p><u>Target Date:</u> October 2020 and upon request from Nisqually Tribal representatives.</p>	<p>Number of Nisqually Tribal families receiving benefits through the Olympia CSO.</p> <p><b>September 2019</b></p> <table border="1" data-bbox="1493 326 1835 431"> <tr> <td><b>SNAP</b></td> <td>35</td> </tr> <tr> <td><b>Medical</b></td> <td>2</td> </tr> <tr> <td><b>TANF</b></td> <td>1</td> </tr> </table> <p>Number of Nisqually Tribal families receiving benefits through all CSOs.</p> <p><b>September 2019</b></p> <table border="1" data-bbox="1493 565 1835 670"> <tr> <td><b>SNAP</b></td> <td>60</td> </tr> <tr> <td><b>Medical</b></td> <td>6</td> </tr> <tr> <td><b>TANF</b></td> <td>3</td> </tr> </table> <p>*The above statewide numbers may not be complete due to self-declaration and coding errors.</p>	<b>SNAP</b>	35	<b>Medical</b>	2	<b>TANF</b>	1	<b>SNAP</b>	60	<b>Medical</b>	6	<b>TANF</b>	3
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<p>3. Establish an Working Agreement between the Nisqually Tribal Health Clinic and CSD for the CSD outstation worker.</p>	<p>Review, and update as needed, the local Tribal-State agreement for a CSD financial eligibility worker to be outstationed at the Tribal Health Clinic.</p>	<p>Provide on-site CSD/CSO Financial Eligibility Services to Tribal members.</p>	<p><u>Region 3 CSD Staff</u> Jason Reed, Olympia CSO Administrator (CSOA)</p> <p><u>Nisqually Tribal Staff</u> Lisa Wells, Tribal Health Clinic Business Office Manager</p> <p>Stacy Gouley, Tribal Health Clinic Deputy Director</p>	<p>The full-time Tribal outstation worker remains in place, on-site, to serve Nisqually Tribal members and families. The outstation worker meets in-person with an average of 1.5 clients per day, with Mondays being the busiest walk-in times during the week.</p> <p>10/1/19 – The current agreement runs through October 31, 2021. Due to staffing needs at DSHS, and upon mutual agreement between the Tribe and DSHS, the outstation worker may be asked to report to the Olympia CSO periodically to assist</p>												

			<p><u>Target Date:</u> The local Tribal-state agreement will be reviewed annually, in January, as part of the annual review of the 7.01 Plan.</p>	<p>with in-person customers. Future communications, advising the Tribe of agreed upon outstation worker's schedule changes, will also be sent to the Tribal WorkFirst program to keep them apprised of the worker's availability. Also discussed the option of customers contacting the Customer Service Contact Center (CSCC) if the outstation worker is not available at the Tribe.</p>
<p>4. Ensure on-going communication with the Nisqually Tribe for information sharing, consultation, joint planning and problem solving. CSD resource areas listed below.</p> <p>A. Washington Connection B. Customer Service Contact Center (CSCC) C. Basic Food Employment and Training (BFET) D. Mobile CSO (A mobile office that is self-contained and fully functional to provide access to CSD assistance programs.)</p>	<p>A. The local CSO Administrator will work with regional staff to provide the Nisqually Tribe with access to and information about Washington Connection, as requested by the Tribe.</p>	<p>Increase access to services offered by CSD through the use of the Washington Connection Benefit Portal.</p>	<p><u>Region 3 CSD Staff</u> Jason Reed, Olympia CSO Administrator (CSOA)</p> <p><u>Nisqually Tribal Staff</u> Lorna Kalama, Site Manager, Nisqually/SPIPA TANF</p> <p><u>Target Date:</u> Region 3 Access Consultant will attend a Community Resource Dinner during first quarter of 2020.</p>	<p>10/1/19 – Updated Washington Connection resource materials were shared with Tribal representatives, including a flyer and brochure that outlines how to access the website and what information/services are available.</p> <p>Region 3 Access Consultant, Elijah Moon, visited the Tribe to provide information about Washington Connection. Elijah also attended a quarterly Community Resource Dinner and shared information about Washington Connection and other outreach efforts.</p> <p>3/20/20 –Effective 3/5/20 all community events and dinners were postponed until further notice due to the Coronavirus. The Region 3 Access Consultant will follow-up with the Tribe regarding rescheduled events.</p>

	<p>B. On-going communication and information sharing of services provided through the CSCC (CSD Contact Center).</p>	<p>Increase access to services offered through the CSD CSCC.</p>	<p><u>Region 3 CSD Staff</u> Joey Anderson, CSCC Southwest Administrator</p> <p><u>Nisqually Tribal Staff</u> Lorna Kalama, Site Manager, Nisqually/SPIPA TANF</p> <p><u>Target Date:</u> Updated resource materials will be shared with the Tribe annually and upon request. Staff recruitment announcements will be shared as positions become available.</p>	<p>10/1/19 - Updated CSCC resource materials were shared with Tribal representatives including:</p> <ul style="list-style-type: none"> <li>• A Washington Connection flyer that outlines how to access the website and what information/services are available.</li> <li>• A Customer Service Contact Center brochure that provides information regarding services available through the contact center, including telephone numbers for specific services.</li> </ul> <p>Joey Anderson reported that “telephonic signature” is now available for customers completing their eligibility reviews through the CSCC, allowing the customer to complete a signature declaration over the phone rather than physically signing a review form. Joey also shared that the CSCC regularly recruits for new call center staff. She will share recruitment announcements with the Tribe when positions in the CSCC become available.</p>
	<p>C. CSD BFET Coordinators will provide training for Tribal staff on the BFET Program and participate in Tribal resource events as requested.</p>	<p>Increased Tribal member understanding and awareness of BFET services. Increased Tribal member access to and</p>	<p><u>Region 3 CSD Staff</u> Dave Skaar, BFET Operations Supervisor</p> <p><u>Nisqually Tribal Staff</u></p>	<p>10/1/19 – Updated BFET program information was shared with the Tribe including a brochure that outlines eligibility criteria, program benefits and contact information for agencies</p>

		participation in BFET services.	Lorna Kalama, Site Manager, Nisqually/SPIPA TANF  <u>Target Date:</u> Updated information will be shared with the Tribe annually and upon request.	and colleges participating in the program.
	D. Upon request, the services of the CSD Mobile CSO will be made available when regular CSD services are interrupted due to disaster or emergent situations.	Ensure individuals have access to CSD assistance programs through the Mobile CSO following a disaster or emergent situation. Experienced staff can determine initial eligibility on site.	<u>Region 3 CSD Staff</u> Javier Ruiz, Mobile CSO and BFET Operations Manager <u>Nisqually Tribal Staff</u> Lorna Kalama, Site Manager, Nisqually/SPIPA TANF  <u>Target date:</u> The Mobile CSO will be available upon request in the event of a disaster or emergent situation.	1/10/19 - CSD representatives shared information regarding services offered through the Mobile CSO and described situations when this resource could be available to the Tribe.

## Completed or Tabled Items

(Note: Per agreement, starting with the July 1, 2020 Plan, the previous 1 year of completed activities will be displayed in the plan.)

Goal/Activity/Outcome	Date	Item Description
Goal #1 – 7.01 meeting held at Nisqually Tribe.	10/1/19 Completed	Annual 7.01 planning meeting held at the Nisqually Tribe. Participants included Marie McDonald, Lorna Kalama, Marie Natrall, Kristine Hammond, Joey Anderson, Jason Reed, Milton Caron and Brandy Sanchez. Agreed to continue meeting annually in the future, with the ability to request additional meetings as needed.
	1/10/19 Completed	Annual 7.01 planning meeting held at the Nisqually Tribe. Participants included Marie McDonald, Lorna Kalama, Marie Natrall, Jason Reed, Milton Caron and Nhu Nguyen. Agreed to meeting annually in the future, with the ability to request additional meetings as needed.
Goal #2 – Prepare and disseminate pertinent statistics on Nisqually Tribal members who apply for and access CSD services.	10/1/19 Completed	Updated statistics of Nisqually Tribe members accessing CSD services were shared in this meeting.
	1/10/19 Completed	Updated statistics of Nisqually Tribe members accessing CSD services were shared in this meeting.
Goal #3 - Established an MOU between the Nisqually Tribal Health Clinic and the CSD for the CSD outstation worker.	10/1/19 Completed	Discussed agreement. Future communications advising the Tribe of an agreed upon outstation worker's schedule change will also be sent to the Tribal WorkFirst program to keep them apprised of the worker's availability.
	1/10/19 Completed	Discussed agreement. Future communications advising the Tribe of an agreed upon outstation worker's schedule change will also be sent to the Tribal WorkFirst program to keep them apprised of the worker's availability.
Goal #4 - Ensure communication with the Nisqually Tribe for information sharing, consultation, joint planning and problem solving.	10/1/19 Completed	DSHS provided updated program information for Washington Connection, the Customer Service Contact Center, BFET and the Mobile CSO. DSHS offered additional training for Tribal staff on these topics as needed.
	1/10/19 Completed	DSHS provided updated program information for Washington Connection, the Customer Service Contact Center, BFET and the Mobile CSO. Elijah Moon is the new Region 3 Access Consultant. He will make arrangements to visit the Nisqually Tribe in the near future.

## Contact Information

DSHS Contacts	Tribal Contacts
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<p>Brandy Sanchez Financial Services Specialist (outstationed worker at Nisqually Tribe), DSHS Community Services Division <a href="mailto:brandys@dshs.wa.gov">brandys@dshs.wa.gov</a> 360-486-9554</p>	
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