



STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES
ECONOMIC SERVICES ADMINISTRATION

DSHS ADMINISTRATIVE POLICY 7.01
2013-2014 PLAN & PROGRESS REPORT

EXECUTIVE SUMMARY

I. Key Accomplishments and Areas of Focus for the Future

A. Community Services Division

The Community Services Division (CSD) promotes and supports government-to-government relationships with Washington Tribes, recognizing Indian sovereignty in the development and delivery of programs and services consistent with the Centennial Accord and DSHS American Indian Policy 7.01.

CSD supports the goal of the Economic Services Administration to bring about successful TANF programs and support services for Washington Tribes, through effective State-Tribal relationships. CSD works closely with Tribes to ensure services are provided in ways that best meet the needs of Native American families.

The State of Washington ranks second in the nation in the number of Tribal TANF programs. There are 11 Tribal TANF programs in this state, of which one is operated by a tribal consortium comprised of four Tribes. Of the 29 federally recognized Tribes in Washington, 14 are participating in Tribal TANF. The success these Tribal TANF programs have experienced in assisting families on pathways to self-sufficiency has led to an increasing number of Tribes expressing an interest in starting their own programs.

CSD has entered into Operating Agreements (OA) with each of the 11 Tribal TANF programs. The agreements are State-Tribal cooperative agreements between a Tribal TANF program and neighboring CSD Community Services Office(s). An OA outlines the processes and procedures for working collaboratively in assisting clients and to avoid duplication of services. These agreements are continually reviewed and updated as necessary.

In January 2013 the collaborative work of a State-Tribal workgroup to develop regulations in the Washington Administrative Code (WAC) relating to Tribal TANF was completed when the WACs were officially enacted. The regulations provide guidance concerning the uses of state maintenance of effort funds (MOE) and MOE reporting requirements by a Tribal TANF program. Formal Consultation with the Tribes in Washington regarding the WACs was held in 2012.

CSD partners with the Division of Child Support to negotiate data sharing agreements that provide Tribal TANF and Child Support programs with access to ACES, SEMS and Employment

Security Department earnings data. In addition, CSD also provides client data to tribal medical and food-related assistance programs. The benefits of providing access to these databases include increased efficiencies within these Tribal programs benefiting clients, and enhanced State-Tribal ability to coordinate assistance services while avoiding the duplication of services.

New enhancements continue to be added to *Washington Connection* web-based benefit portal to improve its functionality based on user feedback. *Washington Connection* makes it easier for low-income families and individuals to learn about and apply for a variety of services and benefits online. Over 600 community-based organizations have registered as *Washington Connection* partners to provide clients with information, computer, or assistance in applying for benefits. The Skokomish and Squaxin Island Tribes are participating in a three-year pilot outreach program aimed at increasing participation in Basic Food, Washington's food assistance program. Funded by a federal "Reaching the Underserved and Working Poor" grant from the USDA Food and Nutrition Services, the pilot will provide tribal members with local access of a computer kiosk linked directly to *Washington Connection* where they can apply for services offered through the State and the City of Seattle.

With funding and support from the Bill and Melinda Gates Foundation and the federal government, we brought to life the concept of two Mobile Community Services Offices that since allow us to provide mobile services and outreach to remote, underserved communities and disaster areas. Our two Mobile Community Services Offices continue to allow us to provide mobile services and outreach to remote, underserved communities and disaster areas. Since their debut in June 2010, the Mobile CSOs have participated in over 700 community events throughout the state, 25 of those events were partnerships with Tribes. Within the last 12 months these mobile offices have continued to partner with various Tribal governments to outreach in their communities such as the

- Yakima Nation Health Fair in Toppenish
- Chehalis Tribal Health Fair
- Nisqually Elder Abuse Summit with the Squaxin Tribe
- Three separate events with the Skokomish Nation Tribal Education Center in Shelton
- A Mobile CSO team worked in partnership with the disaster response teams at the Keller Community Center on the Colville reservation last July to provide replacement food assistance benefits and other public assistance services to over 55 families who lost their food due to the wind storm that devastated the area.

Since June 2008, ESA has co-hosted, with the Division of Vocational Rehabilitation (DVR), quarterly IPAC ESA-DVR Subcommittee meetings. The meetings provide an invaluable forum to attain Tribal input on critical issues, share accomplishments, and discuss new initiatives and policy changes impacting Tribes and Tribal members.

The Administration coordinated with the Office of Indian Policy, DSHS Aging & Adult Services Administration, Health Care Authority and Department of Early Learning to research two types of federal tribal trust settlements that resulted in payments to Tribal members during 2012 and early 2013. The first was Salazar per capita payments that were distributed by some Tribes to their members. The second was the Cobell settlement which resulted in payments distributed

by the federal government directly to individual tribal members. It was determined that ***both types of tribal trust settlement payments were exempt for cash, medical, child care and food assistance.***

The Administration and its partners used various methods to communicate with state staff to make sure they were aware of these payments and exemptions, including memos, online newsletters and teleconferences. We also worked to reach a common understanding with Tribal administrations of how these payments affected the public assistance benefits that are administered or authorized by our staff at IPAC and IPAC ESA/DVR Subcommittee meetings. The Office of Indian Policy graciously provided direct outreach and information to affected tribal governments.

The Administration appreciates the support from Tribal administrations and Office of Indian Policy and sees the process as a very positive experience of Tribal-State collaboration. Our goal was to make sure that state staff properly applied the exemptions for payments funded by federal tribal trust settlements.

B. Division of Child Support – Tribal Relations Team

The Division of Child Support (DCS) maintains government-to-government relationships with Washington Tribes, respecting Indian sovereignty while developing and delivering child support services. The Tribal Relations Team (TRT) leads DCS' Tribal relations efforts in partnership with DCS leaders, statewide Tribal liaisons, DCS staff, and the 29 federally recognized Tribes in Washington State to improve the lives of children and families. The TRT advocates for policies and laws that respect tribal sovereignty and develop processes and agreements to address child support.

For additional information about State/Tribal child support efforts and agreements, see the DCS Tribal Relations Website at www.dshs.wa.gov/dcs/tribal.

in an effort to improve child support services for families, TRT and DCS staff partner with eight (8) tribes in Washington State that operate Child Support Programs, one Recognized American Indian Organization (RAIO), Tribes that operate Tribal TANF programs, and other Tribes in Washington and bordering states. Tribal cases are assigned to specially-trained DCS Tribal Liaisons.

TRT and the Community Services Division's State Tribal Relations Unit (STRU) partnered with Tribes to renew one data share agreement (Nooksack) and monitor 12 existing data sharing agreements that provide Tribal TANF and Child Support Programs with access to state computer systems (ACES, SEMS and Employment Security Department earnings information). TRT renewed an agreement with one Tribe (Lummi) to intercept Internal Revenue Service (IRS) refunds on cases referred to DCS from a Tribal Child Support program. DCS has intergovernmental child support agreements in place with nine Tribes and informal child support processes with numerous other Tribes.

DCS identified cases on which the Bureau of Indian Affairs (BIA) Tribal General Assistance (GA) benefits are inadvertently intercepted via the federal Administrative Offset process and sent to

DCS. At a national level, TRT initiated contact with the BIA and OCSE to initiate policy to exempt GA payments from intercept.

DCS Tribal Liaisons attend the Governor's Office of Indian Affairs Government-to-Government training, the Office of Indian Policy's 7.01 Training, manage DCS "Tribal Cases", receive ongoing training, and serve as the point of contact for local tribes. DCS Tribal Liaisons provide outreach services, training, and technical assistance to local tribes. Tribal Liaisons often attend and participate in tribal cultural events like Pow Wows and tribal health fairs, job fairs, and other community events and conferences in an effort to increase cultural competency, strengthen relationships and partnerships, and improve services and coordination with tribes.

DCS Headquarters and Field Office Celebrations for National American Indian Heritage month included a HQ Celebration (that included Indian Fry Bread Tacos and traditional drumming and singing performed by Seven Generations Culture Group, American Indian Arts and Crafts display, and information resource tables) and other celebrations throughout the state.

Over 15 DCS staff volunteered by working one or more shifts at the 2013 Paddle to Squaxin Island, helping with registration, recycling/composting, traffic control, distributing water, and meal set-up and clean-up. [Here](#) is an article with more information.

Throughout the year, DCS regularly communicated information with Tribal child support contacts at each Tribe, and sought their input on draft policy and legislation.

TRT invited all Tribes to participate in a Policy/Legislative meeting to discuss upcoming changes and seek Tribal input.

TRT hosted a State and Tribal IV-D Director's Roundtable meeting to share information, discuss issues, brainstorm solutions, and improve the coordination of services.

Per the request of Tribal IV-D Directors, TRT, DCS Training and SEMS hosted a SEMS Web Demonstration session in February 2013. Tribal IV-D staff (and their invited Tribal IV-A partners) were offered an overview of the SEMS Web screens currently available through existing data share agreements. The demonstration also included some additional SEMS Web screens that tribes would like to have access to. The demonstration supported the Tribal IV-D Directors in their efforts to draft their business needs for requesting additional case data from SEMS Web screens.

II. Highlights of the 2013-2014 7.01 Plans & Progress Reports

A. Community Services Division – Statewide

Statewide

- Regions have given presentations providing an overview of the upcoming changes due to health care reform, planning for additional meetings & focusing efforts on sharing information.
- Regional staff outstationed at tribal sites are very important to the Tribes since they provide Tribal members with critically important access to vital assistance services. This is a priority for the regions.

- The regions have established Memorandums of Understanding and data share agreements with Tribes and Recognized American Indian Organizations (RAIO), with the goal to share important client data pertaining to Tribal members receiving assistance from state or tribal programs. These efforts help identify barriers to accessing our services, avoid duplication of services, and ensure the needs of tribal members are being met.
- Regional staff who work with Tribes receive instruction in key areas, including DSHS Administrative Policy 7.01 training and the Governor's Office of Indian Affairs Government-to-Government training, which may include training developed locally with a Tribe.
- Regions have implemented various strategies to foster regular and structured communication with Tribes and RAIOs. Examples include regular meetings that involve Tribal representatives in CSO case staffings, local area planning efforts, establishment of regional/local Tribal Liaisons, and Tribal participation on state employee interview panels.
- Local Community Services Offices (CSOs) CSOs with neighboring Tribal TANF programs regularly review, and update as necessary, State-Tribal Operating Agreements (OA). The OAs outline the processes and procedures for working collaboratively in assisting clients and to avoid duplication of services.

Region 1

- Regional representatives for the *Washington Connection* benefit portal provided training and support to the NATIVE Health staff regarding program access via the online portal, and installed a kiosk. Included was a presentation by the region that provided an overview of upcoming changes relating to implementation of health care reform.
- The region presented at the Colville Tribes TANF office in Nespelem and provided an overview of changes relating to health care reform.
- The Wenatchee CSO Administrator provides meeting space in the Wenatchee DSHS office about twice a month for Colville Tribal TANF workers to meet with Tribal members living in the area.
- The region provides staffing at the Spokane Tribal TANF and Native Health Organization, Spokane/Colville Tribes Reservations, NATIVE Health Clinic.
- The Yakama Nation Business Tech Centers serve as an alternate site for computer classes, tutoring, workshops that count toward WorkFirst participation as Job Search. The centers provide access to the *Washington Connection* benefits portal.
- The region is working with the Yakama Nation to assist the homeless by placing mail boxes at shelters; the region worked with BIA Social Services to allow clients to check with BIA if contact with the CSO is needed.

Region 2

- The region is making plans to provide training on the upcoming changes relating to health care reform and how it will impact ESA/Tribes. The region continues to share information on this topic with Tribes.
- CSOs provide staffing at the Lummi, Swinomish, Upper Skagit, Tulalip, Sauk Suiattle, Nooksack, and Muckleshoot Tribes.
- The region provides Tribes with important TANF, Basic Food and ABD/MCS ad hoc reports that compare performance indicators related to Native American as compared to the entire population. Data share agreements have been completed with some Tribes to provide information regarding their respective Tribal members receiving assistances services from DSHS to assist in coordinating & avoiding duplication of services
- Tribal staffs are invited to participate in Local Planning Area meetings, CSO case staffings, and local training opportunities.

- The region is requesting data displaying the reasons for medical denials for the Medicaid cases serving the American Indian population in the Seattle Area to review/discuss with Tribes to help increase the percentage of application approvals

Region 3

- The region is making plans to provide training on the upcoming changes relating to health care reform and how it will impact ESA/Tribes. The region continues to share information on this topic with Tribes.
- Local Planning Area (LPA) meetings in Mason County are held once a month. These LPA meetings have become important events for State-Tribal staff to discuss issues impacting Tribes and tribal members.
- The region provides Tribes with important TANF, Basic Food and ABD/MCS ad hoc data concerning tribal members receiving assistance.
- CSO staff regularly attend important tribal cultural and governmental events such as Tribal health fairs, Native American safety fairs, signing ceremonies, open house events and the annual Canoe Journey.
- A *Washington Connection* benefits portal kiosk is now located as the Squaxin Island Health Clinic. A FQHC-FSS is onsite and available to help the public with eligibility questions and is able to process and issue benefits the same day.

B. Division of Child Support – Statewide

Region 1

SPOKANE

- Spokane DCS staff and the Colville Tribe continue to implement the agreement for the Colville Tribal Child Support Program (CTCSP) to use the Support Enforcement Management System (SEMS) as their case management computer system.
- Spokane DCS and the Colville Tribal Child Support Program (CTCSP) developed a process for CTCSP staff to assist Tribal Members with obtaining proof of Indian Health Services coverage for children to satisfy a medical support obligation in connection with receiving Medical Assistance from the State.
- Spokane DCS and HQ staff support renewed interest by the Spokane Tribe in applying for Start-up funding to operate a Tribal Child Support Program.
- The tribal liaison at the Spokane DCS field office continues outreach services for tribal members and employees at the Kalispel Reservation. The outreach location alternates monthly between space at the Northern Quest Casino and the Cusick Court Campus.
- The Kalispel Tribe and DCS have a protocol for DCS to notify the Tribe as soon as possible when a newly opened DCS paternity case (anywhere in Washington) involves a child that may be enrolled as a Kalispel Tribal member. DCS offers the opportunity for the Tribe to advise the parents about consequences of further DCS actions and whether paternity establishment and child support can be addressed in Kalispel Tribal Court. The tribal liaison makes periodic (monthly at a minimum) DCS data searches for potential Kalispel children.
- Spokane tribal team staff ensure DCS services are offered to American Indian Community Center (AICC) and N.A.T.I.V.E. Project RAIOS in the region. Neither organization seeks a 7.01 Plan at this time. Both organizations will initiate contact if they need outreach services from DCS.

YAKIMA

- Yakima DCS tribal liaisons continue providing outreach to customers one day per week at the Yakama Nation business campus in Toppenish, WA. DCS sees an average of 12 customers per day at each outreach. This location permits DCS the ability to provide direct services to customers in privacy. Oftentimes referrals are made to other social services depending on the need of the DCS customer.
- Tribal Liaisons from Yakima DCS increase child support program knowledge in the Yakama Nation community by participating in Native American Career Fairs, Tribal WorkFirst Conferences, and Local Planning Area meetings. Most recently, in March 2013, they attended the Yakama Nation Preparedness Conference.
- Yakima DCS continues to stay available as a resource if the Yakama Nation is interested in operating a Tribal IV-D program or negotiating a child support agreement with DCS that respects the sovereignty of the Tribe and meets the needs of the Yakama Nation children and families.

Region 2

EVERETT

- Everett DCS, Community Services Division (CSD) and the Office of Indian Policy representatives meet jointly with the region tribes on a quarterly basis to determine needs and assess progress. The 2013 dates and locations/sponsor are January 25 hosted by Tulalip Tribes, April 26 Upper Skagit Indian Tribe, July 19 Lummi Nation and October 18 ESA/CSD.
- Tribal liaisons from Everett DCS and tribes share training. As the regional tribes continue to develop their social service and child support programs, DCS continues to serve as a resource upon request. Most recently DCS provided a SEMS Web demonstration that Everett Tribal Liaisons reinforced with one on one training for interested tribal staff.
- Invitations were extended in November 2012 and January 2013 for tribal employees to attend the DCS Support Enforcement Officer Training Academy on an audit basis.
- One IPAC Delegate has volunteered to be on the hiring panel for a DCS Child Support Program Manager to be hired this spring. Other tribal members have also volunteered to participate in future hiring panels.

SEATTLE

- Seattle DCS and the Snoqualmie Tribe met on April 30, 2012 for the first 7.01 Planning and Progress meeting with the new Seattle District Manager and the newly appointed back-up tribal liaison.
- The Seattle DCS tribal liaison provides tribal demographic information about DCS Snoqualmie tribal cases to the Snoqualmie Tribe on an annual basis and upon request.
- DCS has an informal agreement in place with the Snoqualmie Tribe. The Tribe accepts child support wage withholding for tribal and non-tribal employees.
- The tribal liaison from Seattle DCS continues to make a monthly visit to the Muckleshoot Resource Center to provide in-person services to tribal members.
- DCS is currently working with the Office of Indian Policy to set up a meeting with Muckleshoot Indian Tribe to complete a plan for 2013.
- Seattle DCS staff contacted the Seattle Indian Health Board (SIHB) and United Indians of All Tribes Foundation (UIATF) to offer developing a 7.01 plan for 2013. SIHB replied to DCS' 2012 invitation they do not need to work on a plan with DCS as their focus is medical service and child support does not pertain to their client base. UIATF has not yet responded to 2012 or 2013 invitations. DCS staff remain available to develop a formal 7.01 Plan if the RAI0's find a need in the future.

Region 3

TACOMA

- Tacoma DCS continues monthly joint line-staff meetings between the tribal liaisons and the Puyallup, Port Gamble S'Klallam, and Suquamish Tribe child support employees.
- Tacoma DCS holds quarterly 7.01 meetings between the Tacoma DCS District Manager, DCS Tribal staff and the Tribal Program Directors. Puyallup Tribal Child Support Program (PTCSP) case managers rotate through the quarterly meeting schedule so all the PTCSP staff have an opportunity to attend.
- As needed, the Tacoma DCS tribal liaison meets with the Port Gamble S'Klallam Tribe (PGST) IV-D Director to discuss Medicaid cases and review other challenging cases.
- DCS and PGST participate in gatherings as opportunities arise. PGST attended DCS's Bite of Tacoma in October 2012 and the DCS tribal liaison for PGST attended the Tribe's Bite of Boston celebration in February 2013.
- Tacoma DCS and the Suquamish Tribe have an ongoing case referral process. Both programs collaborate on how best to serve their shared clients.
- Tacoma DCS and CSD staff contacted the Director and IPAC Delegate for Small Tribes of Western Washington (STOWW) to offer / coordinate a joint DCS/CSD 7.01 planning meeting. STOWW has not yet accepted the invitation to meet.

OLYMPIA

- Olympia DCS staff regularly present child support information at the Hub program in Port Angeles. The Hub program is a month long training program for Work First clients supported by multiple agencies including DCS, CSD, Work Source, Lower Elwha Tribe and Peninsula Community College.
- Olympia DCS staff attended the Veteran's Stand Down in Forks with the Hoh Tribe on May 13, 2012.
- Olympia DCS Tribal Liaisons continue active outreach efforts, meeting regularly with the tribes throughout the region. They have built relationships with the Tribal Indian Child Welfare program staff with Hoh, Jamestown S'Klallam, and Shoalwater Bay Tribes.
- Four Tribal Liaisons from Olympia DCS volunteered at the 2012 Paddle to Squaxin Island Tribal Canoe Journey.
- Tribal Liaisons from Olympia DCS participated in the Makah Health Fair on the evening of September 20, 2012.
- DCS met with the Quileute Tribal Court Clerk in May 2012 to review the Tribal Court Full Faith and Credit application to the Quileute Tribe which is required before the Tribe to honors an Order to Withhold Income. This is a new process.
- Olympia DCS and the Quinault Indian Nation (QIN) IV-D staff meet regularly to review cases and coordinate services. The DCS Tribal Liaison makes a monthly outreach visit to Quinault and QIN IV-D case workers make quarterly visits to the Olympia DCS office.
- The District Manager, Tribal Team Supervisor and Tribal Liaison attended the Region 10 Tribal Child Support Conference hosted by QIN in May 2012.
- On November 6, 2012, SPIPA prepared Fry Bread to support the American Indian Heritage Month Celebration at DCS Headquarters. Following the luncheon, SPIPA staff visited the new DCS Tumwater office to review cases of interest referred to DCS.