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| | <p>1D. As changes occur, CSD will share URL for websites for DSHS, CSD Services, and the Customer Service Contact Center (CSCC) website.</p> <p>1F. Ensure annual 7.01 plan is submitted for posting on STRU website.</p> | | <p>Attorney, Port Gamble S'Klallam Tribe, Andreas@pgst.nsn.us 360-297-9654</p> <ul style="list-style-type: none"> • Gina Lindal, Administrator, Bremerton CSO, gallagl@dshs.wa.gov, 360-473-2202 • Ron Thomas, Administrator, CSD Customer Service Contact Center, thomar@dshs.wa.gov, 360-584-3150 • Kathy Chapman, CSD CSC Financial Coordinator, chapmkm@dshs.wa.gov, 425-339-3838 • Brenda Francis-Thomas, Regional Manager, DSHS Office of Indian Policy, francbd@dshs.wa.gov, 360-565-2203 <p>1F. Leads:</p> <ul style="list-style-type: none"> • gloria Marshall-Perez, CSD Region 3, marshgi@dshs.wa.gov 360-725-4814 • Brenda Francis- | |
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| | | | Thomas, DSHS OIP, francbd@dshs.wa.gov , 360-565-2203 | |
| 2. Work with tribe to determine the need for, negotiate and/or implement local Tribal-State agreements, protocols, operational agreements, contracts, or processes. | <p>2A. Identify tribal service level needs and ways to collaboratively meet those needs.</p> <p>2B. CSD will support the Port Gamble S’Klallam Tribe in the Basic Food PRP process.</p> <p>2C. Continue to work together on state pilot for Medicaid/Basic Food programs.</p> <p>2D. Statewide Customer Service Contact Center (CSCC) will share updates</p> | <p>Updated Operational Agreement(s) and Inter-governmental Agreement</p> <p>Identified service needs addressed in a timely manner</p> <p>Improve service delivery to Tribal members.</p> | <p>On-going strategies.</p> <p>Leads for other on-going strategies:</p> <ul style="list-style-type: none"> • Cheryl Miller, Port Gamble S’Klallam Tribe, cmiller@pgst.nsn.us, 360-297-9665 • Stacy Mills, Port Gamble S’Klallam Tribe, millssa@dshs.wa.gov, 360-297-9650 • Gina Lindal, Bremerton CSO, gallagl@dshs.wa.gov, 360-473-2202 • Ron Thomas, Administrator, CSD Customer Service Contact Center, thomar@dshs.wa.gov, 360-584-3150 <p>2D. Lead Staff:</p> <ul style="list-style-type: none"> • Ron Thomas, Administrator, CSD | <p>TANF Operating Agreement updated in February 2016, due for review in February 2018.</p> <p>2D. Customer Service Contact Center will share updates and direct</p> |

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| | and direct contact information with the Suquamish Tribe | | Customer Service Contact Center, thomar@dshs.wa.gov , 360-584-3150 <ul style="list-style-type: none"> Joey Anderson, CSCC Administrator 360-397-9625 | contact information yearly and as changes occur.. |
| 3. Identify Outstanding Issues/gaps in service. | <p>3A. When the Tribe communicates issues and concerns that have statewide implications</p> <p>3B. CSD Region Office will formally notify the Division Director of program policies or gaps in service that are issues for PGST Tribal members. Ensure PGST staff receive written responses/updates.</p> <p>3D. Invite staffs from other Economic Services Administration Divisions to attend 7.01 workgroup meetings as issues come up specific to their division.</p> <p>3E. Representatives from the Port Gamble S’Klallam Tribe will continue to attend the Region 3 CSD Financial Supervisors</p> | <p>Concerns/issues are raised to the next administrative level as appropriate.</p> <p>Staffs from other ESA Divisions attend meetings upon request to improve cross-division coordination with the PGST programs.</p> | <p>On-going strategies.</p> <p>Lead Contacts:</p> <ul style="list-style-type: none"> gloria Marshall-Perez, CSD Region 3, marshgj@dshs.wa.gov 360-725-4814 Cheryl Miller, Port Gamble S’Klallam Tribe, cmiller@pgst.nsn.us, 360-297-9665 Stacy Mills, Port Gamble S’Klallam Tribe, millssa@dshs.wa.gov, 360-297-9650 Gina Lindal, Bremerton CSO, gallagl@dshs.wa.gov, 360-473-2202 Ron Thomas, Administrator, CSD Customer Service Contact Center, thomar@dshs.wa.gov, | <p>ACES access 88 and CSO Supervisor access level in barcode for S. Mills is needed. gloria will check on the status of this.</p> <p>UPDATE: ISSD is currently working with Port Gamble regarding the ACES access 88.</p> |

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| | <p>Meetings.</p> <p>3F. CSD will continue to notify PGST staff of local training and hold slots available for tribal staff, including training in the Learning Management System (LMS).</p> | | <p>360-584-3150</p> <p>3E&F. Lead Contacts:</p> <ul style="list-style-type: none"> • Kathy Chapman, Statewide CSCC Financial Coordinator, Kathy Chapman, CSD CSC Financial Coordinator, chapmkm@dshs.wa.gov, 425-339-3838 • Stacy Mills, Port Gamble S'Klallam Tribe, millssa@dshs.wa.gov, 360-297-9650 | |
| <p>4. Train Community Services Division staff on Government to Government policy and Port Gamble S'Klallam Tribe culture and programs to gain a better understanding of working with the Port Gamble S'Klallam Tribe.</p> | <p>4A. Provide cultural awareness activities on a consistent basis to increase staff awareness and understanding.</p> <ul style="list-style-type: none"> • All staff meetings • Management team meetings | <p>All staff in all job classes related to working with Tribal members will be trained within six months of being hired.</p> | <p>Regular training—on-going</p> <p>Lead Staff for on-going training:</p> <ul style="list-style-type: none"> • Kathy Chapman, Statewide CSCC Financial Coordinator, chapmkm@dshs.wa.gov, 425-339-3838 • Brenda Francis-Thomas, Regional Manager, DSHS Office of Indian Policy, francbd@dshs.wa.gov, 360-565-2203 • Stacy Mills, Port | <p>Bremerton CSCC and CSO staff will receive training from R3 Indian Policy Program Manager at the Bremerton CSO on March 23, 2016</p> |

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| | | | <p>Gamble S’Klallam Tribe, millssa@dshs.wa.gov, 360-297-9650</p> <ul style="list-style-type: none"> • | |
| <p>5. The DSHS Community Service Division will, communicate job opportunities to Port Gamble S’Klallam Tribal members.</p> | <p>5. CSD will send careers.wa.gov link to Eva Jones and Stacy Miller</p> | <p>Make state employment opportunities accessible and known to Port Gamble S’Klallam Tribe members.</p> | <p>On-going strategy.</p> <p>5D Lead Contacts:</p> <ul style="list-style-type: none"> • gloria Marshall-Perez, CSD Region 3, marshgj@dshs.wa.gov 360-725-4814 • Brenda Francis-Thomas, DSHS OIP, francbd@dshs.wa.gov, 360-565-2203 • Tim Scott, Port Gamble S’Klallam Tribe Human Resource Manager, tscott@pgst.nen.us, 360-297-6227 • Eva Jones, Port Gamble S’Klallam Career & Education Counselor (eva@pgst.nsn.us 360-297-6222) | <p>Tribe is not currently requesting. PGST staff are aware of online site announcing job opportunities</p> |
| <p>COMPLETED or no longer applicable</p> | | | | |

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| <p>1. Ensure communication with Tribe for information sharing, consultation, joint planning and problem solving.</p> | <p>1E. Invite tribal representatives to attend monthly Local Planning Area meetings to increase information on the availability of WorkFirst resources.</p> | <p>1E. Opportunity for tribal input and access to community resources for Tribal TANF parents.</p> | <p>1E. By 4/1/2012, Margaret Swigert will ask that Stacy Mills be added to the Kitsap WF LPA email group.</p> | <p>Completed 3/19/12- Margaret sent email to LPA lead asking that Stacy be added.</p> <p>Took the opportunity to Discuss of the review the findings of the ME conducted in December 2013.</p> <p>Reviewed updates to the IT systems and access to systems.</p> |
| <p>2. Work with tribe to determine the need for, negotiate and/or implement local Tribal-State agreements, protocols, operational agreements, contracts, or processes.</p> | <p>2C. Continue to work together on state pilot for Medicaid/Basic Food programs.</p> | | <p>Lead Staff for Medicaid/Basic Food Pilot:</p> <ul style="list-style-type: none"> • Holly St. John, CSD Headquarters Policy • Jolene Sullivan, Port Gamble S'Klallam Tribe | <p>Pilot completed on 1/1/2010</p> <p>PGST had a successful Basic Food Management Evaluation (ME) in 2011.</p> <p>Still waiting for final review and signatures. PGST will follow up on this.</p> |
| <p>3. Identify Outstanding Issues/gaps in service.</p> | <p>3C. Meet to discuss impacts of any changes on SSI Income budgeting and Disability Lifeline program, based on legislative changes</p> | | | <p>Requested assistance with requesting a GUIDE PID for PGST. As of 2/10/15, Stacy Milles is working with Robert Thibodeau on access request.</p> <p>Complete- Stacy received</p> |

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| | <p>3E. Add PGST supervisors to the distribution list for meeting announcements, minutes and agendas. Debbie Smith will send meeting schedule to Debbie Collier at PGST in advance.</p> | | | <p>the access she needed mid-2015</p> <p>PGST staff members have attended Financial Eligibility Training several times in 2011. A dedicated CSD Trainer has been available on-site at PGST one day per week throughout 2011, including backup provided by Region 3.</p> <p>There was some confusion with who the new tribal contact was from Bremerton.</p> <p>There was a question regarding green, waiter pool and call backs to a phone number to PGST ?? I don't recall if this was resolved or not.</p> <p>Fax system not sufficient – documents are not being received when PGST sends them. Meeting scheduled with Paul Overby, CSCC Administrator and his HIU supervisor.</p> |
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| | | | | <p>Reported system problems – K. Kloida working with PGST. Last report access connectivity has been resolved.</p> <p>Kathy Chapman will begin to distribute list for meeting announcements, minutes and agenda. Invites to the meetings continue to be sent.</p> <p>Make Training Schedule available.</p> |
| <p>4. Train Community Services Division staff on Government to Government policy and Port Gamble S’Klallam Tribe culture and programs to gain a better understanding of working with the Port Gamble S’Klallam Tribe</p> | <p>4B. Notify and train Contact Center staff about the PGST Basic Food/Medicaid pilot and PGST programs.</p> <ul style="list-style-type: none"> • Develop an iESA article to update staff about the pilot, including successful ME <p>Develop a PowerPoint presentation for the Contact Center website</p> <p>4C. Train Bremerton CSO staff on the difference tribal member eligibility for Port Gable S’Klallam, SPIPA and State TANF programs.</p> | <p>Improved customer service for PGST members when working with the Contact Center staff.</p> | <p>4C. Target Date – by 7/1/2013. Lead: Margaret Swigert, Bremerton CSO</p> | <p>All Bremerton CSO Administrator, Supervisors, Leadworkers, Tribal Liaisons attended 7.01 training on 1/29/15 and Government to Government training on 1/27/15.</p> <p>CSO & CSCC staff participated in native American Art Project in November 2014.</p> <p>iESA article posted at conclusion of ME and</p> |

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| | | | | <p>updates periodically provided on CSD Projects SharePoint site.</p> <p>Training completed 5/15/13</p> |
| <p>5. The DSHS Community Service Division will, communicate job opportunities to Port Gamble S'Klallam Tribal members.</p> | <p>5A. CSD will conduct presentations on state employment and hiring processes to NW Indian College and Port Gamble High School Students.</p> <p>5B. DSHS Human Resources staff will attend 7.01 Meetings on request.</p> <p>5C. DSHS Human Resources staff will send job posting announcements to the Port Gamble S'Klallam Tribe Human Resource Manager, Tim Scott and the Career & Education Counselor, Eva Jones.</p> | | | <p>5A. Not completed. Tribe is not currently requesting.</p> <p>HRM attended meeting in 2011</p> <p>Process is obsolete and replaced with access to NEOGOV listings (see 5D)</p> |