

DSHS, Region 3 Community Services Division

Administrative Policy 7.01 Plan and Progress Report

Puyallup Tribe

Fiscal Year Timeframe: July 1, 2016 to June 30, 2017

DRAFT: Pending the scheduling of the 7.01 Meeting with Puyallup Tribe

PUYALLUP TRIBE

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status Update for the Fiscal Year Starting Last July 1
<p>1. 7.01 meeting held with Puyallup Tribe Representatives and Region 3 staff including all Pierce County Administrators.</p>	<p>Invite Puyallup Tribe leadership to participate in 7.01 planning and discussions with Region 3 CSD.</p>	<p>Update 7.01 plans for current relevant issues and needs.</p>	<p>gloria Marshall-Perez, CSD Region 3 Deputy Regional Administrator Linda Henry, CSOA—Pierce South CSO James Helling, CSOA—Pierce North CSO Hilliary Bryan, CSOA—Puyallup Valley CSO Mike Knapp, CSOA—Lakewood CSO Joey Anderson CSCCA— Customer Service Contact Center Jennifer LaPointe, Administrator—Puyallup Tribal Health Authority</p>	<p>There was a formal 7.01 plan meeting on Friday February 13th with representatives from DSHS Region 3, Contact Center, and the Puyallup Tribe. In attendance from the Puyallup Tribe were:</p> <p>David Whited- he will be our contact for the tribe and share information with other programs. 253-680-5765</p> <p>Raven Heavy Runner- Children's Services Program 253-680-5541.</p> <p>Russell Hansom- Aged and Disabled Program 253- 680-5481.</p> <p>On 2/14/2014 Linda Henry and Rebecca Bartch Supervisor met with representatives from the Puyallup Tribal Health Authority. In attendance for the Health Authority were</p>

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				<p>Jennifer LaPointe, Mylynn Henry, Lydia Helmholz, Georgette Mayo.</p> <p>Several issues were identified including problems with HCA going back and processing the spend downs and allowing the medical bills, staffing of the out stationed worker and timely processing. We also discussed the need for a full-time out stationed worker and we all agreed that one day a week would be sufficient based on the new workload since the change to Affordable Care Act and applications being processed through Health Plan Finder.</p> <p>There is currently a full-time FQHC person from Health Care Authority out-stationed at the Health Authority. It was agreed that Pierce South CSO would outstation a financial worker there one day a week to process Classic Medical, Basic Food and ABD applications with the agreement that we can increase the days if needed and be available as their single point of contact Monday through Friday. Margrette Yem (FSS4) will be the single point of contact with Rebecca Bartch available if needed.</p> <p>Margrette was given a list of cases that have not been resolved and has been working with HCA to resolve.</p> <p>3/01/2015-</p> <p>All issues have been resolved and the list of cases completed. Mallori Woolnough is the FSS out-stationed at the Puyallup Tribe and all is going well.</p>
<p>2. The Puyallup Tribal representatives requested a point of contact for the HCA medical billing. The tribal representatives indicated there was an ongoing issue receiving timely payment.</p>	<p>We will contact HCA and HCS to coordinate a meeting with the Puyallup tribe so they can address concerns.</p> <p>Continue quarterly meetings with Puyallup Tribal Health Authority staff to review and share current data/information:</p> <ul style="list-style-type: none"> • DSHS to provide requested data/information and share updates to 	<p>Accurate number of PTM and PTCP in receipt of Medicaid services delivered by the Puyallup Tribal Health Authority (PTHA)</p> <p>Increase number of eligible PTM and PTCP who are Medicaid recipients</p>	<p>Meeting to be scheduled at PTHA staff convenience, and are on-going.</p> <p>Willard Jones, Chief Compliance Officer, PTHA</p> <p>Linda Henry, CSOA—Pierce South CSO</p> <p>Joey Anderson, CSCA—District 5 CSC</p>	<p>We will invite HCA to all of our 7.01 meetings.</p> <p>See above.</p> <p>Update- HCA has a FSS out-stationed at the Puyallup Tribe also.</p>

	<p>programs</p> <ul style="list-style-type: none"> • Collaborative analysis (DSHS and PTHA) conducted to determine gaps between who is eligible vs. who is actually receiving services in order to ensure all eligible Puyallup Tribal Members and Puyallup Tribal Community Participants receive Medicaid. • Develop and implement strategies to close any existing gaps <p>CSD to continue full time FQHC staff placement at PTHA to coordinate medical and other assistance benefit applications for eligible American Indian/Alaska Native clients of the PTHA</p>		<p>Jennifer LaPointe, Administrator—Puyallup Tribal Health Authority</p> <p>Financial Supervisor— Pierce South CSO</p>	
<p>3. Efforts are made to recruit/hire Native American staff to meet the overall DSHS goal of having a diverse workforce match service area population ratios,</p>	<p>Recruit, hire and retain Native American Staff</p> <ul style="list-style-type: none"> • Share postings on key positions i.e. supervisors, managers, administrators with Puyallup Tribe • CSD will report at 7.01 meetings status of staffing levels/hiring of Native Americans • Submit job postings to Puyallup Tribe tribal newsletter • Include Puyallup Tribal representation in the hiring/interview process of key management 	<p>Workforce would more greatly reflect service area population ratio.</p>	<p>Report out Quarterly when 7.01 meetings resume.</p> <p>gloria Marshall-Perez, Deputy Regional Administrator – Region 3CSD</p> <p>Puyallup Tribe--tbd</p>	<p>Position postings are shared with Puyallup Tribe staff when filling vacancies.</p> <p>Mallori Woolnough the out-stationed FSS takes all changes and job postings to share with Puyallup Tribe.</p>

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<p>4. Work with the Puyallup Tribe to determine the need for, negotiate and/or implement local Tribal-State agreements, operational agreements, contracts, or processes.</p>	<ul style="list-style-type: none"> Establish an operational agreement for each of the following Community Service Offices (CSO's); Puyallup CSO, Pierce North CSO and Lakewood CSO Review and update operational agreement for Pierce South CSO 	<p>Clear and identified role of Tribal Representative and DSHS through operational agreements.</p>	<p>gloria Marshall-Perez Deputy Regional Administrator/Region 3 CSD</p> <p>Linda Henry – Community Service Office Administrator (CSOA) Pierce South CSO, Hilliary Bryan – CSOA, Puyallup CSO, Yvonne Rivera – CSOA, Lakewood CSO, Ralph Mercado – CSOA, Pierce North CSO</p> <p>Puyallup Tribe designee (tbd)</p>	<p>Current agreement in place with Pierce South CSO for part time 1 day a week outstation staff to maintain a relationship. Pierce South CSO will provide a Financial supervisor via phone 5 days a week to address any applicant emergency concerns,</p> <p>No Changes -3/1/2015</p>
<p>5. Ensure communication with tribal governments and Native American organizations for information sharing, consultation, joint planning, and problem solving.</p>	<p>Invite Puyallup Tribe leadership to re-engage in the 7.01 planning process with CSD Region 3.</p> <p>Puyallup Tribe provides training to Pierce North, Lakewood, Pierce South and Puyallup Administrators, supervisors and appropriate line staff in the areas of Puyallup Tribe culture, history and service delivery systems.</p>	<p>Enhanced knowledge and information as well as improved communication between the Puyallup Tribe and the Lakewood, Pierce South, Pierce North and Puyallup CSO's</p> <p>Increased awareness of DSHS programs and Puyallup Tribe culture, history and services</p>	<p>Lead contacts identified in #4 above.</p> <p>Lead contact for Puyallup cultural training for CSD staff is Tony Torres, PTHA.</p>	<p>Local communication and coordination with the CSOs closest to the Puyallup Tribe reservation occurs regularly.</p> <p>Puyallup Tribe informal meetings occur with the Pierce South CSO to coordinate services provided through the outstation worker at the Puyallup tribe offices.</p> <p>Liaisons for contact with the Puyallup CSO work closely to resolve service and eligibility issues as they arise. Puyallup CSO coordinates with Puyallup tribal staff to conduct cultural training at the CSO annually.</p> <p>As information regarding Affordable Health Care, Health Benefit Exchange and changes to Medical Programs become available it is being shared with the Puyallup Tribal Health Authority. A meeting will be scheduled to go over what we know so far and how it will affect the services we provide at the Health Authority is being planned for April 2014.</p>

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<p>6. Identify and take steps toward resolution of issues and concerns of Puyallup Tribal Community members</p>	<p>Discuss and record all Region 3 CSD level, Tribal issues and concerns at the 7.01 Workgroup meetings.</p> <p>When the Tribe communicates issues and concerns that have statewide implications communicate those issues to the appropriate ESA Executive level staff.</p> <p>Formally notify Division Directors of program policies or gaps in service that are issues for Tribal members. Ensure Tribe receives written responses.</p>	<p>Action steps are ongoing.</p> <p>Clear timely response in writing as to why issue could not be resolved</p>	<p>Meet on as needed basis</p> <p>Lead staff as identified above.</p>	<p>Informal meetings occur with the Pierce South CSO and the staff of the Puyallup Tribe to coordinate services provided through the outstation worker at the Puyallup Tribe offices. Liaisons for contact with the Puyallup CSO work closely to resolve service and eligibility issues as they arise. Puyallup CSO coordinates with Puyallup Tribe staff to conduct cultural training at the CSO annually.</p> <p>No Changes 03/01/2015</p>

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