



	<p>for DSHS, CSD Services, and the Customer Service Contact Center (CSCC) website.</p> <p>1F. Ensure annual 7.01 plan is posted on the DSHS Office of Indian Policy website: <a href="http://www.dshs.wa.gov/oip">www.dshs.wa.gov/oip</a></p>		<p>Bremerton CSO</p> <ul style="list-style-type: none"> <li>• Ben Goodrich, acting Administrator, CSD Customer Service Contact Center-South Sound (CSCC SS)</li> <li>• Brenda Francis-Thomas, Regional Manager, DSHS Office of Indian Policy</li> </ul> <p>1F. Leads for posting 7.01 plan: gloria Marshall-Perez and Garnett Charles.</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>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>Updated Operational Agreement(s) and Inter-governmental Agreement</p> <p>Identified service needs addressed in a timely manner</p>	<p>On-going strategies.</p> <p>Leads for other on-going strategies:</p> <ul style="list-style-type: none"> <li>• Kendrick Stewart, Region 3 CSD</li> <li>• Cheryl Miller, Port Gamble S'Klallam Tribe</li> <li>• Stacy Mills, Port Gamble S'Klallam Tribe</li> <li>• Margaret Swigert, Bremerton CSO</li> <li>• Ben Goodrich, CSCC SS.</li> </ul>	<p>TANF Operating Agreement for 2011 was updated.</p>
<p>3. Identify Outstanding</p>	<p>3A. When the Tribe</p>	<p>Concerns/issues are raised</p>	<p>On-going strategies.</p>	

<p>Issues/gaps in service.</p>	<p>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 attend the Region 3 CSD Financial Supervisors Meetings. 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>3F. CSD will invite PGST</p>	<p>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>Lead Contacts:</p> <ul style="list-style-type: none"> <li>• Kendrick Stewart, CSD Region 3</li> <li>• gloria Marshall-Perez, CSD Region 3</li> <li>• Cheryl Miller, Port Gamble S’Klallam Tribe</li> <li>• Stacy Mills, Port Gamble S’Klallam Tribe</li> <li>• Margaret Swigert, Bremerton CSO</li> <li>• Ben Goodrich, CSCC SS</li> </ul> <p>3E&amp;F. Lead Contacts:</p> <ul style="list-style-type: none"> <li>• Debbie Smith, CSD Region 3, Training/Quality Manager</li> <li>• Stacy Mills, Port Gamble S’Klallam Tribe</li> </ul>	
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	staff to local training and hold slots available for tribal staff, including training in the Learning Management System (LMS).			
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>4A. Provide cultural awareness activities on a consistent basis to increase staff awareness and understanding.</p> <ul style="list-style-type: none"> <li>• All staff meetings</li> <li>• Management team meetings</li> </ul>	All staff in all job classes related to working with Tribal members will be trained within six months of being hired.	<p>Regular training—on-going</p> <p>Lead Staff for on-going training:</p> <ul style="list-style-type: none"> <li>• Debbie Smith, Region 3 Policy and Quality Manager</li> <li>• Stacy Mills, Port Gamble S'Klallam Tribe</li> </ul>	<p>All Bremerton CSO Administrator, Supervisors, Leadworkers, Tribal Liaisons attended 7.01 training on 9/16/13.</p> <p>CSO &amp; CSCC staff participated in native American Art Project on 11/26/13.</p> <p>2 new CSO Tribal Liaison will be scheduled to attend 7.01 and Government to Government training by 7/1/14.</p>
5. The DSHS Community Service Division will, communicate job opportunities to Port Gamble S'Klallam Tribal members.	5D. CSD will send careers.wa.gov link to Eva Jones and Stacy Miller	Make state employment opportunities accessible and known to Port Gamble S'Klallam Tribe members.	<p>On-going strategy.</p> <p>5D .Target date-4/1/2012</p> <p>Lead Contacts:</p> <ul style="list-style-type: none"> <li>• Stewart Kendrick, CSD Region 3</li> <li>• gloria Marshall-Perez, CSD Region 3</li> <li>• Brenda Francis-Thomas, DSHS OIP</li> </ul>	

			<ul style="list-style-type: none"> <li>• Tim Scott, Port Gamble S'Klallam Tribe Human Resource Manager</li> <li>• Eva Jones, Port Gamble S'Klallam Career &amp; Education Counselor (<a href="mailto:eva@pgst.nsn.us">eva@pgst.nsn.us</a> 360-297-6222)</li> </ul>	
<b>COMPLETED or no longer applicable</b>				
1. Ensure communication with Tribe for information sharing, consultation, joint planning and problem solving.	1E. Invite tribal representatives to attend monthly Local Planning Area meetings to increase information on the availability of WorkFirst resources.	1E. Opportunity for tribal input and access to community resources for Tribal TANF parents.	1E. By 4/1/2012, Margaret Swigert will ask that Stacy Mills be added to the Kitsap WF LPA email group.	Completed 3/19/12- Margaret sent email to LPA lead asking that Stacy be added.
2. Work with tribe to determine the need for, negotiate and/or implement local Tribal-State agreements, protocols, operational agreements, contracts, or processes.	2C. Continue to work together on state pilot for Medicaid/Basic Food programs.		Lead Staff for Medicaid/Basic Food Pilot: <ul style="list-style-type: none"> <li>• Holly St. John, CSD Headquarters Policy</li> <li>• Jolene Sullivan, Port Gamble S'Klallam Tribe</li> </ul>	Pilot completed on 1/1/2010  PGST had a successful Basic Food Management Evaluation (ME) in 2011.
3. Identify Outstanding Issues/gaps in service.	3C. Meet to discuss impacts of any changes on SSI			PGST staff members have attended Financial

	Income budgeting and Disability Lifeline program, based on legislative changes			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.
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>4B. Notify and train Contact Center staff about the PGST Basic Food/Medicaid pilot and PGST programs.</p> <ul style="list-style-type: none"> <li>Develop an iESA article to update staff about the pilot, including successful ME</li> </ul> <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>	Improved customer service for PGST members when working with the Contact Center staff.	4C. Target Date – by 7/1/2013. Lead: Margaret Swigert, Bremerton CSO	<p>iESA article posted at conclusion of ME and updates periodically provided on CSD Projects SharePoint site.</p> <p>Training completed 5/15/13</p>
5. The DSHS Community Service Division will, communicate job opportunities to Port Gamble S'Klallam Tribal members.	<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</p>			<p>5A. Not completed. Tribe is not currently requesting.</p> <p>HRM attended meeting in 2011</p>

	<p>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 &amp; Education Counselor, Eva Jones.</p>			<p>Process is obsolete and replaced with access to NEOGOV listings (see 5D)</p>
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**Footnote:**

**Potential CSD Headquarters Decision: Comments added by the Port Gamble S'Klallam staff -**

**Mr. W. D'haem, Regional Trainer – Region 2 informed the Port Gamble S'Klallam staff that he intends to retire soon. It is the tribe's desire to continue having a dedicated staff person to provide on-going support and/or training on-site at the Port Gamble S'Klallam office. Since this is part of the PGST Interlocal Agreement this is moved to CSD Headquarters or above.**

- **Since June 28<sup>th</sup>, 2012 Port Gamble S'Klallam Tribe has no longer had a DSHS staff person/trainer on site.**
- **Christine Salazaar, FSS 3 in CSO 018, ADATSA/Tribal Liaison has been our main contact as well as Dani Perez when there is a question. We also utilize the help desk for assistance with cases on a routine basis.**
- **It had been suggested by Debbie Smith that CSO 251 be integrated into the Messenger system in use at the CSO's in mid 2012. However, due to IT issues, CSO 251 cannot access this system. No other possible solutions have been developed.**