

Updated: April 1, 2019 <input checked="" type="checkbox"/> Draft Plan <input type="checkbox"/> Final Plan					Policy 7.01 Plan and Progress Report Timeframe: July 1, 2019 to June 30, 2020 Administration/Division: ESA/CSD (DSHS) Region: 3 Offices: Pierce North, Pierce South, Lakewood, and Puyallup CSOs Tribe(s)/RAIO(s): Puyallup Tribe			<table border="1"> <tr> <td></td> <td>Yes</td> <td>No</td> </tr> <tr> <td>Met with Tribe?</td> <td></td> <td>X</td> </tr> <tr> <td>Tribe provided input?</td> <td></td> <td>X</td> </tr> <tr> <td>Tribal approval?</td> <td></td> <td>X</td> </tr> </table>			Yes	No	Met with Tribe?		X	Tribe provided input?		X	Tribal approval?		X
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1. Maintain good working relationship between the Community Services Division and Puyallup Tribe and ensure communication for information sharing, consultation, joint planning, and problem solving	A. Invite Puyallup Tribe leadership to re-engage in the 7.01 planning process with CSD Region 3.	Enhanced knowledge and Information as well as improved communication between the Puyallup Tribe and the Lakewood, Pierce South, Pierce North and Puyallup CSO	Eddie Rodriguez, Regional Administrator, Region 3 CSD Marie Natrall, Regional Manager, Office of Indian Policy Aldeana Doss, Pierce South CSO Administrator Mike Canonica, Puyallup CSO Administrator Don Gauntz, Lakewood CSO Administrator Danielle Goodrich, Pierce North CSO Administrator Ron Thomas, Customer Service Contact Center, South Sound Administrator	Meeting has not yet been scheduled for 2019. Last in-person 7.01 meeting held on 03/5/2018. Regional OIP Manager will continue to reach out to the tribe with an invitation to meet with CSD staff.																	

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	B. Puyallup Tribe will provide training to Pierce North, Lakewood, Pierce South and Puyallup Valley Administrators, supervisors and appropriate line staff in the areas of Puyallup culture, history and service delivery systems.	Increased awareness of DSHS programs and Puyallup Tribe culture, history and services.	Connie McCloud, Puyallup Tribe Culture Director (253) 680-5687 Target date: Annually	At the 7.01 meeting on 03/7/18 it was agreed that Pierce County CSOs will coordinate with Puyallup Tribe staff to conduct cultural training at the offices annually. Deputy Regional Administrator, gloria Marshall-Perez reached out to Connie but has received no response from her or the tribe. Pierce South CSO Administrator, Aldeana Doss, continues to reach out to Connie. Aldeana and Fin Sup Erin Summers scheduled and attended a meet & greet at Puyallup Tribal Health Authority on 3/14/19 to ensure the tribe's needs are being met and to strengthen lines of communication.
2. Prepare and disseminate pertinent statistics on Puyallup tribal members who apply for and access CSD services.	Present data at each meeting and as requested by tribal representatives.	Clear and accurate information sharing of the number of tribal	<u>Region 3 CSD Staff</u> Aldeana Doss, Pierce South CSO Administrator	Number of Puyallup Tribal families receiving benefits through Pierce County Community Service Offices (CSO's):

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		members receiving services.	<u>Puyallup Tribal Staff:</u> Will Jones – Chief Compliance Officer Target Date: Annually	<table border="1"> <tr> <td colspan="2">Nov 2018</td> </tr> <tr> <td>SNAP</td> <td>47</td> </tr> <tr> <td>Medical</td> <td>15</td> </tr> <tr> <td>TANF</td> <td>4</td> </tr> <tr> <td>ABD/HEN</td> <td>0</td> </tr> </table> <p>*The above numbers represent a point-in time count for one month and may not be complete due to self-declaration and coding errors.</p>	Nov 2018		SNAP	47	Medical	15	TANF	4	ABD/HEN	0
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3. Efforts are made to recruit/hire Native American staff to meet the overall DSHS goal of having diverse workforce match service area population ratios	Recruit, hire and retain Native American Staff: <ul style="list-style-type: none"> Share postings on key positions i.e. supervisors, managers, administrators with Puyallup Tribe Pierce County CSO's will report at 7.01 meetings status of staffing levels/hiring of Native Americans 	Workforce would more greatly reflect service area population ratio.	Report out quarterly when 7.01 meetings resume. Aldeana Doss, Pierce South CSO Administrator Michael Canonica, Puyallup CSO Administrator Don Gauntz, Lakewood CSO Administrator	Position postings are shared with Puyallup Tribe staff when filling vacancies. Careers.wa.gov www.careers.wa.gov For posted state jobs In October 2018, an invite was sent to the Puyallup Tribe to be a part of the interview panel for the Pierce South and Puyallup CSOA										

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	<ul style="list-style-type: none"> Submit job postings to Puyallup Tribe tribal newsletter Include Puyallup Tribal representation in the hiring/interview process of key management positions 		Danielle Goodrich, Pierce North CSO Administrator Ron Thomas, CSCC Administrator <u>PTHA - Takopid</u> <u>Kwawachee HR:</u> Phone: (253) 593-0232 Ext. 516 Fax: (253) 593-3479 Email: hr@eptha.com Job line: (253) 593-0101 <u>Puyallup Tribe HR:</u> (253) 593-7800 Ann McCormick, Director Ext. 7866 Linda Jarnagin, Assistant Executive Director Ext. 7864	positions. The Tribe did not have anyone available for the interview. As of 4/1/19, the number of Pierce County CSO staff who identify as American Indian/Alaska Native were as follows: <ul style="list-style-type: none"> Lakewood: 1 (2%) Pierce North: 2 (5%) Pierce South: 2 (3.5%) Puyallup: 0 (0%) Statewide Customer Service Contact Center was at 22 (2.5% of total staff count)

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			Stacie Flores, Sr. Generalist Ext. 7958						
4. Work with the Puyallup Tribe to determine the need for, negotiate and/or implement local Tribal –State agreements, contracts, or processes.	A. Review and update operational agreement for Pierce South CSO	Clear and identified role of Tribal Representative and DSHS through operational agreements.	Target Date: Review & update in summer 2021 (current agreement ends 10/31/21) Eddie Rodriguez, Regional Administrator, Region 3 CSD Aldeana Doss, Administrator, Pierce South CSO Puyallup Tribe designee Katherine Heath, Puyallup Tribe Health Authority	Per current working agreement with Puyallup Tribe Health Authority, Pierce South CSO provides 3 days a week outstation staff to maintain relationship & assist clients in completing applications for benefits. Pierce South CSO will have a Financial Supervisor available to address any emergency concerns for applicants.					

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	B. CSD to continue part time FQHC staff placement at PTHA to coordinate medical and other assistance benefits applications for eligible American Indian/Alaska Native Clients of the PTHA. CSD outstation worker also processes all Spenddown cases for PTHA.	Accurate number of PTM and PTCP in receipt of Medicaid services delivered by the Puyallup Tribe Health Authority (PTHA)	Will Jones – Chief Compliance Officer Aldeana Doss Administrator, Pierce South CSO Target date: Ongoing	Alisha Tindall is no longer the FSS out-stationed at the Puyallup Tribal Health Authority. Effective July 2018, Florence Iosefa is the outstationed worker, with Michael Ashbury as back-up.												
5. Identify and take steps toward resolution of issues and concerns of Puyallup Tribal Community members	A. Discuss and record all Region 3 CSD level, Tribal issues and concerns at the 7.01 Workgroup meetings.	Clear understanding and documentation of issues that need to be addressed.	Meet on as needed basis. Currently there are no issues. Aldeana Doss, Administrator Pierce South CSO Lead staff as identified above.	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 work closely to resolve service and eligibility issues as they arise. There have been printer issues, but the printer has been fixed and is onsite.												

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	B. When the Tribe communicates issues and concerns that have statewide implications, communicate those issues to the appropriate ESA Executive level staff.	Resolution of statewide issues by the appropriate DSHS administration.	Marie Natrall, Regional Manager Office of Indian Policy Target date: As needed	No issues were communicated to executive level DSHS staff in the last year.
	C. Formally notify Division Directors of program policies or gaps in service that are issues for Tribal members. Ensure Tribe receives written responses.	Clear timely resolution or a response in writing as to why issue could not be resolved.	Aldeana Doss Administrator, Pierce South CSO Target date: As needed	There have been no issues raised by the tribe in the past year.
6. Ensure on-going communication of Basic Food Employment and Training (BFET) program services with Puyallup Tribe	A. CSD BFET will participate in Tribal resource events as requested	Increase Tribal members' awareness of and participation in BFET services	CSD HQ Staff David Skaar, BFET Operations Supervisor. Target Date: 5/18/2018	During 7.01 meeting on 3-7-18, the tribe suggested providing outreach at Hands on Career Fair BFET attended the Hands on Career Fair in May 2018.
	B. CSD BFET will provide training for Tribal staff on BFET Program services and accessibility as requested	Increase understanding of the BFET program and	CSD HQ Staff David Skaar, BFET Operations Supervisor. Target Date: As requested	David Skaar indicated at last year's 7.01 meeting that he is available to schedule a presentation on the BFET program

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		access to BFET services		to any interested Puyallup Tribe staff. No one from the Tribe has been in contact with David.					
7. Response to areas affected by disaster to ensure access to CSD assistance programs	Upon request from the tribe, 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 – a mobile office that is self-contained and fully functional. Experienced staff can determine initial eligibility on site.	CSD HQ Operations Staff, Josie Mendoza, Mobile CSO and BFET Operations Administrator Puyallup Tribe TERO Ricki Williams – Compliance Officer *Contact for Participation in Hands-On Career Fair (253) 573-7952 Jan Eglund, West Mobile CSO Supervisor.	During last year’s 7.01 meeting on 3/5/2018, attendees discussed the possibility of the Mobile CSO attending the POW WOW’s 1 st Friday at the school. Per Jan Eglund, no one reached out to her about having the Mobile CSO attend the Pow Wows. There was a TERO event, “First Annual Investing In Your Future Hands On Career Fair” that was held on 5/18/18. Linda Henry reached out to Josie Mendoza for BFET and MCSO participation; however, neither of those teams were able to attend due to prior commitments. The event was referred to the local Work					

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				Coordinator and Karleen Essary covered the event.													

Completed or Tabled Items

Goal/Activity/Outcome	Date	Item Description
Goal 2 – New Goal	1/18/2017	Will provide to the Puyallup Tribe statistics on Puyallup Tribal members who participate in programs administered by DSHS/CSD.
Goal 3 COMPLETED	2014-2015	There is currently a full-time FQHC perform from Health Care Authority out-stationed at the Health Authority. Pierce South CSO out stationed 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. Alisha Tindall is the FSS out-stationed at the Puyallup Tribe and all is going well.
The Puyallup Tribe representatives requested a point of contact for the HCA medical billing. The tribal representatives indicated there was an ongoing issue receiving timely payment.	2014	Pierce South CSO processes all spenddown cases.
Goal 5 COMPLETED for Pierce South CSO	2014	Current agreement in place with Pierce South CSO for part time 2 days a week (soon to be 3 days a week) outstation staff to maintain a relationship. Pierce South CSO will provide a Financial Supervisor to address any applicant emergency concerns.

Contact Information

DSHS Contacts	Tribal Contacts
<p>Eddie Rodriguez, Regional Administrator, Region 3 Community Services Division rodriem@dshs.wa.gov 360-701-4447</p>	<p>Will Jones Chief Compliance Officer, Puyallup Tribal Health Authority wjones@eptha.com (253) 593-0232 Ext 603</p>
<p>gloria Marshall-Perez, Deputy Regional Administrator, Region 3 Community Services Division marshgj@dshs.wa.gov 360-584-2917</p>	<p>Katherine Heath Benefit Coordinator Supervisor, Puyallup Tribal Health Authority kheath@eptha.com (253) 593-0232 ext 349</p>
<p>Marie Natrall, Regional Manager, Office of Indian Policy Services and Enterprise Support Administration (SESA) natramf@dshs.wa.gov 360-725-4880</p>	<p>Michelle McLendon Acting Director, Tribal Employments Rights Office (TERO) michelle.mclendon@puyalluptribe-nsn.gov (253) 573-7846</p>
<p>Aldeana Doss Administrator, Pierce South Community Services Office Region 3 CSD dossav@dshs.wa.gov 253-428-3201</p>	<p>Christine Sharp-Lamas Wrap Around Case Manager, Dept of Wrap Around Services, Puyallup Tribe christine.sharp-lamas@puyalluptribe-nsn.gov (253) 382-6081</p>
<p>Michael Canonica, Administrator, Puyallup Community Services Office Region 3 CSD mcanonic@dshs.wa.gov 253-864-3605</p>	<p>Harmony Roebuck Wrap Around Case Manager, Dept. of Wrap Around Services, Puyallup Tribe Harmony.roebuck@puyalluptribe-nsn.gov (253) 573-7966</p>
<p>Don Gauntz, Administrator, Lakewood Community Services Office Region 3 CSD gauntdr@dshs.wa.gov 253-512-4338</p>	<p>Connie McCloud Puyallup Tribe Culture Director (253) 573-5687</p>
<p>Danielle Goodrich, Administrator, Pierce North Community Services Office/Region 3 CSD perezd@dshs.wa.gov 253-983-6767</p>	<p>Ann McCormick Director, Puyallup Tribe HR (253) 593-7800 Ext. 7866</p>
<p>Erin Summers, Supervisor, Pierce South Community Services Office Region 3 CSD williae@dshs.wa.gov 253-428-3208</p>	

<p>Florence Iosefa, Financial Services Specialist 3, Pierce South Community Services Office, Region 3 CSD ioseffi@dshs.wa.gov 253-428-3343</p>	
<p>Josie Mendoza, Mobile CSO & BFET Administrator, Community Services Division Headquarters mendozJ@dshs.wa.gov 509-734-4117</p>	