

**GOVERNMENT-TO-GOVERNMENT
2019 ACTIVITY REPORT**

DEPARTMENT OF CONSUMER AND BUSINESS SERVICES

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PROGRAMS AND SERVICES:

The mission of the Department of Consumer and Business Services is to protect and serve Oregon's consumers and workers while supporting a positive business climate.

DCBS is Oregon's largest business regulatory and consumer protection agency. We are a resource to consumers and businesses in the areas of workers' compensation, occupational safety and health, financial services, insurance, and building codes.

Our goals:

Protect consumers and workers in Oregon.

Regulate in a manner that supports a positive business climate.

Be accountable to the public we serve, with excellent service to our customers.

DEPARTMENTAL STATEMENT:

The Department of Consumer and Business Services promotes positive relationships between the department and the tribes. Although few DCBS regulatory programs affect the tribes because of their sovereign status, there are occasions when the tribes choose to receive services. In addition, the department often provides education and outreach to the tribes on issues such as homeownership, workplace safety and health, and Medicare. DCBS has an agencywide policy that promotes such communication.

A. BUILDING CODES DIVISION (BCD)

1. Issue Name:

Building department services

Issue Description:

The Confederated Tribes of Umatilla Indian Reservation (CITUR) requested that the division provide plan review, inspection, and building official services on certain projects on tribal land. The division has had an intergovernmental agreement (IGA) with the tribe since 2014.

Action Taken:

Through its Pendleton field office, BCD will continue to provide the services of a building official who is certified to perform building official duties in Oregon. Last year, the division notified the tribe that multiple factors, including difficulty hiring for the division's operational functions, may hinder its capability to continue to provide adequate ongoing services. The current agreement provides availability to the services of a building official by phone during normal business hours; this service is available only related to projects for residential structures and for which commercial plan review has previously been conducted or in progress by DCBS.

Actions Planned:

The division will continue to provide building department services as requested by the tribes through March 1, 2022. At that point, BCD will re-assess services to the tribes, as well as other recipients of contract services.

2. Issue Name:

Boiler inspection services

Issue Description:

Occasionally, a tribe will request an inspection or consultation regarding boiler equipment located and operated on tribal land. These requests come at irregular intervals and affect a different program than the site-built inspection services described on the first issue. The division charges an hourly rate for consultation and inspection services in this program.

Action Taken:

The division provides consultation and inspection services through the boiler program as requests are received.

Actions Planned:

The division will continue to provide boiler-related services as requested by the tribes.

B. DIVISION OF FINANCIAL REGULATION (DFR)

1. Issue Name:

Health insurance education and outreach

Issue Description:

The Patient Protection and Affordable Care Act of 2010 allows federally recognized tribes to use federal and state-based exchanges to purchase health insurance for their

members. All federal financial aid to tribes comes through state-based exchanges rather than local tribal health centers. This is a significant change from previous years, as tribes have not historically accessed state resources for help with insurance issues.

Actions Taken:

- Kevin Jeffries is the consumer and tribal liaison for DFR.
- May 29, 2019 – Jeffries attended the Oregon Health Authority/Department of Human Services – Tribal Opioid Summit in Bend where addiction and mental health treatment were discussed. Jeffries staffed an information table and had the opportunity to speak about mental health parity and health appeals, as well as DFR consumer advocacy services.
- July 10-11, 2019 – Jeffries attended the Health and Human Services (HHS) Region 10 Tribal Consultation event in Spokane, Washington. This event is coordinated by the HHS Office of Intergovernmental and External Affairs (IEA). This office serves as the focal point for consultations with tribal governments on policy, regulatory, and legislative issues that have a significant direct effect on tribal governments and tribal organizations. Oregon tribes in attendance were Warm Springs, Klamath, Grande Ronde, Cow Creek, and Umatilla.
- Jeffries attended the January, April, and October Tribal Health and Human Services health cluster meetings. He spoke about the division’s consumer advocacy services, health appeals, insurance awareness issues facing Native Americans, and the division’s drug price transparency program.
- Sept. 25, 2019 – Ron Fredrickson, senior policy analyst and outreach and education coordinator, staffed a table at the Grand Ronde Tribe’s health fair in Grand Ronde. He shared information about health insurance, appeals, and health insurance open enrollment for tribal members.

Actions Planned:

The division will continue to attend the HHS, DHS, and OHA tribal consultation meetings and continue to build relationships with Oregon tribal leaders. The division will also continue to explore outreach opportunities in tribal communities.

2. Issue Name:

Financial literacy, fraud and identity theft prevention

Issue Description:

Tribal members are just as susceptible to fraud and identity theft as other Oregonians. Unlike more urban communities, rural tribal communities around the state have only recently had access to technologies and Internet services. As a result, these communities are not as prepared to address fraud and scams introduced through new technologies.

Actions Taken:

- Feb. 8, 2019 – Jeffries met with Warm Springs tribal social services department to discuss findings in the 2018 consumer awareness survey as it pertains to Native Americans’ understanding and use of safe financial services, particularly homeowners insurance, renters insurance, and savings/banking services. He offered the division as a tool for financial literacy and fraud prevention.

- April 23-24, 2019 – Jeffries staffed an informational table and attended the annual Native Caring Summit in Coos Bay. He also conducted two training sessions on identity theft and scam prevention.
- July 26, 2019 – Jeffries met with Umatilla Tribe’s social services department to discuss findings in the 2018 consumer awareness survey as it pertains to Native Americans understanding and use of safe financial services especially homeowners insurance, renters insurance, and savings/banking. He offered the division as a tool for financial literacy and fraud prevention.

Action Planned:

Jeffries has initiated conversations with all nine Oregon tribes and has a plan to work in collaboration with each tribe individually to assist them in creating financial literacy curriculum that use each tribe’s unique cultural richness and history. DFR hopes that a culturally rich financial literacy curriculum will receive broader support and use from tribal members, especially families.

3. Issue Name:

Legislative Commission on Indian Affairs training.

Issue Description:

Senate Bill 770 directs state agencies to conduct regular training events to help agencies interact with the tribes in order to meet federal consultation requirements outlined in the American Recovery and Reinvestment Act of 2009.

Action Taken:

Kevin Jeffries attended the pre-summit events and reception held Dec. 2 and the Government-to-Government Summit on Dec. 3, 2019, in Pendleton.

Actions Planned:

The division will continue to seek opportunities to train division employees who regularly interact with tribal members and tribal governments. We will also seek to join the education and public safety clusters to partner with those who promote financial literacy, financial resiliency, and fraud prevention.

4. Issue Name:

Addressing and discussing insurance issues in Oregon and nationally through committee service on the National Association of Insurance Commissioners’ (NAIC) American Indian and Alaska Native Liaison Committee.

Issue Description:

DFR is aware of insurance issues both locally and nationally of importance to tribal communities. The American Indian and Alaska Native Liaison Committee provides a forum for discussing insurance availability, consumer complaints, and outreach issues that affect tribal communities.

Actions Taken:

Insurance Commissioner Andrew Stolfi serves as a member of the American Indian and Alaska Native Liaison Committee representing Oregon. As a part of Stolfi’s committee service, he hears firsthand how tribal communities are affected by a wide

range of insurance issues and discusses possible solutions with committee members and stakeholders.

Actions Planned:

Oregon plans to continue as a member of the American Indian and Alaska Native Liaison Committee in 2020. As a part of this committee service, Oregon will work with tribes and key stakeholders to address issues around availability and consumer complaint issues that are unique to tribal communities.

C. OCCUPATIONAL SAFETY AND HEALTH DIVISION (Oregon OSHA)

1. Issue Name:

Occupational safety and health

Issue Description:

Tribal lands, including reservations and trust lands, pose a unique jurisdictional situation with regard to occupational safety and health regulations. Federal OSHA has jurisdiction over tribal governments and tribal enterprises, as well as private-sector businesses performing work on tribal and trust lands. Federal OSHA requires states to maintain jurisdiction over public-sector employers performing work on tribal lands. Because federal and state occupational safety and health standards are nearly identical, this separation of authority has caused little or no confusion for affected employers and employees. Oregon OSHA maintains a close working relationship with federal OSHA, so either agency can help employers and employees and direct them to the appropriate resources.

2. Issue Name:

Occupational safety and health education, consultation, and the Resource Center

Issue Description:

Although Oregon OSHA does not have regulatory jurisdiction over tribal governments and enterprises, the division makes education, consultation, and Resource Center services available to these entities at no cost.

Actions Taken:

Oregon OSHA provides safety and health outreach services to the nine tribes in Oregon by offering, upon request, consultations, conferences, workshops, training, and education. For the period Oct. 1, 2018, through Sept. 30, 2019, the following services were provided to members of the Oregon tribes:

Training Courses:

- Fifty-nine tribal members completed Oregon OSHA online training courses.

Consultations:

- Oregon OSHA conducted three consultations with the tribes during federal fiscal year 2019.

Safety and Health Conferences:

Oregon OSHA co-sponsored several safety and health conferences this year in Ashland, Bend, Pendleton, Eugene, and Portland. Tribal organizations attended workplace safety and health conferences as follows:

- Seven Feathers Casino Resort – Cow Creek Band of Umpqua Tribe of Indians (three people)
- Confederated Tribes of Warm Springs (15 people)

In addition, the Oregon OSHA Statewide Consultation and Public Education manager co-presented (with Washington DOSH) two workshops at the National TERO Conference 2019. The Tribal Employment Rights Offices (TERO) monitor and enforce the requirements of the tribal employment rights ordinance. Our presentations were designed to share how the Washington and Oregon OSHA programs work with the tribes in each of our states and to identify barriers, opportunities, and next steps on how we can improve the tribe's access to our services.

Actions Planned:

Oregon OSHA will continue to provide consultations, education, and Resource Center services upon request. Oregon OSHA is available to make presentations to tribal entities or associations on safety or health topics, as well as the occupational safety and health services available to them.

D. Oregon Health Insurance Marketplace (OHIM) and Senior Health Insurance Benefits Assistance (SHIBA)

1. Issue Name:

Education, training, and enrollment help for insurance coverage specializing in Qualified Health Plans (QHP) and Medicare.

Issue Description:

Health coverage education and training of tribal elders and Tribal/Indian Health Services (IHS) staff with the nine federally recognized Oregon tribes:

- Burns Paiute Tribe
- Confederated Tribes of the Coos, Lower Umpqua, and Siuslaw Indians
- Confederated Tribes of Grand Ronde
- Confederated Tribes of Siletz Indians
- Confederated Tribes of Umatilla Indian Reservation
- Confederated Tribes of Warm Springs
- Coquille Indian Tribe
- Cow Creek Band of Umpqua Tribe of Indians
- Klamath Tribes

Actions Taken:

- Starting the second quarter of 2019, Marina Cassandra assumed role of constituent and tribal liaison for OHIM and SHIBA. Rob Smith became back-up tribal liaison. Cassandra and then DCBS Director Cameron Smith announced the changes at the April 10, 2019, quarterly Health and Human Services Cluster meeting held in Salem.
- Throughout 2019, Cassandra participated in the planning sessions for the quarterly Health and Human Services Cluster meetings and attended quarterly meetings held throughout Oregon.
- Throughout 2019, Cassandra and Smith provided monthly updates from the Marketplace to tribal health contacts via email.

- Throughout 2019, Cassandra connected various times via email and phone with representatives of the Oregon tribes and NARA to arrange and follow up on assister trainings.
- In 2019, OHIM recruited and confirmed Sandra Sampson of Confederated Tribes of Umatilla Indian Reservation as a Marketplace Advisory Committee member to represent tribal health interests.
- In 2019, SHIBA counselors provided 92 one-on-one counseling sessions for tribal members.
- January 2019 – Smith started the draft of DCBS Tribal Consultation and Urban Confer Policy with assistance from tribes and Laura Platero from Northwest Portland Area Indian Health Board.
- January 2019 – Cassandra corresponded via email with Centers for Medicare and Medicaid Services to confirm presentation at CMS ITU meeting in April.
- Every month throughout 2019, OHIM outreach staff members had in-person contact with tribal assisters who attended the monthly OHA/OHIM collaborative.
- January 2019 – Cassandra corresponded via phone and email with Laura Platero on potential application to Marketplace Advisory Committee.
- January 2019 – Cassandra corresponded via phone and email with Confederated Tribes of Coos, Lower Umpqua, and Siuslaw Indians regarding SHIBA and Marketplace support and presentation at event for tribal elders.
- January 2019 – Cassandra corresponded via phone and email with the planning committee for 2019 Native Caring Conference.
- January 2019 – Cassandra had email and phone communication with Yellowhawk Clinic (Confederated Tribes of Umatilla Indian Reservation) regarding elder outreach with SHIBA and the Marketplace.
- January 2019 – Cassandra consulted at various times via email or phone with the assister at Native American Rehabilitation Association (NARA).
- January 2019 – Smith and Cassandra provided updates via the OHA Tribal Collaborative webinar.
- Jan. 2, 2019 – Smith held a tribal consultation call regarding DCBS Tribal Consultation Policy requesting feedback from tribal reps.
- Jan. 9, 2019 – Cassandra presented at the Monthly Enrichment/IHS Webinar for SHIBA.
- Jan. 17, 2019 – Cassandra had email and phone contact with the assistant director of Health Services from Confederated Tribes of Coos, Lower Umpqua, and Siuslaw Indians.
- Jan. 17, 2019 – Cassandra had email contact with the director and clinic director of Health Services from the Cow Creek Health & Wellness Center.
- Jan. 23, 2019 – Cassandra participated in the CMS webinar, *Relationship building in Indian Country, Outreach, and Outcomes*.
- January 2019 – Cassandra had email contact with the Klamath Tribes general manager and with the Klamath Tribal Health and Family Services health manager.
- Jan. 23, 2019 – Cassandra had email contact with the community health representative and elders coordinator at the Coquille Indian Tribe Community Health Center Indian Tribe Health Center.
- Jan. 24, 2019 – Cassandra had email contact with the options counselor/family caregiver support specialist at the North West Senior and Disability Services regarding the Native Caring Conference.

- Jan. 30, 2019 – Cassandra attended the Oregon Native American Chamber networking luncheon.
- Jan. 30, 2019 – Cassandra participated in a conference call with Cow Creek regarding Tribal Premium Sponsorship (TPSP).
- February 2019 – Cassandra had email and phone conversations for scheduling the Tribal Health site visits to all nine Oregon Tribes.
- February 2019 – Cassandra corresponded various times with a tribal member regarding consumer issues with health coverage.
- Feb. 1, 2019 – Cassandra had email contact various times with an assister at Grand Ronde Health & Wellness Clinic regarding Medicare and Marketplace plans.
- Feb. 7, 2019 – Cassandra and Sally Sylvester attended the service integration team in Grand Ronde. They consulted with the tribal health assister and discussed the Federal Poverty Level (FPL) chart with eligibility breakdowns for enrolled tribal members.
- February 2019 – Cassandra consulted Native American Rehabilitation Association via phone on stand-alone dental plans and IHS referrals for limited cost-sharing plans.
- February 2019 – Cassandra had email contact with the government affairs/policy director of the Northwest Portland Area Indian Health Board regarding the Marketplace Advisory Committee.
- Feb. 20, 2019 – Cassandra had phone and email contact with the assistant director of Health Services at the Confederated Tribes of Coos, Lower Umpqua, and Siuslaw Indians to coordinate participation in an event.
- Feb. 22, 2019 – Cassandra had phone consultation with a Northwest Portland Area Indian Health Board member regarding participation in the Marketplace Advisory Committee.
- March 13, 2019 – Cassandra sent consumer advocate information via email to the director of Health Services from the Cow Creek Health and Wellness Center.
- March 13, 2019 – Smith distributed the final version of the DCBS Tribal Consultation and Urban Confer Policy signed by Smith and Marketplace Administrator Chiqui Flowers to tribal health contacts.
- March 14, 2019 – Cassandra had email contact with a community health representative of the Coquille Indian Tribe Community Health Center.
- March 16, 2019 – SHIBA Trainer Miranda Mathae attended the Coquille Health and Wellness Fair, and tabled and provided Marketplace and SHIBA outreach materials.
- March 20-21, 2019 – Cassandra followed up with a Northwest Portland Area Indian Health Board member via email regarding the Marketplace Advisory Committee.
- March 21, 2019 – OHIM sponsored and Cassandra tabled the Eastern Oregon Conference on Pain, Trauma, Addiction, Opioids, and Other Drugs in Pendleton.
- March 21, 2019 – SHIBA Trainer Donna Delikat provided tribal overview of Medicare in Pendleton.
- March 22, 2019 – Cassandra supported and Delikat presented a Medicare 101 presentation to elders of the Confederated Tribes of Umatilla.
- March 22, 2019 – Cassandra met with the Outstation Outreach Worker (OSOW) manager at the Yellowhawk Clinic regarding the Marketplace Advisory Committee application. She also toured the new facility with an employee.
- March 27, 2019 – Cassandra conducted a site visit and consulted with the clinic manager at the Cow Creek Roseburg Clinic.
- March 27, 2019 – Cassandra had email contact with the OSOW manager at the Yellowhawk Clinic, confirming an application to the Marketplace Advisory Committee and forwarded the application to OHIM leadership.

- March 28, 2019 – Cassandra conducted a site visit and consulted with the Purchased/Referred Care staff of the Confederated Tribes of Coos, Lower Umpqua, and Siuslaw Indians as well as with the Coquille Indian Tribe.
- April 3-4, 2019 – Cassandra and Delikat presented at the annual CMS ITU Outreach and Education Event in Seattle.
- April 9, 2019 – Cassandra and Mathae conducted a joint site visit and consulted with the health general manager at the Klamath Tribal Health and Family Services.
- April 9-22, 2019 – Cassandra had email contact with the Native American contact, Western Division Regional Office for Medicaid & Child Health Insurance Program (CMCS) regarding tribal health cost protections on Marketplace plans.
- April 12-25, 2019 – Cassandra assisted a tribal member with the Confederated Tribes of Warm Springs and communicated via email with the Warm Springs Health and Wellness Managed Care staff.
- April 12, 2019 – Cassandra consulted via email with the Division of Financial Regulation on a claims processing issue for the Coquille Indian Tribe.
- April 15, 2019 – Cassandra assisted a tribal member with Marketplace plan issues.
- April 16, 2019 – Cassandra and a representative from SHIBA conducted a joint site visit. They consulted with a health clerk and certified assister at the Wadatika Health Clinic/Social Services, Burns Paiute Tribe.
- April 19, 2019 – Cassandra conducted a site visit and consulted with various staff at the Siletz Community Health Clinic.
- April 23-24, 2019 – Cassandra and a representative from SHIBA supported the 14th Annual Native Caring Conference in North Bend.
- April 25, 2019 – Cassandra responded to email inquiring about a Marketplace plan from an assister at the Grand Ronde Health and Wellness Clinic.
- May 2019 – OHIM finalized a tribal-specific version of the Federal Poverty Level (FPL) chart for distribution to tribal health clinics.
- May 2, 2019 – Cassandra emailed OHIM's Request for Grant Proposal notice to all tribal health contacts.
- May 3, 2019 – Cassandra attended the Oregon Native American Chamber Spring Mixer networking event in Portland.
- May 7, 2019 – Cassandra emailed the drug price transparency notice to all tribal health contacts.
- May 7, 2019 – Cassandra corresponded with managed care staff at Warm Springs Health and Wellness, regarding a tribal consumer's coverage options.
- May 8, 2019 – Cassandra attended the legislative committee confirmation of Sandra Sampson (Confederated Tribes of Umatilla) to the Marketplace Advisory Committee.
- May 16, 2019 – Cassandra consulted with Homecare Trust regarding tribal health benefits on Marketplace plans.
- May 17, 2019 – Cassandra had email communication with a health program benefits specialist at the Confederated Tribes of Coos, Lower Umpqua, and Siuslaw Indians regarding a billing issue on a member's Marketplace plan.
- May 20, 2019 – Cassandra had email contact with Wadatika Health Center, Burns Paiute Tribe, regarding a potential health-related event sponsorship by OHIM.
- May 30, 2019 – Cassandra participated in CMS' Region 10 – SOAR for Native Communities webinar.
- May 31, 2019 – Cassandra had email contact with Warm Springs Health and Wellness staff regarding a water crisis.

- June 2019 – Cassandra and Elizabeth Cronen worked to update the OHIM tribal brochure, sent via email to all tribal health contacts for recommendations and feedback.
- June 2019 – Amy Coven and Janine Sjolander finalized a consumer-facing video on Marketplace plans and cost protections for Native Americans/Alaskan Natives.
- June 10, 2019 – Cassandra attended the CMS-IHS Conference in Spokane, Washington.
- June 14, 2019 – Cassandra had email contact with an assister at Grand Ronde Health and Wellness Clinic regarding the transition from Medicaid to the Marketplace for a patient at the clinic.
- June 18, 2019 – Cassandra had email contact with tribal health contacts regarding OHIM summer ads for local publications.
- June 21-25, 2019 – Cassandra emailed tribal health contacts to seek feedback on content for an OHIM consumer video for enrolled tribal members.
- June 26, 2019 – Cassandra held a site visit and consultation with the Business Office manager at the Grand Ronde Health & Wellness Center.
- July 1, 2019 – Cassandra sent an email to the cultural education director at the Confederated Tribes of Siletz Indians to offer sponsorship at the August Pow Wow.
- July 2019 – Cassandra had email contact with an OSOW supervisor at the Yellowhawk Clinic about OHIM support of the Confederated Tribes of Umatilla Indian Reservation Tribal Community Picnic.
- July 2-11, 2019 – Cassandra had email contact with an assister from the Grand Ronde Health and Wellness Clinic about insurance issues with patients.
- July 9-11, 2019 – Cassandra participated in the CMS/IHS Consultation conference in Spokane, Washington.
- July 8, 2019 – Cassandra had email contact with the director of Managed Care for the Confederated Tribes of Warm Springs, regarding assister certification.
- July 19, 2019 – Cassandra sent contact information via email to the cultural education director at the Confederated Tribes of Siletz Indians.
- July 2019 – Cassandra had email contact with the assistant director of Health Services at the Confederated Tribes of Coos, Lower Umpqua, and Siuslaw Indians, and with the Business Office director and Purchased/Referred Care manager at the Coquille Indian Tribe regarding Marketplace assister training.
- July 31, 2019 – OHIM sponsored and Cassandra attended the Oregon Native American Chamber networking luncheon.
- Aug 2019 – Cassandra tabled at community resource events at the Confederated Tribes of Umatilla Indian Reservation and Grande Ronde.
- Aug. 13, 2019 – Cassandra made email contact with a health operations officer at the Cow Creek Health and Wellness Center.
- Aug. 14, 2019 – Cassandra made email contact with the NARA clinic regarding a limited cost-sharing policy and on-site assister training.
- Aug. 15, 2019 – Cassandra had a phone consultation with the patient benefits coordinator at the Siletz Community Health Clinic.
- Aug. 15, 2019 – Cassandra had email contact with the Confederated Tribes of Warm Springs director of Managed Care regarding state registry.
- Aug. 15, 2019 – Cassandra has emailed multiple times with OSOW staff at the Yellowhawk Tribal Health Center since June of the current year regarding outreach.
- Aug. 22, 2019 – Cassandra met with the patient benefits team at the Siletz Community Health Clinic, and had follow-up email contact with the staff.

- Aug. 28, 2019 – Cassandra had email contact with NARA regarding assister training for staff.
- Aug. 29, 2019 – Cassandra had email contact to follow up with the Siletz Community Health Clinic staff regarding health plan claims issues.
- September 2019 – Cassandra and Katie Button investigated the Siletz Community Health Clinic health plan claims issues.
- September and October 2019 – Cassandra conducted on-site Marketplace assister training for the Yellowhawk Clinic, Confederated Tribes of Umatilla, the Confederated Tribes of Coos, Lower Umpqua, and Siuslaw Indians, the Warm Springs Health and Wellness Center staff, Warm Springs, Grand Ronde Health and Wellness Center, Klamath's Chiloquin Clinic, and for the Cow Creek's Roseburg Clinic.
- Sept. 25, 2019 – OHIM sponsored and Cassandra presented on tribal health cost protections through Marketplace plans at the Oregon Native American Chamber networking luncheon.
- Sept. 25, 2019 – Mathae tabled at the Sprint Mountain Health and Safety Fair.
- Sept. 28, 2019 – OHIM sponsored and Cassandra tabled at the seventh annual Jim Pepper Native Arts Festival in Portland.
- Sept. 30, 2019 – Cassandra had phone consultation with the North West Senior & Disability Services regarding OHIM support of a training event.
- Sept. 30, 2019 – Cassandra and Button had email contact with the Yellowhawk Clinic regarding user testing of OHIM's new online Window Shopping tool.
- October 2019 – OHIM Outreach staff consulted with the Coquille tribe regarding Medicare materials.
- October 2019 – Cassandra facilitated on-site trainings and had follow up contact with tribal health assisters regarding Marketplace certification. Cassandra and Button continued research and consultation for denied claims at the Siletz Community Health Clinic.
- Oct. 17, 2019 – Cassandra sent the SHIBA/Medicare Open Enrollment news release email to tribal health contacts.
- Oct. 18, 2019 – Cassandra participated in a community resource event at Warm Springs.
- Oct. 22, 2019 – Cassandra sent invitations to tribal health contacts for the Window Shopping tool walk-through webinar focused on eligibility for enrolled members of federally recognized tribes.
- Oct. 28, 2019 – Cassandra had email contact with NARA staff regarding outreach flyers.
- Oct. 30, 2019 – Cassandra had email contact with CMS Region 10 regarding a presentation at the 2020 ITU outreach and education event.
- Oct. 30, 2019 – Cassandra had email contact with the Siletz Community Health Clinic regarding local plan options and contracting.
- Oct. 30, 2019 – Cassandra sent email to alert tribal health contacts regarding an opportunity to comment on a health-care-related presidential proclamation.
- November 2019 – The Marketplace updated the tribal FPL chart posted to its website and included it with monthly OHIM updates at OHA/OHIM collaboratives.
- November 2019 – OHIM outreach staff and Cassandra consulted with Coquille clinic staff regarding billing issues on Marketplace plans.
- Nov. 4, 2019 – Cassandra had email contact with the Yellowhawk Tribal Health Center regarding a SHIBA counselor request for a tribal member.

- Nov. 5, 2019 – Cassandra supported the OHIM Window Shopping tool walk-through for tribal health assisters via webinar.
- Nov. 7, 2019 – Cassandra sent email to the Siletz cultural education director regarding event sponsorship.
- Nov. 8, 2019 – Cassandra met with an OHIM grantee agent to consult on tribal health coverage and cost protections, and followed up with an email introduction to the NARA policy director.
- Nov. 14, 2019 – Cassandra had email contact OHA outreach coordinator regarding Warm Springs request to build capacity for application assistance in Warm Springs.
- Nov. 22, 2019 – Cassandra had email and phone contact with Billing Manager at Coquille Indian Tribe Community Health Center regarding claims issues.
- Dec. 2, 2019 – Cassandra attended the 2019 annual Tribal/State Government-to-Government Summit kick-off event at the Tamastslit Cultural Institute.
- Dec. 3, 2019 – Cassandra attended 2019 annual Tribal/State Government-to-Government Summit in Pendleton.
- Dec. 4, 2019 – Cassandra attended the Confederated Tribes of Umatilla Indian Reservation swearing in of the Tribal Council, Board of Trustees, and Youth Council. She also conducted a site visit at the Yellowhawk Tribal Health Center.
- Dec. 4, 2019 – Cassandra toured the Nixyaawii Community School and met with the athletic director and administrator regarding potential OHIM outreach sponsorship at school events.

Tribal elders, tribal members, and Indian Health Services can save money by receiving annual counseling, education, and trainings through OHIM and SHIBA. These programs will also continue to help IHS service coordinators with applications for qualified health plans on HealthCare.gov, Medicare savings programs such as the Oregon Health Plan, qualified Medicare beneficiary benefits, and the low-income subsidy for Medicare Part D.

Actions Planned:

OHIM and SHIBA will continue to provide health coverage education, counseling, and trainings, and offer a strong presence and collaboration on tribal health issues. OHIM will continue to attend and support the Tribal Health and Human Services quarterly meetings. The OHIM tribal liaison will continue to increase knowledge and understanding of health coverage issues specific to American Indians and Alaskan Natives. OHIM plans to increase Marketplace outreach and capacity of application assistance for tribal consumers.

E. Central Services Division (CSD)

1. Issue name: Workers' Benefit Fund Assessment reimbursement

Issue Description:

A) Workers' Benefit Fund (WBF) Assessments received an email dated Nov. 4, 2019, from Rosy Gulseth, payroll accountant for T1 Services, regarding Bear Creek Golf (BIN 1545987-0). Gulseth notified Assessments that Bear Creek Golf is a tribal entity, and hours were reported in error on 1Q2016, 2Q2016 & 2Q2019. The request received was to amend WBF hours to -0- hours and refund for all credits resulting from the adjustment. Assessments researched the account and

notified Bear Creek Golf the refund was processed and the account was updated as non-subject to WBF.

- B) Workers' Benefit Fund Assessments received an email dated Nov. 26, 2019, from Rosy Gulseth, payroll accountant for T1 Services, regarding Mith-Kwuh Economic Development (BIN 1762396-6). This was in response to audit notice sent Nov. 21, 2019, regarding zero reports. The audit was closed Nov. 27, 2019, due to response from Gulseth, and account was updated as non-subject to WBF.
- C) Workers' Benefit Fund Assessments received an email dated Nov. 27, 2019, from Rosy Gulseth, payroll accountant for T1 Services, providing five additional business identification numbers to research, amend, and refund (if needed). Gulseth stated that they had recently switched payroll providers and there had been a misunderstanding on the reports.
 - a. Orca Communications (BIN 1141811-0): Account verified as N subject. No refund necessary. Hours -0- with no payment remitted.
 - b. Nasomah Health Group (BIN 1521489-4): Account verified as N subject, amended WBF hours to -0- hours and refund requested for all credits resulting from the adjustment.
 - c. T1 Construction LLC (BIN 1690751-8): Account verified as N subject. No refund necessary. Hours -0- with no payment remitted.
 - d. T1 Development LLC (BIN 1687832-7): Account verified as N subject. No refund necessary. Hours -0- with no payment remitted.
 - e. T1 Services LLC (BIN 1732339-9): Account verified as N subject, amend WBF hours to -0- hours and refund requested for all credits resulting from the adjustment.

Action Taken:

Refunds sent to:

Bear Creek Golf, BIN 1545987-0 for \$205.67.

Nasomah Health Group, (BIN 1521489-4) for \$47.51.

T1 Services LLC, (BIN 1732339-9) for \$51.94.

Actions Planned:

Assessments will continue to address, research, and refund WBF payments received from the nine recognized Indian tribes of Oregon.

DIRECTOR'S OFFICE (DO)

General Activities:

1. DCBS Director and Ruth Kemmy, manager of multicultural communications, are the tribal liaisons for the department.
2. Former DCBS Director Cameron Smith, Kemmy, and other DCBS staff members attended the Tribal Governments Legislative Day held Feb. 21, 2019.
3. Smith and/or other DCBS staff members attend the January, April, July, and October 2019 quarterly Health and Human Services Cluster meetings.

4. Kemmy became co-chair of the Economic Development and Community Services Tribal Cluster in the spring of 2019. She will serve in this role through the spring of 2020. Ruth attended all the cluster meetings held in 2019.
5. DCBS hosted the Oct. 18, 2019, Quarterly Economic Development and Community Services Cluster Meeting.
6. DCBS attended the Salem second annual Indigenous People Day celebration at the Capitol. Veronica Murray and other DCBS staff attended.
7. The ONAC Fall Gathering hosted by the Native American Chamber was held Oct. 3, 2019. Insurance Commissioner Andrew Stolfi, Workers' Compensation Board Chair Connie Wold, DCBS Communications Director Leah Andrews, and other DCBS staff attended.
8. DCBS is a member of the Oregon Native American Chamber (ONAC). Veronica Murray and other DCBS staff members attend the bi-monthly luncheon-meetings.
9. DCBS celebrated National Native American Heritage Month by having a keynote speaker at the lunch and learn event on Nov. 13, 2019. LCIS Executive Director Mitch Sparks was the presenter.
10. Executive Order 17-12 established the Task Force on Oregon Tribal Cultural Items in November 2017. Kemmy was appointed as the Cultural Items liaison for DCBS. On Nov. 14, 2019, the agency submitted a first draft of the Cultural Items report. Following recommendations from LCIS Executive Director Mitch Sparks, the agency is working on supplemental pieces to complete and resubmit the final report.
11. Communications Director Leah Andrews, Kemmy, and other DCBS staff members attended the pre-summit events and reception held Dec. 2 and the Annual Government-to-Government Summit on Dec. 3, 2019, at the Wild Horse Casino and Resort in Pendleton.

Actions Planned:

DCBS will continue to attend and support the Tribal Health and Human Services and the Economic Development cluster meetings and their activities.

DCBS will continue to offer a strong presence and collaboration on tribal health issues through the Oregon Health Insurance Marketplace.

DCBS understands the importance of the work the Tribal Cultural Items Task Force is doing and will continue to support their efforts.

The department will continue to provide information about its services and programs and identify areas that could benefit or serve the tribes.

DCBS will continue to maintain its positive relationships with the nine Oregon tribes.