

**Policy 7.01 Progress Report: Seattle
DCS**

July 1, 2009 to June 30, 2010

Muckleshoot Tribe

Plan Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each year. Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) of each year.

Implementation Plan				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status Update for the Fiscal Year Starting Last July 1
1. Information technology capacity to access Support Enforcement Management System (SEMS) on site at the Muckleshoot Resource Center	Seattle DCS, in cooperation with the Tribe and DCS Headquarters (HQ), will seek to obtain a high-speed internet connection through the Tribe's server as soon as possible. DCS will work with HQ to gain access to SEMS at the Muckleshoot Resource Center for the Tribal Liaison's use.	Enhanced resources for individual tribal members who have questions about child support cases	Jana Music, 206-341-7175	PROJECT COMPLETE! SEMS is available for use at each outreach visit. A phone will be made available to the liaison office at the Resource Center, in order to better serve customers during outreach.
2. Staff cases	Build process for "case staffings" <ul style="list-style-type: none"> Tribal member and Social Worker meet with DCS OR <ul style="list-style-type: none"> Social Worker meets with DCS after getting a signed release from tribal member to discuss case Identify options for tribal members Assist tribal members in locating necessary resources. Assist tribal members in completing forms	Improved understanding of child support case issues Resolution of individual case issues	Jana Music 206-341-7175 Sharon Curley will assist with releases if necessary.	An informal process with the Muckleshoot Social Workers is ongoing; Jana communicates with ICW staff as needed about clients' needs, especially in the realm of establishment. Jana is available to assist with a more formal arrangement at the request of the Muckleshoot Tribe.

<p>2. Staff cases (cont.)</p>	<p>and paperwork.</p> <p>Identify periods where child support debts were incorrectly calculated.</p> <p>Research remedies to adjust child support debts that did not consider variable income and work schedules of tribal members.</p>			
<p>3. Create tribal child support resource for members – Tribal Advocate</p>	<p>Identify 2-4 tribal members willing to learn some technical child support processes – “Tribal Advocates”</p> <p>Invite Advocates to Seattle DCS child support academy, administrative hearings, conference boards, job shadows.</p> <p>Invite Advocates to visit Divine Alternative for Dads Services (D.A.D.S.).</p> <p>DCS will assist the Tribe in locating court facilitator resources in South King County.</p>	<p>Create Tribal child support experts</p>	<p>Jana Music 206-341-7175</p>	<p>If a Tribal employee or member expresses interest, Jana will be able to coordinate any appropriate activities.</p>
<p>4. Facilitate Tribal collaboration in obtaining grants</p>	<p>Assist Tribe in developing proposals by recommending appropriate community partners and resources.</p> <p>Introduce Advocates to FAME, D.A.D.S., and Community Partnership for Transition Services, etc.</p> <p>Identify a Muckleshoot point person to whom we can direct information regarding grants.</p>	<p>Increased awareness of local partnerships for collaboration on grant proposals</p>	<p>Jana Music 206-341-7175</p>	<p>DCS is available to facilitate if Muckleshoot Tribe expresses interest.</p> <p>Jackie Swanson has been identified as a point person to whom information can be sent.</p>

<p>5. Enhance member participation in judicial and administrative child support hearings.</p>	<p>Seattle DCS will notify the Tribal members each time there is a hearing about a child support order.</p> <p>Claims officers will call and/or write the parent to discuss upcoming administrative hearings.</p> <p>Tribal Liaison will investigate available training and instructional opportunities with court and family law resources.</p>	<p>Increased customer participation in establishing and modifying their support orders.</p>	<p>Jana Music 206-341-7175</p> <p>Kevin Lee 206-341-7243 (or other claims officers)</p>	<p>Jana works one-on-one with customers by request to go through court forms and connect to legal resources.</p>
<p>6. Ensure efforts are made to recruit/hire American Indian staff to meet the overall DSHS goal of having a diverse workforce.</p>	<p>DCS will continue to apprise the Tribe of job opportunities by providing job recruitment notifications and test counseling upon request from the Tribe. (Tribal Advocates will be better able to assess interest in DCS job opportunities.)</p>	<p>Facilitate Tribal member employment within the State government.</p>	<p>Jana Music 206-341-7175</p> <p>Brady Rossnagle 360-664-5031</p>	<p>The liaison will bring recruiting materials for local hiring to the Muckleshoot Resource Center while doing outreach.</p> <p>Brady Rossnagle forwards emails regarding some Tribal/State job postings to Sharon Curley (such as HQ or IPSS openings).</p> <p>DSHS is currently experiencing a hiring freeze.</p>
<p>7. Find relief for Tribal Members who are subject to harsh fees while using DCS services through US Bank.</p>	<p>DCS will investigate about fees assessed by the bank for DCS Card Use.</p> <p>DCS will look into offering alternatives to Tribal Members who want to avoid such fees, such as providing direct deposit applications, or working with DCS EFT Unit in State Office to arrange for checks to be sent in lieu of the card.</p> <p>If identified as appropriate, DCS will work on disseminating information regarding the Card and how to avoid fees (perhaps in a mailer?).</p>	<p>Provide answers regarding DCS Card, fees, and alternative options.</p>	<p>Jana Music 206-341-7175</p>	<p>New goal.</p>

<p>8. Increased communication about Liaison outreach to the Muckleshoot Community.</p>	<p>Make sure Liaison's cards are always available at Muckleshoot Resource Center.</p> <p>Send emails to Tribe employees who express interest in reminders regarding upcoming outreach dates (i.e. the Weds or Thurs before each visit).</p> <p>Continue to advertise about outreach in Muckleshoot publications.</p> <p>Attend Health Clinic fairs and other events.</p>	<p>Increased awareness and usage of DCS outreach.</p>	<p>Jana Music 206-341-7175</p>	<p>New goal.</p>
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