

## Policy 7.01 Implementation Plan and Progress Report

Biennium Timeframe: July 1, 2010 to June 30, 2012

Updated 3/22/2011

**Division: Child Support**

**Region/Office: Tacoma Field Office**

**Tribe(s): Port Gamble S’Klallam**

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

### Implementation Plan

### Progress Report

#### 1. Policy Identification: Case Referrals

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
<p>Appropriate referrals &amp; coordination</p>	<p>DCS will monitor for cases with a Port Gamble S’Klallam member and contact the Tribe to see if a referral is appropriate.</p> <p>There are concerns regarding medical and foster care cases. The Tribe is offering these services and has discussed the issue at both the federal and state level. Discussions continue in these areas.</p> <p>The Tribe will notify DCS of any child in foster care or on Medicaid so we can ensure that any existing case at DCS is in our caseload and includes appropriate tribal coding.</p>	<p>The Tribe and/or the recipient of services will identify appropriate referrals for medical only cases and ask the State in writing to close inappropriate referrals.</p>	<p>State: Chris Franks, Jeannie Bowen</p> <p>Tribe: Maria Huynh, Lena Tunkara, Amber Seachord</p>	<p>Process continues. PGST and the State have been working collaboratively to solve the issue of cases where the child support has been assigned to the Tribe and Medicaid had been assigned to the State.</p> <p>The State agrees that PGST can identify an appropriate referral, and the Tribe and/or the recipient of services can ask the state to close the case if there has been an inappropriate referral, when the Tribe may make the determination in its sovereign jurisdiction, on how best to provide medical support. PGST will send DCS the <i>Election of Support Enforcement Services Tribal Medical Assistance Form</i>. This form is signed by the CP and is a way for the CP to designate that PGST will provide all services for</p>

				<p>his/her child support case.</p> <p>7/8/10 Update: PGST is now operating their own Medicaid office (CSO #251) on their reservation. Instances of not receiving referrals when appropriate have decreased. PGST and DCS continue to communicate regarding any cases that need referred or updated to show tribal affiliation.</p> <p>3/22/11 Update: DCS will provide PGST with a list of cases where the NCP or CP have PGST tribal indicator so that PGST can cross reference and make sure all cases are accounted for.</p>
<p>Ensure all Medicaid cases currently in DCS system w/PGST members are accounted for.</p>	<p>PGST requested a new list of Medicaid only cases with PGST members.</p>	<p>DCS will pull new list of cases and get them to PGST for review.</p>	<p>State: Chris Franks Tribe: Maria Huynh</p>	<p>In March 2011, DCS provided PGST with a SEMS list of cases in our system for comparison against cases PGST has record of.</p> <p>Prior to DCS automatically receiving web referrals from PGST's Medicaid office (CSO 251), DCS SEMS provided a list of all cases opened on Medicaid from the opening of PGST's Medicaid office (CSO 251). Chris and Maria reviewed the list to make sure all cases were accounted for.</p>

<p>Any plans for centralization of Tribal case set up will be reviewed and recommendations provided for accurate and efficient processes and communication plans</p>	<p>Web referrals generated from PGST's Medicaid office (CSO 251) are being worked by a DCS supervisor (SEO4) in DCS Headquarters Central Services. All of these cases are then sent directly to the Tacoma FO and routed to Chris.</p> <p>Referrals received directly from PGST to Tacoma DCS are being set up in-house by a specialized case set-up staff person in the Tacoma Field Office.</p> <p>Web referrals generated by CSOs other than PGST's Medicaid office (CSO 251), are centralized for case set-up. Tacoma Field Office continues to work with DCS Headquarters Central Services in identifying and correcting errors and recommending streamlining and process improvements to ensure accurate and timely Tribal case set-up.</p>	<p>The Tribe and DCS will experience accurate and efficient case set-up that will streamline processes for DCS which in turn will create cost savings</p>	<p>State: Chris Franks Tribe: Maria Huynh</p>	<p>7/8/10 Update: The workgroup concluded. Recommendations were made to continue tribal case set-up in the field. These recommendations were adopted. DCS continues to address issues of tribal case set-up concern to ensure cases are set-up appropriately. Individual case set-up concerns are discussed between case managers and if the issues appear to be systemic, they are brought to the attention of the appropriate DCS staff for discussion and remedy. DCS continues to discuss ways that tribal cases can be identified and routed to the appropriate tribal liaison efficiently and effectively.</p>
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2. Policy Identification: Technology and SEMS Information and Access				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
<p>To locate parties of Tribal Child Support cases in the most expedient manner possible.</p>	<p>DCS will look at ways to assist the Tribe with locate services through DCS Central Services.</p>	<p>Enhanced locate services</p>	<p>State: Rena Hect (with assistance from DCS HQ)  Tribe: Maria Huynh</p>	<p>DCS to continue to provide locate services as resources allowed.</p>

<p>To access locate tools available through the SEMS program.</p>	<p>PGST has access to SEMS web screens: CR, SX, BC, CO, CH, 4F, 4R and DCS can pass through ESD wage and UC information.</p>	<p>Greater flexibility for PGST to complete locate actions</p>	<p>State: SEMS-HQ, Rena Hect  Tribe: Maria Huynh</p>	<p>HQ is currently reviewing whether or not it is possible to expand SEMS Web access to Tribal IVD and IVA programs. Screens being reviewed for possible expanded access are: AH, BI, IA, DI, DH, QC, and RE.</p> <p>2/1/11 Update: DCS is currently working on upgrading SEMS to include a new infrastructure. This new infrastructure should help support expanded SEMS Web screen access and DCS hopes that expanded screen access will be in place before the end of 2011.</p>
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<p><b>3. Policy Identification: Coding Tribal Cases Correctly</b></p>	<p><b>Progress Report</b></p>
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Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
<p>To properly code new cases that are open in SEMS with Tribal coding. Cases that are open in SEMS - especially Medicaid and FC cases - are not showing up with the proper Tribal Coding.</p>	<p>DCS will look at ways to assist the Tribe with changing e-referrals, sent to SEMS with proper Tribal coding.</p> <p>DCS will have meeting with Tribe to come up with some solutions</p>	<p>To reduce or eliminate the miscoding of Tribal members</p>	<p>State: Rena Hect (with assistance from HQ), SEMS Computer Staff</p> <p>Tribe: Maria Huynh</p>	<p>There are still serious issues involved in some State Foster Care case referrals. Due to inconsistencies at the intake level, some referrals for Tribal parents and/or children are not being coded as "Native American" and therefore not included in the Tribal caseload.</p> <p>PGST will continue to bring to DCS attention any cases have fallen through the cracks and were not set up appropriately.</p> <p>DCS TRT (Tribal Relations Team) has added this issue to its' Strategic Plan and has been working with State IV-E (Foster Care) and</p>

				Medicaid personnel, WAPA (Prosecuting Attorneys offices) and others to increase awareness and determine solutions to getting more tribal information on referral forms and/or during interviews.
<b>4. Policy Identification: IRS Certification</b>				<b>Progress Report</b>
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Certify appropriate cases to the IRS for intercept.	Tribe is requesting IRS certification of child support debt from DCS.	PGST cases referred by tribe will be certified for IRS tax intercept.	State: Jeannie Bowen, Chris Franks Tribe: Maria Huynh, Lena Tunkara, Amber Seachord	Process underway. As of 10/2010, the Tribe and State have updated the <b>Program Agreement</b> relating to Federal Offset Certification for Tribal TANF Programs and Child Support. The Tribe continues to refer selected cases to DCS for IRS certification.
<b>5. Policy Identification: Training Opportunities</b>				<b>Progress Report</b>
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Share training opportunities	DCS will advise Tribe of SEO Academy Training Modules and dates for other ongoing training events.	Share training resources and opportunities from DCS to Tribal staff.	State: Jeannie Bowen, Chris Franks  Tribe: Maria Huynh	Process continues – no changes.
<b>6. Policy Identification: Communication and Problem Solving</b>				<b>Progress Report</b>

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Provide avenue to discuss problems and solutions	All Division of Child Support staff commits to be accessible and approachable. Tribal staff are encouraged to call the District Manager, the SEO 4 Tribal Liaison, or the Claims Officer 4 should front-line efforts at DCS not be meeting expectations or there are suggestions for improvement.	Problems will be corrected quickly and effectively.	State: Jeannie Bowen, Rena Hect  Tribe: Maria Huynh	Process continues.
Effectively working hard-to-collect cases involving PGST tribal members where collection remedies have been exhausted by the Tribe.	Line staff from both offices will discuss individual cases and their circumstances to best identify the most effective way to work the case.	Cases will continue to be worked utilizing the resources available to both DCS and the Tribe in a way that preserves the Tribe's jurisdiction and maximizes available collection remedies.	State: Jeannie Bowen, Chris Franks  Tribe: Maria Huynh	Progress continues.
Promote regular meetings between Tribal and DCS Staff	DCS and Tribal staff will meet separately from the regular 7.01 meetings to discuss issues of unique concern or process to this program and relationship. The District Manager Rena Hect and the Tribal Unit staff will meet with all Tribal Representatives on a quarterly basis as our "7.01 Meeting."	Enhanced communication, understanding and respect. Cross program discussions, problem solving, issue identification, mutual support.	State: Rena Hect, Jeannie Bowen, Chris Franks  Tribe: Maria Huynh	Line staff are also encouraged to schedule meetings between themselves if the need arises.  3/18/11 Update: Chris met with Maria at PGST to discuss Medicaid cases and review challenging cases.
<b>7. Policy Identification: Hiring</b>				<b>Progress Report</b>
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Inclusion of Tribal Staff in major DCS hiring decisions	DCS will invite Tribal Staff to participate in interview panels and/or consult on major hiring decisions in this office, particularly any that have direct impact on Tribal Team workload.	Increased relationship building through participation in key hiring decisions.	State: Rena Hect, Jeannie Bowen  Tribe: Maria Huynh	Process continues, no changes.