

## Policy 7.01 Implementation Plan and Progress Report

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

Updated 2/17/11

**Division: Child Support**

**Region/Office: Region 5/Tacoma Field Office**

**Tribe(s): Puyallup**

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
NCP & CP Cases not referred	Ongoing review and joint determination of all cases will be made regarding whether or not it is appropriate to bring cases into Tacoma for referral to Puyallup program.	Case count and reconciliation will be made based on an SQ list extract and tribal case inventory list.	State: Jeannie Bowen Tribal: Kim Reynon-Spisak	Target Date removed as referral process is on-going. Transfers/referrals involving CP Puyallup Tribal members are to be reviewed on a case-by-case basis by Dian Speer at DCS and Gloria at PTCSP.
Non-tribal member cases where NCP only works for Tribal enterprise.	These will continue to be reviewed for referral.		State: Jeannie Bowen Tribe: Kim Reynon-Spisak	This process is ongoing; cases are reviewed for referral if NCP is working for Puyallup Tribe or Tribal enterprise.

#### 2. Policy Identification: Technology

### Progress Report

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
To access locate tools available through the SEMS program.	PTCSP has had access since 6/09 to SEMS web screens: CR, SX, BC, CO, CH, 4F, 4R and DCS can pass through ESD Wage and UC information.	Greater flexibility for PTCSP to complete locate actions.	State: SEMS-HQ, Rena Hect Tribe: Kim Reynon-Spisak	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.  2/17/11 Update: Letter has been sent by PTCSP to DCS Director David Stillman requesting increased access.

				Mr. Stillman responded and indicates he hopes increased access will be available by end of year.
To communicate with PTCSP through secure e-mail	PTCSP will review to see if there is interest from the Tribe in pursuing authorization to communicate using secure e-mail.	Provide an effective and efficient means of communication between the Tribe and DCS.	State: Jeannie Bowen and Dian Speer Tribe: Kim Reynon-Spisak	Secure e-mail is now in place with PTCSP and DCS.

3. Policy Identification: IRS Certification				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
Certify appropriate cases to the IRS for intercept	DCS CN (canary notice) has been completed. Waiting for signed Federal Offset Agreement between the Tribe and DCS.	Certify appropriate cases.	State: DCS HQ Staff; Teia Neal  Tribe: Kim Reynon-Spisak	Currently Puyallup Tribal Council is not interested in pursuing broad scope agreement for Federal Offset. Kim will monitor for possible change.  In the meantime, DCS will notify the tribe on a monthly basis of any payment received that was not collected by the tribe.
Accurate Puyallup Child Support Orders based on Need Standard	DCS will notify PTCSP when Need Standard changes annually	Accurate PTCSP orders	State: Carol Fredricks, Jeannie Bowen, Dian Speer Tribe: Kim Reynon-Spisak	DCS has provided PTCSP with the links to the Federal guidelines regarding need standards and Federal Poverty Level. PTCSP will monitor independently for yearly changes as DCS now uses the Self Support Reserve.
4. Policy Identification: Training Opportunities				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Sharing training opportunities	Keep both Tribal and State child support staff informed of each other's policies and procedures.  DCS and PTCSP will advise each other of ongoing training events.	Increased participation by both DCS and PTCSP staff in each other's training events.	State: Jeannie Bowen, Dian Speer  Tribe: Gloria Howard, Kim Reynon-Spisak	State continues its' policy of providing Government-to-Government Training for all Tribal Liaison personnel and for other positions that have contact with Tribes.  7/8/10 Update: New Tribal Liaison Teia Neal will be attending Government to Government training.  State continues to advise Tribe of upcoming training opportunities and applicable SEO Academy sessions.

				2/17/11 Update: over the past year there have been no training events by either DCS or PTCSP that would have been a benefit to the other.
--	--	--	--	---

5. Policy Identification: Communication & Problem Solving				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Joint line-staff meetings between DCS Tribal Unit and Tribal Staff	<p>Line staff from both offices will be encouraged to develop their own agenda to have face-to-face meetings to discuss daily procedural and working issues between offices.</p> <p>Also, individual meetings with the DCS District Manager and Tribal Team Legal Lead will be held as requested with Kim as well.</p>	Building rapport and strengthening relationships links through regular meetings.	<p>State: Jeannie Bowen, Rena Hect</p> <p>Tribe: Kim Reynon-Spisak , Lynn Weible</p>	Line-staff meetings to continue monthly in addition to quarterly 7.01 meetings, Port Gamble S'Klallam and Suquamish Tribes will also be invited to host/participate.
Regular 7.01 Meetings will be held	A joint meeting between the DCS District Manager and the Tacoma DCS Tribal staff will be held quarterly with the Tribal Program Directors.	Meetings will be held	<p>State: Rena Hect, Jeannie Bowen, Dian Speer, Teia Neal, Chris Franks</p> <p>Tribe: Kim Reynon-Spisak</p>	Meetings are held quarterly. DCS Tribal Liaisons and a representative from OIP will be invited to attend these meetings. PTCS staff are rotated through the quarterly meetings so that all PTCS staff have an opportunity to attend.
General Problem Resolution	DCS staff will be available to work through particular issues as requested.	Problems will be resolved quickly.	<p>State: Rena Hect</p> <p>Tribe: Kim Reynon-Spisak</p>	Process continues – no changes
Effectively working hard-to-collect cases where DCS does not have jurisdiction and 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.	<p>State: Jeannie Bowen, Dian Speer</p> <p>Tribe: Kim Reynon-Spisak</p>	Process continues – no changes
6. Policy Identification: Hiring				Progress Report

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: Kim Reynon-Spisak	Process continues –no changes
Providing employment opportunity for Puyallup Tribal Members with DCS	DCS will notify PTCSP of Tacoma DCS openings via e-mail.	Tribe will have notification of Tacoma DCS employment opportunities.	State: Jeannie Bowen  Tribe: Kim Reynon-Spisak	DCS to research developing a brochure or flyer that can be sent to Tribe. Will also begin notifying Tribe of local openings via email.  Tribe has staff interested in applying for a permanent position; they need to apply through Careers.wa.gov.  7/9/10 Update: The State has decided to discontinue using the “E-Recruiting” system. Training will be provided when available on the replacement system.
<b>7. Policy Identification: Teambuilding</b>				<b>Progress Report</b>
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
Building a stronger sense of teamwork between the DCS Tribal SEOs and Tribal Program Staff	Bi-annual meetings and luncheons will be held whereby staff of the two programs can come together.	Gatherings of this type will be held two times each year.	State: Rena Hect, Jeannie Bowen  Tribe: Kim Reynon-Spisak	1/25/11 Update: PTCSP staff invited DCS Tribal Liaisons to a team building/potluck.