

Policy 7.01 Implementation Plan and Progress Report

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

Updated 3/18/2011

Division: Child Support

Region/Office: Region 5/Tacoma Field Office

Tribe(s): Suquamish

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>Reducing the risk of child support distributing incorrectly on Tribal cases.</p> <p>Identification and appropriate referral of NCP & CP cases that fall within the jurisdiction of the Suquamish Tribal Child Support Program .</p> <p>Collaboration on how to best serve our shared clients.</p>	<p>Ongoing review and joint determination of cases will be made regarding whether or not it is appropriate to refer/transfer cases from DCS to Suquamish Tribal Child Support Program.</p> <p>The Tribe will notify DCS when it believes a Tribal referral is pending so DCS can set Special Instructions on the case to minimize and prevent money distributing incorrectly.</p> <p>DCS will send a debt calc, and other requested documentation based on mutual agreement, immediately on new Tribal cases.</p>	<p>Cases are transferred to Suquamish Tribal Child Support Program in an efficient and timely manner with minimal impact to shared clients.</p> <p>Reduce or eliminate any funds being paid out to clients that should be paid through to Suquamish Tribal Child Support Program.</p>	<p>State: Jeannie Bowen, Dian Speer Tribe: Bill Paine</p>	<p>As of January 2011, the Suquamish Tribe received notification of comprehensive funding.</p> <p>On 3/17/11, Bill Paine, Melody Allen, Carol Fredricks, Jeannie Bowen, and Dian Speer met to discuss Suquamish Tribal Jurisdiction, priority of case referral/transfer from DCS to Suquamish Child Support Program, and documents needed when referring/transferring cases to Suquamish Child Support Program. Agreement was reached with the caveat that processes can be re-evaluated based on identified needs or issues as they arise.</p> <p>On 3/18/11 an Excel list of potential cases needing referral/transfer was provided to Bill.</p>

				DCS is reviewing cases identified by Suquamish Tribal Child Support Program who have current voluntary wage assignments in place with DCS.
2. Policy Identification: Technology and SEMS Information and Access				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
To locate parties of Tribal Child Support cases in the most expedient manner possible including use of appropriate screens through SEMS Web	<p>DCS will look at ways to assist the Tribe with locate services through DCS Central Services.</p> <p>DCS will continue to advocate for increased access to SEMS web screens</p> <p>DCS will provide information regarding ESD wage and UC information as needed.</p>	Enhanced locate services and greater flexibility for Suquamish Tribal Child Support Program to complete locate actions.	<p>State: Rena Hect</p> <p>Tribe: Bill Paine</p>	<p>DCS to continue to provide locate services as resources allow.</p> <p>Update from SEMS programming and policy staff that increased access to SEMS web screens should be available by end of 2011.</p>
3. Policy Identification: IRS Certification				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Certify appropriate cases to the IRS for intercept.	Suquamish Tribe is requesting IRS certification of child support debt from DCS.	Suquamish cases referred by the Tribe will be certified for IRS tax intercept.	<p>State: Jeannie Bowen, Dian Speer</p> <p>Tribe: Bill Paine</p>	As of 5/25/10, the Squamish Tribe and State have signed a Program Agreement relating to Federal Offset Certification for Child Support that was effective 1/1/11. After the Squamish Tribe begins referring selected cases to DCS for IRS certification, DCS will follow processes to complete certification.
4. Policy Identification: Training Opportunities				Progress Report

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
<p>Increased awareness and understanding of Tribal culture.</p>	<p>DCS staff associated with the Tribal Team will be given appropriate training (i.e. Government-to-Government Training).</p>	<p>Enhance knowledge of DCS staff on Tribal history, culture and practices.</p>	<p>State: Jeannie Bowen Tribe: Bill Paine</p>	<p>DCS policy is to send all personnel who will be working with Tribal agencies and counterparts to be given Government-to-Government training. 7/8/10 Update: New Tribal Liaison Teia Neal was sent to Government to Government training.</p>
<p>Share training opportunities</p>	<p>DCS will advise Tribe of ongoing training events and collaborate with the Tribe to provide access to training materials and opportunities.</p>	<p>Well trained and knowledgeable staff. A shared understanding of each program's policies and procedures to increase collaboration on providing the best services to clients.</p>	<p>State: Jeannie Bowen, Dian Speer Tribe: Bill Paine</p>	<p>State to notify Tribe through email (and any other available methods) of upcoming trainings that the Tribe may want to attend and share resources as identified. 2/2011 Update: a disc copy of DCS's Interstate Guide was provided to Suquamish Tribal Child Support Program. 3/18/2011 Update: Cheat Sheets for identified SEMS Codes were provided to the Suquamish Tribal Child Support Program</p>
<p>5. Policy Identification: Communication and Problem Solving</p>				<p>Progress Report</p>

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Joint line-staff meetings between DCS Tribal Unit and Tribal Staff	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.	Building rapport and strengthening relationships links through regular meetings.	State: Jeannie Bowen, Dian Speer Tribe: Bill Paine	Process continues – no changes
Regular 7.01 meetings	The Tacoma District Manager and Tribal Staff will meet with all Tribal Representatives on a quarterly basis as our “7.01 Meeting.”	Cross program discussions, problem solving, issue identification, mutual support	State: Rena Hect, Carol Fredricks, Jeannie Bowen Tribe: Bill Paine	Process continues – no changes
Outreach to Tribal members	The DCS tribal liaison, Dian Speer, will be available on-site to Tribal members on the second Monday of each month.	Provide service to customers, potential customers and Suquamish Tribal Staff.	State: Jeannie Bowen, Dian Speer Tribe: Bill Paine	Process continues – no changes
Problem resolution and planning that is specific to the Suquamish Tribe	DCS will be available to meet to work through issues outside the regular 7.01 meetings.	Problems will be resolved and plans solidified to facilitate good service for each other.	State: Carol Fredricks, Jeannie Bowen, Dian Speer Tribe: Bill Paine	Process continues – no changes On 3/17/11, Bill Paine, Melody Allen, Carol Fredricks, Jeannie Bowen, and Dian Speer met to develop plans to begin referring/transferring cases to Suquamish Tribal Child Support Program. Agreement was reached that when Suquamish Tribal Child Support Program is ready (estimate 2-4 weeks), DCS will begin transferring approximately 10 cases per month to the Suquamish Tribal Child Support Program based on an agreed

				priority hierarchy of cases meeting specific circumstances.
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: Bill Paine	Process continues – no changes.
7. Policy Identification: Best Practices				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
Ensure the best use of resources, highest level of service and coordination of effort and expectations.	Jeannie and Dian will work with Tribe to develop a written summary of best practices for handling cases.	Consistency and efficiency of operations.	State: Carol Fredricks, Jeannie Bowen, Dian Speer Tribe: Bill Paine	On 3/17/11, Bill Paine, Melody Allen, Carol Fredricks, Jeannie Bowen, and Dian Speer met to discuss best practices regarding priority of case referral/transfer from DCS to Suquamish Child Support Program, and documents needed when referring/transferring cases. Agreement was reached with the caveat that there may be exceptions which will be reviewed on a case-by-case basis and processes can be re-evaluated based on identified needs or issues as they arise