

Policy 7.01 Implementation Plan and Progress Report

Timeframe: July 1, 2014 through June 30, 2015

Updated 2/21/13

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
Appropriate referrals & coordination to ensure all Medicaid cases currently in DCS system with Port Gamble S'Klallam members (PGST) are accounted for.	DCS will monitor for cases with PGST members and contact the Tribe to see if a referral is appropriate. Additionally, PGST will periodically request new lists of Medicaid only cases with PGST members.	PGST and/or the recipient of services will identify appropriate referrals for medical only cases and ask the State in writing to close inappropriate referrals.	State: Chris Franks, Charlene Greer Tribe: Maria Huynh, Lena Tunkara, Amber Seachord	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.
Regarding cases where the client has applied directly to PGST for services but then subsequently goes on State TANF, Tacoma DCS and PGST will review cases on a case by case basis to determine which time periods each should charge for and if a case should be closed.	Monitor and review cases identified that meet this criteria and discuss issues pertaining to each case including debt assignment and closure issues.	Clear understanding by both Tacoma DCS and PGST of which time periods each jurisdiction is charging for and who is providing services and who should take the lead on enforcement.	State: Chris Franks Tribe: Maria Huynh	Progress continues. Process worked out. PGST/Tacoma DCS identify periods owed to each other.

Regarding referrals for Foster Care	DCS will work to correctly identify cases and make sure coding on the case is correct.	To reduce or eliminate the miscoding of Tribal members.	State: TRT, SEMS-HQ, Policy HQ, Rena Hect Tribe: Maria Huynh	Progress continues
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.	DCS will look at ways to assist the Tribe with locate services through DCS Central Services.	Enhanced locate services	State: Chris Franks (with assistance from DCS HQ) Tribe: Maria Huynh	DCS to continue to provide locate services as resources allow.
Ability to allow tribes with SEMS web agreements and confidentiality agreements to view all tribal cases in SEMS.	Tacoma FO will advocate for SEMS upgrade to allow tribes with SEMS web agreements and confidentiality agreements to view all needed tribal cases in SEMS	PGST will be able to view all pertinent tribal cases.	State: TRT, SEMS-HQ, Policy-HQ, Rena Hect Tribe: Maria Huynh	DCS Tribal Relations Team (TRT) is currently pursuing this with SEMS-HQ and will continue to advocate for increased SEMS access for Tribal IV-D and IV-A programs. After the training, Tribes will submit a request to the DCS Director, specifying the Business Need for any additional SEMS data. Supplementary SEMS and ACES training will be given to PGST by Tribal Liaisons Chris Franks/ Laura Edmundson.

PGST requesting a 2nd tribal access code on the BC	Tacoma Field office will advocate for SEMS upgrade to allow more than one tribe to have SEMS WEB access on a case at the same time	Allow all tribes with interest in the child support debt to access the case	State: TRT, SEMS – HQ, Policy-HQ, Rena Hect Tribe: Maria Huynh	Process begins
Court order images- Access to the image is necessary because all orders entered may not be a child support orders but have child support included. DCS only adds child support orders to the OR screen.	DCS will look into SEMS Web to see what can be accessed?	PGST wants to be sure all orders are submitted to DCS so the debt calculations match.	State: Charlene Greer with help by TRT. Tribe: Maria Huynh	Progress begins
3. Policy Identification: Coding Tribal Cases Correctly				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
To properly code new cases that are open in SEMS with Tribal coding.	DCS and PGST will work to correctly identify PGST tribal members and make sure coding on the case is correct.	To reduce or eliminate the miscoding of Tribal members	State: Charlene Greer, Chris Franks Tribe: Maria Huynh	PGST will continue to bring to DCS attention any cases that have fallen through the cracks and were not set up appropriately.
4. 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.	Tribe is requesting IRS certification of child support debt from DCS.	PGST cases referred by tribe will be certified for IRS tax intercept.	State: Charlene Greer, Chris Franks Tribe: Maria Huynh, Lena Tunkara, Amber Seachord	Progress continues.

5. Policy Identification: Training Opportunities				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Share training opportunities	DCS and PGST will advise each other of ongoing training events.	Share training resources and opportunities from DCS to Tribal staff.	State: Charlene Greer, Chris Franks Tribe: Maria Huynh	Process continues – no changes. Continue to invite PGST to training academy. Suggestion was to have a tribal liaison training academy.
6. Policy Identification: Communication and Problem Solving				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Provide avenues 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 meet expectations or there are suggestions for improvement.	Problems will be corrected quickly and effectively.	State: Charlene Greer, 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: Charlene Greer, Chris Franks Tribe: Maria Huynh	Progress continues.

<p>Promote regular meetings between Tribal and DCS Staff</p>	<p>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."</p>	<p>Enhanced communication; understanding and respect; cross program discussions; problem solving; issue identification; mutual support.</p>	<p>State: Rena Hect, Charlene Greer, Chris Franks Tribe: Maria Huynh</p>	<p>Line staff are also encouraged to schedule meetings between themselves if the need arises. Update: As needed, Chris meets with Maria at PGST to discuss Medicaid cases and review challenging cases.</p>
<p>Effectively communicate in circumstances where DCS receives an overpayment on the case and the payment has come from PGST. Regarding misapplied payments</p>	<p>DCS and PGST to consult with each other before refunding overpayments to clients. Maria discovered numerous payments have been misapplied due to State algorithm.</p>	<p>Prevent financial errors in refunding money inappropriately. PGST discovered numerous cases during their reconciliation process where DCS erred in where the payments were applied. The reasons behind WHY the payments were misapplied vary. DCS doesn't have a method of checking payment processing accuracy. DCS applies payment per Federal Algorithm and not per PGST documents which creates issue with the debt for both the tribe and the state.</p>	<p>State: Chris Franks Tribe: Maria Huynh State: Chris Franks Tribe: Maria Huynh</p>	<p>Progress continues Is there a better way? Tribal Relations team will check with the Central Services tribal liaison to see if there are other options available. Tacoma DCS will provide Jeannie Bowen specific case data for further research.</p>

7. 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, Charlene Greer Tribe: Maria Huynh	Process continues no changes. PGST was invited to participate on the interview panel for Jeannie Bowen's replacement in September 2013 and for the CSPM April 2014
7. Policy Identification: Teambuilding				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
Build a stronger sense of teamwork between the DCS Tribal SEOs and Tribal Program Staff.	DCS staff and PGST will advise each other of relevant office or cultural events.	DCS and PGST will participate in gatherings as opportunities arise.	State: Rena Hect, Charlene Greer Tribe: Maria Huynh	Update: PGST attended DCS's Bite of Tacoma in October of 2012. Chris Franks attended PGST's "Bite of Boston" celebration in February of 2013.

Completed / Historical Information

<p>Goal 1: Case Referrals</p> <p>Cases where Medicaid referrals are received naming other parents when the biological parent is in the home will be reviewed for correction and/or closure.</p>	<p>PGST will notify DCS on cases where the biological parent is in the home if they become aware that someone other than the bio parent is named as the CP.</p>	<p>If the bio-parent is in the home they are listed as the CP</p>		<p>No longer using the DCS election of Support Enforcement Services Tribal Medical Assistance form. Applications for Medicaid moved from Community Services Division to the Washington Health Benefit Exchange. Beginning October 1, 2013 families find out if a child is eligible for Medicaid when they use the Washington Healthplanfinder to identify affordable health care coverage options for their family members. The Washington Healthplanfinder is administered through the Washington Health Benefit Exchange which is not part of DSHS</p>
<p>Goal 2: Technology and SEMS Information and Access</p> <p>To effectively and efficiently work cases, research issues, provide relevant information to PGST Child Support clients, and complete locate on PGST Child Support cases via use of appropriate SEMS Web screens including AH, BI, DI, DH, and IA screens</p>	<p>Tacoma FO will continue to advocate for increased access to SEMS web screens to include access to AH, BI, IA, DI, and DH screens.</p> <p>PGST has access to SEMS web screens: CR, SX, BC, CO, CH, 4F, 4R, QC, and RE. DCS can pass through ESD wage and UC information</p>	<p>Enhanced SEMS Web access including access to IA, BI, and AH screens to provide greater flexibility for PGST to complete case actions.</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, DI, DH, IA, 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> <p>2/9/12 Update: Per SEMS, access has been provided to the QC and RE</p>

			<p>screens. Rena has shared concerns with DCS Director Wally McClure regarding the lack of progress and timeframes provided to Tribes regarding access to AH, BI, DI, DH, and IA screens. DCS Tribal Relations Team (TRT) is currently working with the DCS Director, DCS Policy, and DCS SEMS to identify barriers and provide realistic timeframes for access to these screens.</p> <p>At the 9/13/2012 State/ Tribal IV-D Directors meeting, Tribes asked for SEMS access to <u>any</u> DCS case (if for 4D purposes), like their access to ACES & FamLink). Tribes also requested SEMS Web training (which SEMS provided on 2/7/2013). After the training, Tribes will submit a request to the DCS Director, specifying the business need for any additional SEMS data.</p> <p>Supplementary SEMS and ACES training will be given to PGST by Tribal Liaisons Chris Franks and Teia Neal</p> <p>December 2013 DCS began providing Tribal IV-D programs with access to the AH (all payment history and DH (distribution history) screens. DCS was unable to provide access to the BI (basic individual) screen due to domestic violence information contained on this screen, or the IA (individual address) screen due to the information source which is either NDNH (National Directory of New</p>
--	--	--	---

<p>Goal 2: Technology and SEMS Information and Access</p>				<p>Hire) as well as ES and L&I. QUICK might be a possible alternative to accessing the information. QUICK is a real-time, web based info sharing tool to be used between IV-D agencies</p> <p>At the 9/13/2012 State/ Tribal IV-D Directors meeting, Tribes asked for SEMS access to <u>any</u> DCS case (if for 4D purposes), like their access to ACES & FamLink). Tribes also requested SEMS Web training (which SEMS provided on 2/7/2013).</p>
---	--	--	--	---