

## Policy 7.01 Implementation Plan and Progress Report

Timeframe: July 1, 2014 through June 30, 2015

Updated 3/10/2014

**Division: Child Support**

**Region/Office: 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>Identification and appropriate referral of NCP &amp; CP cases that fall within the jurisdiction of the Suquamish Child Support Enforcement Office (SCSEO)</p> <p>Reducing the risk of child support distributing incorrectly on Tribal cases.</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 SCSEO. Charlene and Laura will regularly communicate with the SCSEO regarding status of cases to be referred.</p> <p>DCS will send a debt calc, and certified order on non-Suquamish orders. Other requested documentation will be included in the referral based on mutual agreement.</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</p>	<p>Cases are transferred to SCSEO 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 SCSEO.</p>	<p>State: Laura Edmundson Tribe: Bill Paine</p>	<p>Referral process is on-going. Transfers/referrals involving CP Suquamish Tribal members are to be reviewed on a case-by-case basis. DCS will continue to train staff on appropriate identification and handling of tribal cases.</p>

SCSEO request a case count.	incorrectly. Identify cases where CP is a Suquamish Tribal Member but NCP is not affiliated.	How many cases can be identified and what does the NCP look like? Is he/she paying? Does he/she have an employer? Is there a child support order? Do we have him/her located?	State: Charlene Greer Tribe: Bill Paine	Process is just beginning.
<b>2. Policy Identification: Technology and SEMS Information and Access</b>				<b>Progress Report</b>
<p><b>Goals/Objectives</b></p> <p>To effectively and efficiently work cases, research issues, provide relevant information to SCSEO clients, and complete locate on SCSEO clients via SEMS web screens including AH, BI, DI, DH &amp; IA.</p> <p>To locate parties of Tribal Child Support cases in the most expedient manner possible.</p>	<p><b>Activities</b></p> <p>Tacoma FO advocated for increased access to SEMS web screens to include access to AH, BI, DI, DH and IA screens.</p> <p>Tacoma FO tribal liaisons will look at ways to assist the Tribe with locate services through DCS Central Services.</p> <p>Tacoma FO Tribal Liaisons will provide information regarding ESD wage and UC information as needed.</p>	<p><b>Expected Outcome</b></p> <p>Enhanced SEMS Web access including access to AH, BI, DI, DH and IA screens to provide greater flexibility for SCSEO to complete case actions.</p>	<p><b>Lead Staff and Target Date</b></p> <p>State: TRT, DCS Policy, DCS SEMS, Rena Hect Tribe: Bill Paine</p>	<p><b>Status</b></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 Hire) as well as ES and L&amp;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>
<b>3. Policy Identification: IRS Certification</b>				<b>Progress Report</b>
<p><b>Goals/Objectives</b></p> <p>Certify appropriate cases to the IRS for intercept.</p>	<p><b>Activities</b></p> <p>SCSEO is requesting IRS certification of child support debt from DCS.</p>	<p><b>Expected Outcome</b></p> <p>Suquamish cases referred by the Tribe will be certified for IRS tax intercept.</p>	<p><b>Lead Staff and Target Date</b></p> <p>State: Laura Edmundson Tribe: Bill Paine</p>	<p><b>Status</b></p> <p>As of 2/9/12, progress continues. No issues identified.</p> <p>Process changes were made to provide a monthly certification of debt. Cases remain open for IRS certification until P.I.F.</p>

4. Policy Identification: Training Opportunities				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Increased awareness and understanding of Tribal culture.	DCS staff associated with the Tribal Team will be given appropriate training (i.e. Government-to-Government Training).	Enhance knowledge of DCS staff on Tribal history, culture and practices.	State: Charlene Greer Tribe: Bill Paine	DCS policy is to send all personnel who will be working with Tribal agencies and counterparts to be given Government-to-Government training.
Share training opportunities	DCS will advise Tribe of ongoing training events and collaborate with the Tribe to provide access to training materials and opportunities.	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.	State: Charlene Greer, Laura Edmundson Tribe: Bill Paine	Tacoma DCS to notify SCSEO through email (and any other available methods) of upcoming trainings that SCSEO may want to attend and share resources as identified.
5. Policy Identification: Communication and Problem Solving				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Joint line-staff meetings between DCS Tribal Team and SCSEO.	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: Laura Edmundson  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, Charlene Greer  Tribe: Bill Paine	Process continues – no changes
Outreach to SCSEO and Tribal members	The DCS tribal liaison, Laura Edmundson, will be available on-site at SCSEO to SCSEO staff and Tribal members on the second Tuesday of each month.	Provide service to customers, potential customers, and Suquamish Tribal Staff. DCS should ensure Laura has ability to log into SEMS while doing outreach and provide Laura with resources to refer cases to Suquamish tribe while doing	State: Charlene Greer Laura Edmundson Tribe: Bill Paine	Laura is authorized to utilize a State laptop at SCSEO and has been given a FOB and VPN access so that she can access SEMS. Tacoma DCS is committed to trouble shooting any computer/SEMS connection issues to make sure that Laura has full access to SEMS while she is at SCSEO. Laura will

		outreach.		prepare cases needing referrals to work on while at SCSEO.
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, Charlene Greer Laura Edmundson  Tribe: Bill Paine	Process continues – no changes
<b>6. Policy Identification: Hiring</b>				<b>Progress Report</b>
<b>Goals/Objectives</b> Inclusion of Tribal Staff in major DCS hiring decisions	<b>Activities</b> 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.	<b>Expected Outcome</b> Increased relationship building through participation in key hiring decisions.	<b>Lead Staff and Target Date</b> State: Rena Hect, Charlene Greer  Tribe: Bill Paine	<b>Status</b> Process continues – no changes. SCSEO was invited and participated in the hiring for Jeannie Bowen’s replacement in September 2013. Also, was invited to participate in the replacement for Teia Neal and recently invited to participate in the hiring of our new Child Support Program Manager.