

Tribal Relations Team (TRT) Business Plan 2019-2022

OBJECTIVES	STRATEGIES
<p>Provide and solicit open, transparent and timely communication</p>	<p>✓ Completed</p> <ul style="list-style-type: none"> Renewed Treasury Offset Agreements to comply with IRS Publication 1075 <p>✓ In Progress</p> <ul style="list-style-type: none"> Review, monitor & continue process improvement for Conf Board requests on tribal cases, and provide regular progress reports to tribes Seek continued assistance from tribes to ensure tribal employers are correctly identified in SEMS to prevent automated withholding notices Facilitate bi-annual State/Tribal IV-D Directors Roundtable Meeting Continue to share DCS updates at IPAC, IPAC Subcommittee, & 7.01 meetings
<p>Strengthen relationships and increase support to tribal partners and DCS Tribal Liaisons</p>	<p>✓ Completed</p> <ul style="list-style-type: none"> TRT attended most of the 7.01 meetings with tribes and RAIOS in 2019 Attended the 2019 National Tribal Child Support Association Conference in CA with Everett Tribal Liaison and Spokane Claims Officer Worked with Policy to amend WAC regarding Tribal benefit exception to distribution requirements. Amendment took effect July 1, 2018 Invited tribal speakers to present at 2018 DCS All Staff Conference Annual TL In-Person meeting expanded to 2-days <p>✓ In Progress</p> <ul style="list-style-type: none"> Attend more in-person meetings to connect with TLs, tribal partners, and staff Monitoring causes of inappropriate referrals and implementing changes to prevent future inappropriate referrals or actions, monthly report to DMs Plan and organize the Annual ESA Native American Heritage Month celebration Continue on-boarding training plan and 60-day follow up training for new staff Continue partnering with community-based organizations to identify resources available to Native Americans living in urban areas or outside of “Indian Country” Partner with re-entry services to assist Native Americans who are returning to communities after incarceration Invited to present at Oregon’s 2019 Annual Tribal Meeting
<p>Provide excellent service to tribal members</p>	<p>✓ Completed</p> <ul style="list-style-type: none"> Developed and provided tribal training for all Central Services staff Renewed Data Share Agreements to provide more Fobs/SSTs for tribal staff to access ACES/SEMS Web (Quinault, Lummi, Tulalip, Colville, Puyallup) Implement Federal Final Rule to close all IHS/MAO cases Worked with IT to provide access to ESD data to Tribal TANF programs via SEMS Web <p>✓ In Progress</p> <ul style="list-style-type: none"> Create framework to ensure cases are adequately staffed & accurately worked Maintain accurate Tribal Employer (TI/TE) database, IT request to update EI screen Improve ESA IT collaboration and tribal partner access to ESA systems Working with EMAPS to provide better reporting on Tribal Dashboard

PURPOSE

Facilitate DCS' commitment to work government-to-government with Indian tribes

VISION

DCS, Indian tribes, and Recognized American Indian Organizations - Bridging cultures to deliver exceptional child support services

GOALS

- ◆ Advocate for policy, procedure, and laws that respect tribal sovereignty.
- ◆ Build and strengthen relationships, trust and mutual respect with tribes and stakeholders.
- ◆ Advance intergovernmental agreements, contracts and processes.
- ◆ Provide valuable and timely training, guidance and resources to DCS staff, tribes.
- ◆ Provide technical assistance and presentations on child support.
- ◆ Manage the DCS Tribal Relations Website.

CORE VALUES

- ◆ Respect Sovereignty
- ◆ Strengthen Relationships
- ◆ Act with Integrity
- ◆ Accountability
- ◆ Pursue Excellence

DCS Tribal Relations Team

712 Pear St SE, PO Box 9162
Olympia, WA 98507

Georgia Payne (360) 664-5033, gpayne@dshs.wa.gov
Sandi Cheek (360) 664-5025, scheid@dshs.wa.gov
Chris Franks (360) 664-5031, cefranks@dshs.wa.gov

Historical / Completed Items 2019-2022

2019

- Tribal training presented to DCS Central Services staff
- Instituted new Treasury Offset Agreement for tribes to comply with IRS Publication 1075
- Implemented recommendations to improve tribal access to ACES/SEMS Web systems
- Meeting held with Tribal Child Support Directors in March and October
- Participated in CPTS/Community Transition Solutions event for re-entry clients at Evergreen College
- Attended North Sound Behavioral Health Conference at Tulalip WA
- Invited for 2nd year to present at Oregon's 2019 Annual Tribal Meeting May 1-2, 2019
- DCS staff volunteered at the Canoe Journey Paddle to Lummi in July
- Drafted new Data Share Agreement for Tribal TANF programs to access Employment Security data through SEMS Web.
- Attended National Tribal Child Support Association Training Conference at Pechanga Resort, Temecula CA, June
- Attended WICSEC annual conference in Spokane WA, Oct 2019. Gordon James from the Governor's Office of Indian Affairs (GOIA) invited to speak.
- Held annual statewide meeting for DCS Tribal Liaisons in September. Speakers from Chehalis Tribe participated
- ESA held 21st annual National American Indian Heritage Month celebration in November
- Attended the Annual Centennial Accord meeting with Governor Jay Inslee and Tribal leaders.

2020

- Established workgroup to review tribal training in the Support Enforcement Officer Academy curriculum
- Held WebEx with Tribal IV-D Directors regarding a credit bureau reporting pilot
- Included Tribal training in Central Services Basic Orientation
- Reconciled tribal caseload/RSEO data with EMAPS for proper reporting on tribal cases
- Shared COVID-19 program impacts re Tribes and DCS
- Finalized DCS/Tribal IV-Directors AP 7.01 Plan
-

Historical / Completed Items 2014-2018

2014

- Involved tribal partners, stakeholders, and DCS staff in rewriting DCS Tribal Policy (Chapter 13), and trained all DCS staff on the policy
- Added additional DOB fields to CR on SEMS Web per tribal partner request

2015

- Worked with DCS Tribal Liaisons (TLs) to define the roles of TLs and TRT
- Developed a Decision Matrix for TLs
- Developed an on-boarding training plan and 60-day follow up training for new TLs (Tacoma, Everett, & Spokane tribal staff attended in 2015)
- Worked with tribes, staff and partners to draft a new updated TRT Brochure
- Began tracking Tribal Conference Board Requests
- Modified the DCS Application/Referral form adding a box to indicate when an employer is “Tribal”

2016

- 22 DCS staff worked 55 shifts at 6 sites at the 2016 Paddle to Nisqually Canoe Journey
- TRT attended nearly all 7.01 meetings with tribes and RAIOS in 2016
- Continued to make changes to improve coding, referrals, and actions on tribal cases
- DCS staff actively participated in 5 sessions at the 2016 National Tribal Child Support Association Conference held at The Tulalip Tribes.
- Provided Tribal training at the DCS 2016 Training Conference
- Worked with CSD to make A-Z/ACES manual clarifications of Tribal Affiliation Coding
- Updated all tribal doc's for WA Pros. Attorneys & posted reminder on their website
- Developed a Tribal Guide with the Top 15 Tribal Q&A's for DCS staff
- Designed Tribal Roll-up Banners for HQ & Field Offices to use at Outreach events
- DCS (SEMS) & Children's Admin (FamLink) data exchange of tribal affiliation updates
- Facilitated IT approval for a 3rd computer Monitor for all interested TLs
- DCS appoints a Tribal Conference Board Chair and assigns all tribal –related requests to new Chair
- Added all Tribal IV-D FIPS Codes to SEMS reducing case setup errors

2017

- New Sr. Manager of Tribal Relations
- Colville Tribal Child Support Program successfully transitioned out of SEMS to MTS
- New Child Support Program Administrator
- Reserved 8 slots at DCS conference for tribal IV-D partners
- Tribal training presented to Central Services staff
- Drafted new Treasury Offset Agreement for tribes to comply with IRS Publication 1075
- Trained TLs on process to review cases for closure regarding IHS/Medicaid per Federal Final Rule
- TRT staff attended the 2017 National Tribal Child Support Association Conference in NY and recognized the Suquamish Tribal Child Support Director Bill Paine for his service to the Washington State Tribal Program.
- Participated in CPTS/Community Transition Solutions event for re-entry clients.

2018

- TRT & FO Tribal Liaison/SEO4 attended the 2018 NTCSA Conference in MN.
- Provided TL job description & competencies for Class & Compensation project
- Worked with Policy to amend WAC regarding Tribal benefit exception to distribution requirements, effective July 1, 2018
- Invited to attend and present at Oregon's 2018 Annual Tribal Meeting May 2-3, 2018
- Invited Aimee Gone & Brenda Francis-Thomas to present at DCS Conference Tribal 6/27-6/28
- Received IT approval for Tribal TANF programs to access ESD data through SEMS
- DCS changed credit bureau reporting from 2nd weekend to 3rd weekend per discussions with Tribal IV-D Directors
- Attended Tribal Leaders Summit & Centennial Accord Meeting