

# Tribal Relations Team (TRT) Business Plan 2014-2018

## PURPOSE

*We facilitate DCS' commitment to work government-to-government with Indian tribes*

## VISION

*DCS, Indian tribes, and Recognized American Indian Organizations - Bridging cultures to provide 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
- ◆ Foster Growth & Development
- ◆ Pursue Excellence

| OBJECTIVES   | STRATEGIES   |
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| <p><b>Provide and solicit open, transparent and timely communication</b></p>                           | <p><b>✓ Completed</b></p> <ul style="list-style-type: none"> <li>• Involved tribal partners, stakeholders, and DCS staff in rewriting DCS Tribal Policy, and trained DCS all staff on that policy</li> <li>• Added additional fields to SEMS Web per tribal partner request</li> <li>• Met with tribes to discuss the DCS Conference Board (Conf Brd) process, Implemented improvements, &amp; appointed a Tribal Conf Brd Chair</li> </ul> <p><b>✓ In Progress</b></p> <ul style="list-style-type: none"> <li>• Review, monitor &amp; seek process improvement for Conf Brd requests on tribal cases</li> <li>• Seek assistance from tribes to ensure tribal employers are correctly identified in SEMS to prevent automated notices</li> <li>• Working with Colville IV-D program to transition cases from SEMS to MTS</li> <li>• Facilitate annual State/Tribal IV-D Directors Roundtable Meeting</li> <li>• Continue to share updates at IPAC, IPAC Subcommittee, &amp; 7.01 meetings</li> </ul>   |
| <p><b>Strengthen relationships and increase support to tribal partners and DCS Tribal Liaisons</b></p> | <p><b>✓ Completed</b></p> <ul style="list-style-type: none"> <li>• Worked with DCS Tribal Liaisons (TLs) to define the roles of TLs and TRT</li> <li>• Developed a Decision Matrix for TLs</li> <li>• Developed an on-boarding training plan and 60-day follow up training for new TLs (Tacoma, Everett, &amp; Spokane tribal staff have attended)</li> <li>• TRT attended nearly all 7.01 meetings with tribes and RAIOS</li> <li>• Worked with tribes, staff and partners to draft a new updated TRT Brochure</li> <li>• Continued to make changes to improve coding, referrals, and actions on tribal cases</li> <li>• DCS staff actively participated in 5 sessions at the National Tribal Child Support Association Conference held at The Tulalip Tribes</li> <li>• 22 DCS staff worked 55 shifts at 6 sites at the 2016 Paddle to Nisqually Canoe Journey</li> <li>• Provided Tribal training at the DCS Training Conference</li> </ul> <p><b>✓ In Progress</b></p> <ul style="list-style-type: none"> <li>• Attend more in-person meetings to connect with TLs, tribal partners, and staff</li> <li>• Monitoring causes of inappropriate referrals and implementing changes to prevent future inappropriate referrals or actions</li> <li>• Facilitate annual TL In-Person meeting and seeking a 2nd meeting each year</li> <li>• Plan and organize the Annual Native American Heritage Month celebration</li> </ul> |
| <p><b>Provide excellent service to tribal members</b></p>  | <p><b>✓ Completed</b></p> <ul style="list-style-type: none"> <li>• Modified the DCS Referral form to add a box to indicate if an employer is "Tribal"</li> <li>• Worked with CSD to make A-Z/ACES manual clarifications of Tribal Affiliation Coding</li> <li>• Added all Tribal IV-D FIPS Codes to SEMS</li> <li>• Updated all tribal doc's for WA Pros. Attorneys &amp; posted reminder on their website</li> <li>• Developed and provided tribal training for all Central Services staff</li> <li>• Developed for DCS staff a Tribal Guide with the Top 15 Tribal Q&amp;A's</li> <li>• Designed Tribal Roll-up Banners for HQ &amp; Field Offices to use at Outreach events</li> <li>• Facilitated getting a 3rd computer Monitor for all interested TLs</li> </ul> <p><b>✓ In Progress</b></p> <ul style="list-style-type: none"> <li>• Create framework to ensure cases are adequately staffed &amp; accurately worked</li> <li>• Maintain accurate Tribal Employer (TI/TE) database</li> <li>• DCS (SEMS) &amp; Children's Admin (Famlink) data exchange of tribal affiliation updates</li> </ul>  |

## DCS Tribal Relations Team

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