

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
Provide and solicit open, transparent and timely communication	<p>✓ Completed</p> <ul style="list-style-type: none"> • Met with tribes to discuss the DCS Conference Board (Conf Brd) process, Implemented improvements, & appointed a Tribal Conf Brd Chair • Transitioned Colville IV-D program's cases from SEMS to Model Tribal System (MTS) • WebEx meeting with tribal partners regarding updated Federal Rules <p>✓ In Progress</p> <ul style="list-style-type: none"> • Review, monitor & seek process improvement for Conf Brd requests on tribal cases and provide regular reports on progress to tribes • Seek assistance from tribes to ensure tribal employers are correctly identified in SEMS to prevent automated notices • Facilitate annual State/Tribal IV-D Directors Roundtable Meeting • Continue to share updates at IPAC, IPAC Subcommittee, & 7.01 meetings • Rewrite, renew Federal Offset Agreements
Strengthen relationships and increase support to tribal partners and DCS Tribal Liaisons	<p>✓ Completed</p> <ul style="list-style-type: none"> • TRT attended nearly all 7.01 meetings with tribes and RAIOS in 2016 & 2017 • 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. Attended 2017 conference in NY • 22 DCS staff worked 55 shifts at 6 sites at the 2016 Paddle to Nisqually Canoe Journey • Provided Tribal training at the DCS 2016 Training Conference • Facilitated IT approval for a 3rd computer Monitor for all interested TLs • Provided TL job description & competencies information for Class & Comp project <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 • Continue to facilitate annual TL In-Person meeting and expand to 2-days • Plan and organize the Annual ESA Native American Heritage Month celebration • Continue on-boarding training plan and 60-day follow up training for new TLs (Tacoma, Everett, Vancouver, Yakima & Seattle tribal staff attended in 2017) • Work with Policy on draft rule re per capita exception to distribution requirements
Provide excellent service to tribal members	<p>✓ Completed</p> <ul style="list-style-type: none"> • Worked with CSD to make A-Z/ACES manual clarifications of Tribal Affiliation Coding • Added all Tribal IV-D FIPS Codes to SEMS reducing setup errors • Updated all tribal doc's for WA Pros. Attorneys & posted reminder on their website • Developed and provided tribal training for all Central Services staff • 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 <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 • Improve ESA IT collaboration and tribal partner access to IT systems • Implement Federal Final Rule to close all IHS/MAO cases

DCS Tribal Relations Team

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Historical / Completed Items 2014-2015

- 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
- 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
- Modified the DCS Application/Referral form adding a box to indicate when an employer is "Tribal"