

Policy 7.01 Implementation Plan and Progress Report

Timeframe: July 1, 2016 through June 30, 2017

Updated 2/22/2016

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
Continuation of Services after PGST Clients goes on State TANF.	DCS and PGST will review cases on a case by case basis to determine which time periods each should charge especially if PGST entered the controlling order. If PGST originally initiated the case then the continuation of service should be with the Tribe.	Clear understanding by both DCS and PGST of which time periods each jurisdiction is charging and who is providing services and who should take the lead on enforcement.	State: Chris Franks, Tribe: Maria Huynh,	DCS and PGST have worked out a process and it should continue.
Review Medicaid only cases and develop a process to close these cases in a more efficient and easier manner.	No new Medicaid only cases have been referred to the PGST since the enactment of the Affordable Care Act 10/1/2013. PGST has been working with DCS to close the Medicaid only cases	Find a more efficient way to close previous Medicaid only cases	State: HQ policy, TRT, Charlene Greer, Chris Franks Tribe: Maria Huynh	DCS is working with Policy to get these cases closed. Tribe will also review cases to assist in closing these cases.

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 continues to provide locate services as resources allow.
PGST is requesting that DCS provide employer search locate ability.	Tacoma Field office will investigate if we have any employer information that we can provide to the tribe.	Allow the tribe ability to send the garnishment to the correct corporate headquarters without several phone calls.	State: TRT, SEMS-HQ, Policy-HQ, Andrew Chin Tribe: Maria Huynh	Research what DCS has available that we can provide to the Tribe.
PGST is requesting DCS look at easier options for payment to be deposited directly. The online web portal requires a debit which is not an option for the tribe. Is there an online web portal that would be easy for them to submit their payments?	PGST can enter the payments into our system it would eliminate misapplied payments. DCS will contact Cash unit to see if there are other available options.	Eliminate misapplied payments. PGST and DCS records would always match. Payments can be applied on the same day avoiding errors which will also get the payment to the families timelier.	State: TRT, Charlene Greer, Tribe: Maria Huynh	Provided tribes with several options. TRT checking all available options.

3. Policy Identification: Coding Tribal Cases Correctly				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
<p>To properly code new cases that are open in SEMS with Tribal coding.</p> <p>PGST requested DCS collect data to determine if there is a pattern of why all tribal cases are not coded with Tribal information. Cases that are not coded with Tribal information could create major problems.</p>	<p>DCS and PGST will work to correctly identify PGST tribal members and make sure coding on the case is correct.</p> <p>Since PGST caseload is relatively small, DCS will work with TRT to review all cases that are not coded correctly to see if there is a pattern.</p>	<p>To reduce or eliminate the miscoding of Tribal members.</p> <p>Determine if there is a pattern as to why cases are coded incorrectly and to fix the problem.</p>	<p>State: TRT, Andrew Chin, Charlene Greer, Chris Franks</p> <p>Tribe: Maria Huynh</p>	<p>DCS developed a tracking spreadsheet. PGST will continue to bring to DCS attention any cases that have fallen through the cracks. All cases will be added to the spreadsheet.</p>
4. Policy Identification: IRS Certification				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
<p>Certify appropriate cases to the IRS for intercept.</p>	<p>Tribe is requesting IRS certification of child support debt from DCS.</p>	<p>PGST cases referred by tribe will be certified for IRS tax intercept.</p>	<p>State: Charlene Greer, Chris Franks</p> <p>Tribe: Maria Huynh</p>	<p>Progress continues. There are no changes to our process.</p>

5. Policy Identification: Training Opportunities				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
<p>Share training opportunities. It is difficult for tribal case managers to come to Tacoma for a one hour or two hour class. PGST requested DCS develop training and present to their staff.</p> <p>Other tribe's staff could also attend these classes.</p>	<p>DCS and PGST will advise each other of ongoing training events.</p> <p>DCS will develop training on conference boards. What is it? Who can request it? What is the conference board looking for when making their decisions?</p>	<p>Share training resources and opportunities from DCS to Tribal staff.</p>	<p>State: Charlene Greer, Chris Franks</p> <p>Tribe: Maria Huynh</p>	<p>Chris Franks will develop the training and provide to PGST and invite other tribes as appropriate.</p>
6. Policy Identification: Communication and Problem Solving				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
<p>Provide avenues to discuss problems and solutions</p>	<p>All Division of Child Support staff commits to be accessible and approachable. Tribal staff is encouraged to call the SEO 4 Tribal Liaison, the District Manager, or TRT should front-line efforts at DCS not meet expectations or there are suggestions for improvement.</p>	<p>Problems will be corrected quickly and effectively.</p>	<p>State: Charlene Greer, Andrew Chin, or Brady Rossnagle</p> <p>Tribe: Maria Huynh</p>	<p>Process continues. Maria will bring issues to the SEO4 tribal liaison, Andrew Chin, DM or Brady Rossnagle, TRT.</p>
<p>Effectively working hard-to-collect cases involving PGST tribal members where collection remedies have been exhausted by the Tribe.</p>	<p>Line staff from both offices will discuss individual cases and their circumstances to best identify the most effective way to work the case.</p>	<p>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.</p>	<p>State: Charlene Greer, Chris Franks</p> <p>Tribe: Maria Huynh</p>	<p>Very beneficial for DCS staff to meet face to face to go over more difficult cases.</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: Andrew Chin, Charlene Greer Tribe: Maria Huynh	Port Gamble S'Klallam Tribe continues to participate in interview panels and provide tribal aspect in hiring decisions that have a direct impact on the tribal team
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: Andrew Chin, Charlene Greer Tribe: Maria Huynh	DCS / PGST participate in relevant office and cultural events.

Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
MEO cases referred when biological parents in the home	October 2013	Completed
Requested access to more SEMS WEB screens	December 2013	Complete can revisit at a future date if necessary
PGST requested training on SEMS and ACES	February 2013	Training Provided
Request for multiple Tribal Access Code	December 2015	Unable to update SEMS, can revisit at a future date if necessary
PGST requested DCS look at ways to get orders enforced without having to serve notice as there is a delay in enforcement	March 2016	TRT provided language that other Tribal courts used for immediate enforcement. PGST provided that language to their tribal court.
Foster Care Referrals. DCS is working with Children's Administration to ensure foster care cases are coded correctly	March 2016	Complete. DCS discovered why cases are not coded correctly and are working with Children's Administration to resolve this issue.
PGST requested ability to look at case file images to see the order. SEMS WEB only allows them to view DATA only	March 2016	PGST requested this item be moved to completed as they cannot access case file images only Court Order summaries in SEMS WEB.

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