

## Policy 7.01 Implementation Plan and Progress Report

Timeframe: July 1, 2022 through June 30, 2023

**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.

**Contact Info:**

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Implementation Plan			Progress Report	
<b>1. Policy Identification: Case Referrals</b>				
Reducing the risk of child support distributions incorrectly on Tribal cases. Collaboration on how to best serve our shared clients. SCSEO request a case count.	The tribe will notify DCS when to set Special Instructions on cases to minimize distribution errors. On cases where the tribe is applying payments per their distribution rules, DCS will mimic their applications.	Reduce or eliminate any tribal funds being paid out to clients that should be paid through to SCSEO.  Keeping cases/debts in alignment.	State: Mary Groom  Tribe: Erik Hasstedt  Target Date: Review Annually	Process is working well.
SCSEO request for demographics on Suquamish CP's.	Upon SCSEO request, 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: Steve McDannel  Tribe: Logan Green  Target date: Review Annually	When requested, DCS can provide: <ul style="list-style-type: none"> <li>• Payment status</li> <li>• Employer data</li> <li>• Order status</li> <li>• Other locate info</li> </ul>

2. Policy Identification: Technology and SEMS Information and Access				Progress Report
Continued access to SEMS and ACES.	The systems interface works well now, but they do so through Internet Explorer and it is being retired soon.	Find alternative method to interface.	State: TRT, Steve McDannel  Tribe: Logan Green  Target date: 8/1/22	Working well now, but will need revision at some point.
3. Policy Identification: Treasury Offset Certification				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Certify appropriate cases for Treasury Offset certification.	SCSEO is requesting Treasury Offset certification of child support debt from DCS.	Suquamish cases referred by the Tribe will be certified for Treasury Offset.	State: Mary Groom  Tribe: Erik Hasstedt  Target Date: Review Annually	SCSEO provides DCS a monthly certification of support debt. Cases remain open for Treasury Offset certification until Paid in full. (PIF)DCS will hold spouse payments for 180 days. DCS provides SCSEO no FTI.
4. Policy Identification: Training Opportunities				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Increase awareness and understanding of Tribal culture.	DCS staff associated with the Tribal Team will be given appropriate training (i.e. Government-to-Government Training). DCS may consider providing tribal panel discussions at its annual conferences.	Enhanced knowledge of DCS staff on Tribal history, culture and practices.	State: Steve McDannel Tribe: Logan Green Target Date: Review Annually	DCS policy is to send all personnel who will be working with Tribal agencies and counterparts to Government-to-Government training and this is being done routinely. It's recommended for any staff members who wish to participate in any tribal cultural event. To date, all Tribal Liaisons have been trained, as well as many other DCS staff.

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: Steve McDannel, Mary Groom Tribe: Logan Green  Target Date: Review Annually	Mary will come out to reinforce the training with Suquamish using their live cases when she is able to do so.  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.  Since the DCS academy now relies heavily on using Live SEMS, having tribal partners attend is no longer viable. Instead, tribal liaisons can/will travel to SCSEO to provide any desired module.  New training will be arranged for Total Versus Total calculations and for ACES.
<b>5. Policy Identification: Communication and Problem Solving</b>				<b>Progress Report</b>
<b>Goals/Objectives</b> Regular 7.01 meetings.	<b>Activities</b> The Tacoma District Manager and Tribal Staff will meet with all Tribal Representatives on a quarterly basis as our "7.01 Meeting."	<b>Expected Outcome</b> Cross program discussions, problem solving, issue identification, mutual support.	<b>Lead Staff and Target Date</b> State: Heidi Montgomery, Steve McDannel Tribe: Logan Green  Target Date: Review Annually	<b>Status</b> Quarterly meetings continue. With the advent of COVID-19, these meetings have temporarily transitioned into a virtual format, but have and will continue virtually until such time as in-person meetings become an option again. Despite this limitation, the meetings have been successful.
Outreach to SCSEO and Tribal members.	When restrictions lift sufficiently to allow it, the DCS tribal liaison, Mary Groom, will be available on-site at SCSEO to SCSEO staff and Tribal members on the first Wednesday of each month and more often as/when requested.	Provide service to customers, potential customers, and Suquamish Tribal Staff. DCS should ensure Mary has ability to log into SEMS while doing outreach and provide Mary with resources to refer cases to Suquamish tribe while doing outreach.	State: Steve McDannel, Mary Groom Tribe: Logan Green  Target Date: Review Annually	Mary 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 Mary has full access to SEMS while she is at SCSEO. Mary will prepare cases needing referrals to work on while at SCSEO.

				<p>Outreach occurs on an as-needed basis, and Mary Groom is very accommodating of the SCSEO schedule. Meetings have occurred approximately once per month.</p> <p>Update: With the advent of COVID-19, in-person events have been curtailed and business is being handled virtually. As soon as things open up, in-person events will continue.</p>
<p>Re-examine State Office Tribal Relations Team action agenda.</p>	<p>Have new Senior Manager of the Tribal Relations Team meet with Tribal Child Support Directors to review action agenda for TRT and recalibrate the agenda as appropriate.</p>	<p>Potential for more Tribal Child Support Programs?</p> <p>More progressive enhancements for Tribal Child Support Programs.</p>	<p>State: TRT</p> <p>Tribes: Tribal Child Support Directors</p> <p>Target Date: Review Annually</p>	<p>TRT schedules meetings with all the Tribal IV-D directors regarding this item.</p>
<p>Continuation of Services: when a party terminates State TANF, determine who should continue services (DCS or SCSEO).</p> <p>When State TANF ends, SCSEO would like Non-assistance services to revert to them on a case by case basis.</p>	<p>DCS and SCSEO will review cases on a case by case basis to determine for which time periods each should charge.</p> <p>Investigate whether it is sufficient for DCS closure guidelines to allow SCSEO to take a verbal request for closure from a CP for a DCS case and then provide their own written affidavit of this request to DCS (This requires policy changes and is still being discussed at HQ).</p> <p>At the beginning of each month, DCS will continue to pull a list of cases for which TANF has ended and provide it to SCSEO. SCSEO will then notify DCS if they have any info that the child is no longer in the household. On average</p>	<p>Clear understanding by both DCS and SCSEO of which time periods each jurisdiction is charging; who is providing services; and who should enforce.</p> <p>When a Custodial Parent stops State TANF, Mary or Steve will contact SCSEO.</p> <p>Both agencies will work together to get services reverted to SCSEO within DCS policy guidelines.</p>	<p>State: Sharon Redmond, Mary Groom, Steve McDannel, TRT</p> <p>Tribes: Logan Green</p> <p>Target date: Reports provided monthly and issues reviewed annually.</p>	<p>This is still under review by the Policy unit at DCS HQ. TRT is working with Policy on it.</p> <p>This issue is especially problematic for SCSEO because SCSEO continues to provide full service on their end. In TANF cases involving children in care (TCW) cases it's difficult for the SCSEO case managers to contact the CP (Custodial Parent) to get a closure request.</p> <p>Tacoma will work with TRT on: How can TRT facilitate working with SPIPA to get referrals to DCS faster so DCS can then notify SCSEO timely? How can these cases be certified to the IRS since DCS doesn't certify SPIPA cases? What happens if a party objects to a debt that</p>

	<p>there is less than one case per month that meets this criterion.</p> <p>When appropriate, DCS will work with the tribe to try to close DCS cases so enforcement can revert to SCSEO.</p>			<p>accumulated because a referral wasn't timely?</p> <p>Status: Monthly emails from Mary to SCSEO with list of cases for which TANF ended the previous month is working well to identify cases needing follow up.</p> <p>This item is also included on the Directors' 7.01 Plan.</p>
<b>6. Policy Identification: Hiring</b>				<b>Progress Report</b>
<p><b>Goals/Objectives</b></p> <p>Inclusion of Tribal Staff in major ESA/ DCS hiring decisions affecting tribal interests.</p>	<p><b>Activities</b></p> <ul style="list-style-type: none"> <li>-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.</li> <li>-Include more Tribal representatives on interview panels.</li> <li>-Invite Tribal representatives to formulate interview questions.</li> <li>-Examine &amp; remove barriers in minimum qualifications to Tribal job applicants.</li> </ul>	<p><b>Expected Outcome</b></p> <p>Increased relationship building through participation in key hiring decisions.</p>	<p><b>Lead Staff and Target Date</b></p> <p>State: Heidi Montgomery, Steve McDannel, Sharon Redmond, Randy Rudin, Nicole Ross</p> <p>Tribes: Tribal Child Support Directors</p> <p>Target: Review Annually</p>	<p><b>Status</b></p> <p>Suquamish Tribe continues to participate in interview panels and provide tribal aspect in hiring decisions that have a direct impact on the tribal team.</p> <p>ESA/DCS always makes a concerted effort to include Tribal partners on hiring panel for key positions impacting Tribes. TRT will remind DCS Leadership to extend an offer to Tribal partners on interview panels to draft and/or review interview questions.</p>

Increase ESA/DCS recruitment of tribal members for state employment.	Develop outreach activities that educate tribal members about <a href="http://www.career.wa.gov">www.career.wa.gov</a> and the possibilities of a state career in child support enforcement & provide notification to tribal members of hiring opportunities.	Increased tribal members among the ranks of state child support employees  Tacoma DCS is willing and available to present at any events/venues SCSEO identifies, such as high school career day, job fairs, etc.	State: Heidi Montgomery, Steve McDannel, Sharon Redmond Tribes: Logan Green  Target Date: Review Annually	Suquamish continues to receive weekly job postings.
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7. Policy Identification: Institutional Memory				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
Transparency in the working of cases in common.	SCSEO help plan, the Desk Manual that DCS uses to work SCSEO cases.	Good working relations between DCS and SCSEO.  To capture guidelines that were mutually developed.	State: Mary Groom Tribe: Gidget Lincoln, Faith Reese, Erik Hasstedt Target: Review Annually	DCS works collaboratively with Suquamish whenever additions or edits are made to the Suquamish section of the Desk Guide.

## Completed Historical Section

<b>Date Completed</b>	<b>Goals/Objectives</b>	<b>Outcome</b>	<b>Date to Re-visit Issue</b>
2016	Provide SCSEO staff with SEMS Web access to the AH, DH and DI screens.	Access provided to the AH and DH. After the data mapping evaluation it was determined that the Distribution Inquiry (DI) screen did not provide any data elements that were not already available on other screens to which the Tribes have access so access to this screen is not needed.	As needed.
2/23/2017	Provide demographic info to identify cases where CP is a Suquamish Tribal member but NCP is not affiliated.	SQ list provided in the form of an Excel spreadsheet.	As requested by SCSEO.
7/1/18	Reducing the risk of child support distributing incorrectly on Tribal cases.	WA Policy was modified to allow distribution of payments that do not follow the algorithm when Suquamish requests for business purposes and/or to match their laws and policies. WAC 388-14A-5007 to allow this was amended and became effective 7/1/18.	Process to apply per SCSEO's direction is ongoing.
7/1/2021	Shorten DCS response time to Tribal policy requests.  Implement bi-annual meetings between the State's Tribal Child Support Directors and DCS's Director.	DCS now holds quarterly meetings with DCS's director and tribal directors/program managers from around the state to address higher level issues.	If/as needed.

7/1/2022	<p>Problem resolution and planning that is specific to the Suquamish Tribe.</p> <p>DCS will be available to meet to work through issues outside the regular 7.01 meetings.</p>	DCS continues to work with Suquamish as issues arise and the process is working well.	If/as needed.
7/1/2022	<p>Identification and appropriate referral of NCP &amp; CP cases that fall within the jurisdiction of the Suquamish Child Support Office (SCSEO). Goal is for DCS to consult with SCSEO immediately after a client is identified as a Suquamish member or employee.</p>	<p>Cases are transferred to SCSEO in an efficient and timely manner with minimal impact to shared clients.</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> <p>TRT has developed a tracking sheet to track inappropriate referrals which is reviewed to identify trends and training issues.</p> <p>TRT shares reporting from the tracking sheet bi-annually at the IV-D Directors' Meetings, as well as upon request of the SCSEO Director.</p> <p>Training has been provided to HQ Set-up staff to help identify tribal connections in case set up and referral processing.</p> <p>Tacoma DCS sends emails several times a year to remind staff to check for tribal affiliations before sending correspondence to employers and to not do so when they are found, but to instead contact Mary to take appropriate actions.</p>	If/as needed.



7/1/2022	Suquamish Tribe requested that the DCS tribal liaison be made available to provide the necessary IV-D information to effectively and efficiently work cases, research issues, provide relevant information to SCSEO clients and complete locate on SCSEO clients via SEMS WEB screens.	Tacoma FO tribal liaison will provide tribe all available locate and case information as resources allow.	
7/1/2022	Sharing training opportunities	Provided SEMS and Medical Training.	If/as needed
7/1/2022	Joint line-staff meetings between DCS Tribal Team and SCSEO.	Line staff from both offices developed their own agenda to have face-to-face meetings and discussed daily procedural and working issues between offices.	If/as needed

*TLs are directed not to disclose IRS or FTI to Tribal child support programs in any way, verbally or written. Payment amounts may be described as voluntary or involuntary, or administrative/non-administrative.*

**Conference Board Requests**

If there are reasons to not recommend approving a Conference Board request (from any party) and there’s a chance that more info may help move it towards approval, Suquamish should be contacted to see if they can help. SEO4 agreed to not recommend denying any Conference Board (if not able to recommend approving, SEO4 will forward to HQ with “no opinion” and ask CB Chair to contact Suquamish before deciding to deny).

## Distributions

1. Distributions are not Per Capita payments.
2. They cannot be used in computing income for any person owing support.
3. They may be distributed monthly, quarterly or twice a year, depending on the recipient's preference.
4. Case Manager (Gidget) will calculate, negotiate with clients, and process the percentage based on what the Suquamish Code allows to garnish.
5. Case Manager will then send to DCS Liaison a list of cases to set SI on for "soon to come" payments from the distribution.
6. Once SCSEO receives the Distribution payments from the Tribe, the FS (position currently vacant) will process payments according to her algorithm and the Suquamish Code.
7. After payments are applied per case, FS will request a check to be sent to WSSR and a list will be sent to the DCS Liaison so that when the check arrives in Suspense, DCS will know where to apply the funds and how much per case to apply.

## Clarification:

Cases where NCP is a **tribal member** and receiving (Suquamish Distribution) payments **should** have SI set and payments are applied per the SCSEO request noted on the remittance stub.

Cases where NCP is employed by a Suquamish Tribe Entity **should not** have SI set and payments are applied by SEMS per the algorithm.

## Employment and Enrollment Verifications

Send a Secure email to Gidget Lincoln; provide the parties (***name, social security number and date of birth***). If for employment verification then also include the tribal employer's name.

## Financial Questions

All questions about payments and allocations need to be addressed by Erik Hasstedt, Financial Specialist.

## Paternity

SCSEO has a process whereby paternity can be established with an administrative notice (9-275). When paternity is established in this manner, the child's coding should be coded as BOW Y/Paternity at issue/Resolved by order. If the NCP objects, then a request for genetic testing can be

made.

### Process Service Assistance

All requests go to Gidget Lincoln to facilitate service by others on the Tribal land/areas i.e. Tribal Police, Tribal Court.

Need to make sure to send 2 copies of all that needs to be served along with a proof of service form.

(Service to Non-Tribal Members living on Reservation Property is OK VIA Certified mail.)

### Referrals

**Do not delay this process just because we do not have a current address for the NCP. As soon as it is identified that the NCP is a Suquamish member, start the process. If in doubt, check with SCSEO. Note: SCSEO code does not contain a provision similar to the DCS Sixty Day Rule, so delays in referrals may result in orders with higher arrears than would be ordered if DCS established the order.**

1. Send 9-881 to CP (2 week waiting period)
2. Transmittal #1 - Need to include address, phone numbers, social security numbers, employer with address, dates of updated address, phone, SSN, and employer with address and department and whether the child was born out of wedlock, we need the date of paternity establishment {If NCP is Bio-Mother, add Bio-Father name & DOB if available to Transmittal #1 in "Other Pertinent Info"} and specific instructions in the "additional case information" section as to the TANF time frames.
3. Paternity established: send CBRI, birth certificate or paternity order (even if the father is not a party to the case). (Copy of what you have in the file already or can print from system, no need for original).
4. Paternity not established for NCP mom: Request establishment and enforcement of an order. Only ask for paternity to be established if it's needed and if not, say so. Provide father's name and status of paternity establishment (even if it's that we have a closed case for non-coop).
5. Orders (if any)
6. 1 copy of order sent with referral via secure email
7. 2 certified copies of orders to follow via mail – Do not hold referral while waiting for certified copies
8. Debt Calculation - Need certified debt calculation to follow via mail (the Running Balance version)
9. May be sent via confidential email to case manager (vacant) to get process started with all certified copies to follow via regular mail or at next visit
10. Add Intergovernmental information to the 'BC' screen

11. Tribal Access Code: 46 and Non US FIPS Code: TR-046
12. Confidential Information form 18-730
13. Acknowledgment 18-729

**\*\* Discuss all new potential referrals with Gidget Lincoln Case Manager prior to sending.**

### **Refunds**

Refunds go back to SCSEO to refund NCP (PO Box 617, Suquamish, WA 98392). SCSEO must be notified of all refunds.

### **Statute of Limitations**

As of June 2017, the Suquamish Child Support Enforcement Office reports that SCSEO applies the State of Washington's Statute of Limitation when enforcing a Washington State child support order. It is advisable to contact SCSEO to inquire about the tribe's treatment of SOL in other scenarios.

### **Treasury Offset Cases**

Our Treasury Offset Agreements with tribes *do not* include passport denial and never have. So if the only case we have is for treasury offset, we will need to manually deselect the passport denial option. Also, the Credit Bureau should be set to "E" = Exempt.

### **Treasury Offset Certification**

SCSEO will send monthly debt spreadsheet that includes client information, debt, and payment date of last payment. (This will be sent out by the 10th of each month). These need to be reconciled with the corresponding CF screens when received.

### **Credit Bureau Reporting**

The Credit Bureau Reporting indicator should be set to E (Exempt) on IRS only cases received for enforcement from the Suquamish Tribe.

### **Domestic Violence Information**

Domestic Violence information should be listed on page 2 of the Transmittal #1 under Section VI. Other Pertinent Information.

Suquamish Child Support Program

Logan Green, Program Manager: 360-394-8527

Gidget Lincoln, Case Manager: 360-394-7166

Faith Reese, Case Manager: 360-394-8646

Erik Hasstedt, Financial Specialist: 360-394-7113

Miscellaneous

\*\*\*\* Please contact the Tribe before refunding any payments to the NCP or doing any enforcement actions such as bank hits, jail hits or Driver's license suspensions. \*\*\*\*