

**Policy 7.01 Plan and Progress Report
2019-2020**

ESA Division: Division of Child Support

**Region 1
FO: Yakima DCS**

Tribe(s): Confederated Tribes and Bands of the Yakama Nation
RAIO(s):

Annual Due Date: April 2 (Submit Regional Plan to the Assistant Secretary) and April 30 (submit Assistant Secretary's Plan to OIP)

Implementation Plan				Progress Report
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year
<p>1. Maximize the efficiency of communication between the Yakima DCS Field Office and the Yakama Nation</p>	<p>1.1 Meet with Yakama Nation Administrators regularly with the assistance of OIP representative to develop DCS – Region 1 DSHS Administrative Policy 7.01 Plan</p>	<p>Foster consultation, communication and collaboration.</p>	<p>Juan Ramirez 509.249.6057 ramirjm@dshs.wa.gov Christopher Glaser 509.249.6054 glasec@dshs.wa.gov Janet Gone, OIP 509.865.7529 Janet.gone@dshs.wa.gov At least annually</p>	<p>1/28/2019 DCS met with YN HEW Committee, YN Justice Services. DCS YN Tribal Caseload demographics were presented. DCS inquired as to the appropriateness of DCS Customer Relations Unit (CRU) sending out death notices to YN member in our caseload when uncertain if other party is aware. CRU may send notices. YN looking into allowing DCS to call and get confirmation if a garnishment has been entered in YN Court on mutual cases. DCS will continue working with YN Law & Order Committee to foster a working relationship with YN Tribal Court.</p> <p>DCS plans on setting up information booth at YN's Treaty Days this summer. DCS inquired if there was a website or a contact to find out about YN public conferences which DCS could participate in. YN has a Facebook page which is maintained by Teddie Shike we can follow.</p>
	<p>1.2 Attend conferences sponsored by the Yakama Nation.</p>	<p>Increase DCS program knowledge in the Yakama Nation community. Make DCS services more accessible.</p>	<p>Juan Ramirez, Christopher Glaser Annually</p>	

<p>2. Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated.</p>	<p>2.1 DCS Outstation on Thursdays – Ensure coverage each week.</p>	<p>Improve accessibility to the Yakama Nation community with timely DCS services.</p>	<p>Juan Ramirez and Christopher Glaser Weekly</p>	<p>We provide direct, ongoing, one day per week coverage at the YN Tiinawit Program Office, 20 Gunnyon Rd. Toppenish to provide customers with DCS services from 9am to 3pm every Thursday. Oftentimes referrals are made to other social services depending on the needs of DCS customers.</p>
	<p>2.2 Use technology & innovation to increase payment points and payment methods to make it easier to pay</p>	<p>Deliver clear and assessable services to the Yakama Nation</p>	<p>Juan Ramirez Christopher Glaser Review Annually</p>	<p>Continue to provide alternate payment options to clients when discussing how payments can be made. Some YN Enterprises allow voluntary child support withholds and others do not.</p>
	<p>2.3 Disseminate child support program information to various locations on the reservation including CSO.</p>	<p>Improve customer services through increased information on child support services.</p>	<p>Juan Ramirez, Christopher Glaser As Needed</p>	<p>DCS consulted with YN and was approved use of a DCS flyer to post in local social services offices. Suggestion was made to have a flyer made outlining differences of DCS enforcement vs. YN direct garnishments to disseminate at YN Court and/or YN Enterprises to distribute to employees at new employee orientations. DCS to work on flyer.</p>
	<p>2.4 Conduct child support outreach on Yakama Nation Reservation</p>	<p>Educate and inform attendees about child support services and processes. Follow up with specific case requests as needed.</p>	<p>Juan Ramirez Christopher Glaser As Needed</p>	<p>YN looking into possibility of DCS doing child support presentations to YN Enterprise employees/staff. DCS was contacted by YN Corrections and a preliminary child support presentation was done to YN Correction Chief and Lieutenant. Suggestion was made to contact counselor at Tiinawit Program about doing child support presentation at their Fatherhood Program. DCS has a team who does child support presentations to high school students and willing to do presentation at YN High School too. As new tribal businesses are identified, information is added to TI to avoid sending garnishments.</p>
	<p>2.5 Update Indian Owned Business and Enterprise List for Yakama Nation to be included in SEMS Web TI Screen.</p>	<p>Update periodically as needed.</p>	<p>Juan Ramirez Christopher Glaser As Needed</p>	

<p>3. <i>Act as a resource to the Yakama Nation's ability to develop their own IV-D program & respect the sovereignty of the Yakama Nation</i></p>	<p>3.1 Facilitate the discussions of local Tribal-State agreements.</p>	<p>Act as a resource to the Yakama Nation and Region X Office of Support Enforcement.</p>	<p>Juan Ramirez Christopher Glaser Bruce Murphy When needed</p>	<p>DCS respects the YN Sovereignty and continues to be available as a resource in the event YN is interested in starting its own IV-D Program.</p>
<p>4. License Suspension as leverage to collect child support for families.</p>	<p>4.1 Proper steps are taken prior to certify an individual's license for suspension.</p>	<p>Obligated individuals will resume/start making their child support obligation for their children.</p>	<p>SEOs, Juan Ramirez Christopher Glaser 2017-2018</p>	<p>Individuals with a child support obligation who do not make their support payments as directed by a Tribal, Superior Court Order or Administrative Support Order are notified of the possibility of losing their driver's license. This is a last resort DCS uses in collecting child support for families.</p> <p>The obligor gets the following notices after he/she has missed at least six (6) months of child support payments:</p> <ol style="list-style-type: none"> 1) General notice of the possibility of losing driver's license. Individual has 30 days to respond. 2) If no response, individual is served with an official notice his/her license will be certified for suspension if he/she does not make arrangements to begin/resume making support payments. Notice is sent 1st class mail on cases with WA Superior Court orders and personally served by USPS Certified Mail or by Personal Service in cases with foreign orders. 3) An additional 20 days from the date the individual is served are given to respond. 4) If no response is received, DCS attempts to contact individual by phone or letter again to warn of potential of losing driver's license and additional time is given to respond (20-30 days). 5) After no response or effort by obligor to remedy situation, DCS proceeds with license certification for suspension.

				An individual may go up to 9-12 months without making a child support payment before license is certified for the first time. Individuals can remedy situation at any time by making payments arrangement with DCS case worker so license can be re-instated.
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Item Completed:

Goals/Objective #2. Ensure efforts are made to recruit/hire American Indian staff reflective of the service population. DCS Tribal Relations Team and Office of Indian Policy (OIP) E-mails state job openings to ALL WA Tribes when job openings are announced. Yakima Field office no longer needs to forward this information.

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