

Policy 7.01 Implementation Plan and Progress Report

Timeframe: July 1, 2019 through June 30, 2020

Updated 03/15/2019

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

1. Policy Identification: Case Referrals

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Identification and appropriate referral of NCP & 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.	Ongoing review and joint determination of cases will be made regarding whether or not it is appropriate to refer/transfer cases from DCS to SCSEO. Mary Groom will regularly communicate with the SCSEO regarding status of cases to be referred.	Cases are transferred to SCSEO in an efficient and timely manner with minimal impact to shared clients.	State: Mary Groom, TRT Tribe: Nina Old Coyote Target Date: Review Annually	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. TRT has developed a tracking sheet to track inappropriate referrals which is reviewed to identify trends and training issues. From July 1, 2018 through February 28, 2019, there have been 2

				identified, both related to enforcement. Training has been provided to HQ Set-up staff to help identify tribal connections in case set up and referral processing.
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.	DCS will send a debt calc, and certified order on non-Suquamish orders. Other requested documentation will be included in the referral based on mutual agreement. The tribe will notify DCS when to set Special Instructions on cases to minimize distribution errors.	Reduce or eliminate any tribal funds being paid out to clients that should be paid through to SCSEO.	State: Mary Groom Tribe: Nina Old Coyote, Logan Green Target Date: Review Annually	Process is working well.
Reducing the risk of child support distributing incorrectly on Tribal cases.	DCS to promulgate a distribution regulation for Tribal Distribution payments on tribal cases. The tribe will notify DCS when to set Special Instructions on cases to minimize distribution errors.	Regulation finalized.	DCS Policy staff/Sharon Redmond. Tribal Child Support Directors Target date: Review annually.	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.
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: Anthony Feddersen Target date: Review Annually	Completed as requested and may be requested again in the future. NCP physical description. When requested, DCS can provide: <ul style="list-style-type: none"> • Payment status • Employer data • Order status Other locate info
2. Policy Identification: Technology and SEMS Information and Access				Progress Report

<p>Goals/Objectives</p> <p>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.</p>	<p>Activities</p> <p>Tacoma FO tribal liaison will look at ways to assist the tribe with locate services. Tacoma FO tribal liaison will provide the necessary IV-D information that Suquamish tribe needs. Tacoma FO tribal liaison will provide information regarding ESD wage and UC information as needed.</p> <p>Tribes authorized to access SEMS WEB screens.</p>	<p>Expected Outcome</p> <p>Tacoma FO tribal liaison will provide tribe all available locate and case information as resources allow.</p>	<p>Lead Staff and Target Date</p> <p>State: Mary Groom</p> <p>Tribe: Nina Old Coyote, Gidget Lincoln</p> <p>Target Date: Review Annually</p>	<p>Status</p> <p>Tacoma FO tribal liaison and Suquamish Tribe Child Support continue to work together to get the information needed to work the case.</p>
<p>3. Policy Identification: Treasury Offset Certification</p>				<p>Progress Report</p>
<p>Goals/Objectives</p> <p>Certify appropriate cases for Treasury Offset certification</p>	<p>Activities</p> <p>SCSEO is requesting Treasury Offset certification of child support debt from DCS.</p>	<p>Expected Outcome</p> <p>Suquamish cases referred by the Tribe will be certified for Treasury Offset.</p>	<p>Lead Staff and Target Date</p> <p>State: Mary Groom</p> <p>Tribe: Nina Old Coyote, Logan Green</p> <p>Target Date: Review Annually</p>	<p>Status</p> <p>SCSEO provides DCS a monthly certification of support debt.</p> <p>Cases remain open for Treasury Offset certification until Paid in full. (PIF)</p> <p>DCS will hold spouse payments for 180 days</p> <p>DCS provides SCSEO no FTI</p>
<p>4. Policy Identification: Training Opportunities</p>				<p>Progress Report</p>
<p>Goals/Objectives</p> <p>Increase awareness and understanding of Tribal culture.</p>	<p>Activities</p> <p>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</p>	<p>Expected Outcome</p> <p>Enhanced knowledge of DCS staff on Tribal history, culture and practices.</p>	<p>Lead Staff and Target Date</p> <p>State: Steve McDannel</p> <p>Tribe: Anthony Feddersen</p> <p>Target Date: Review</p>	<p>Status</p> <p>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</p>

	conferences		Annually	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: Anthony Feddersen Target Date: Review Annually	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. SCSEO was notified about opportunities to attend Tacoma Training Academy sessions and Government to Government training.
5. Policy Identification: Communication and Problem Solving				Progress Report
Goals/Objectives Joint line-staff meetings between DCS Tribal Team and SCSEO.	Activities Line staff from both offices will be encouraged to develop their own agenda to have face-to-face meetings to discuss daily procedural and working issues between offices.	Expected Outcome Building rapport and strengthening relationships through regular meetings.	Lead Staff and Target Date State: Mary Groom Tribe: Nina Old Coyote Target Date: Review Annually	Status Process continues – no changes. Both SCSEO and Tacoma DCS are open to ad hoc meetings as needed.
Regular 7.01 meetings	The Tacoma District Manager and Tribal Staff will meet with all Tribal Representatives on a quarterly basis as our "7.01 Meeting."	Cross program discussions, problem solving, issue identification, mutual support	State: Heidi Montgomery, Steve McDannel Tribe: Anthony Feddersen Target Date: Review Annually	Quarterly meetings continue.

<p>Outreach to SCSEO and Tribal members</p>	<p>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.</p>	<p>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.</p>	<p>State: Steve McDannel, Mary Groom Tribe: Anthony Feddersen Target Date: Review Annually</p>	<p>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. Outreach has been occurring monthly.</p>
<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>	<p>Problems will be resolved and plans solidified to facilitate good service for each other.</p>	<p>State: Steve McDannel, Mary Groom Tribe: Anthony Feddersen Target Date: Review Annually</p>	<p>Tacoma DCS strives to continue our working relationship with Suquamish Tribe. In the past year, DCS has assisted with individual training by having Mary work one on one with Nina; has responded to requests to identify whether some cases were TANF or not during the last federal fiscal year; has provided info about how to refer a case for collection of Unemployment Compensation only; has updated the DCS Tribal Employer database based upon an updated list from Suquamish; provided an updated list of all cases DCS has referred to Suquamish; resolved a question of Statute of Limitations on a case; facilitated passing through payments to a CP that were not part of the collectible obligation that NCP paid for sports expenses for the child; updated credit bureau reporting on a case to show it was closed while the case was still working through the closure process (so not ready to report as closed per standard guidelines); and helped resolve CEJ issues on a case needing a modified order;</p>

Shorten DCS response time to Tribal policy requests.	Implement bi-annual meetings between the State's Tribal Child Support Directors and DCS's Director.	Timely reporting out and addressing identified policy issues.	State: Sharon Redmond, TRT Tribes: Tribal Child Support Directors Target Date: Review Annually	TRT works with DCS's Director. Bi-annual meetings have been implemented. Semi-annual statewide meetings were implemented with DCS and Tribal Directors. DCS Policy staff has been in attendance to address policy, procedure and legislative issues. The most recent meetings were held in Tacoma on March 29, 2018 and October 8, 2018.
Re-examine State Office Tribal Relations Team action agenda.	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.	Potential for more Tribal Child Support Programs? More progressive enhancements for Tribal Child Support Programs.	State: TRT Tribes: Tribal Child Support Directors Target Date: Review Annually	TRT will schedule a meeting with all the Tribal IV-D directors regarding this item.
6. Policy Identification: Hiring				Progress Report
<p align="center">Goals/Objectives</p> <p>Inclusion of Tribal Staff in major ESA/ DCS hiring decisions affecting tribal interests.</p>	<p align="center">Activities</p> <p>-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. -Include more Tribal representatives on interview panels. -Invite Tribal representatives to formulate interview questions. -Examine & remove barriers in minimum qualifications to Tribal job applicants.</p>	<p align="center">Expected Outcome</p> <p>Increased relationship building through participation in key hiring decisions.</p>	<p align="center">Lead Staff and Target Date</p> <p>State: Heidi Montgomery, Steve McDannel, Sharon Redmond, Andrew Chin, David Stillman, Tribes: Tribal Child Support Directors Target: Review Annually</p>	<p align="center">Status</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. 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 www.career.wa.gov 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.	State: Heidi Montgomery, Steve McDannel, Sharon Redmond, David Stillman Tribes: Tribal Child Support Directors Target Date: Review Annually	Tacoma DCS is willing and available to present at any events/venues SCSEO identifies, such as high school career day, job fairs, etc. TRT forwards DCS recruitment announcements to tribal partners and stakeholders.
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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: Nina Old Coyote Target: Review Annually	DCS will provide SCSEO contact with a copy of the Desk Guide and let SCSEO know when it is amended. DCS works collaboratively with Suquamish whenever additions or edits are made to the Suquamish section of the Desk Guide.

Completed Historical Section			
Date Completed	Goals/Objectives	Outcome	Date to Re-visit Issue
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.

Suquamish Tribe

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 (Nina) 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 the Financial Specialist: (Position currently vacant) 360-394-8622.

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 Nina Old Coyote 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

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 and specific instructions in the "additional case information" section as to the TANF time frames.
3. Orders (if any)
4. 1 copy of order sent with referral via secure email
5. 2 certified copies of orders to follow via mail – Do not hold referral while waiting for certified copies
6. Debt Calculation - Need certified debt calculation to follow via mail (the Running Balance version)
7. CBRI (Copy of what you have in the file already or can print from system, no need for original birth certificate)
8. May be sent via confidential email to case manager Nina Old Coyote to get process started with all certified copies to follow via regular mail or at next visit
9. Add Intergovernmental information to the 'BC' screen
10. Tribal Access Code: 46 and Non US FIPS Code: TR-046
11. Confidential Information form 18-730
12. Acknowledgment 18-729

** Discuss all new potential referrals with Nina Old Coyote/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

Anthony Feddersen, Program Manager: 360-394-8646

Nina Old Coyote, Case Manager: 360-394-8527

Position Vacant, Financial Specialist: 360-394-8622

Gidget Lincoln, Support Enforcement Technician: 360-394-8424

(Old version)