



ERICSA

1963-2023

A GEM 60 YEARS
IN THE MAKING

SAVANNAH

60TH ANNUAL TRAINING CONFERENCE & EXPOSITION

MONDAY, MAY 22 - FRIDAY, MAY 26, 2023

Tribal Roundtable

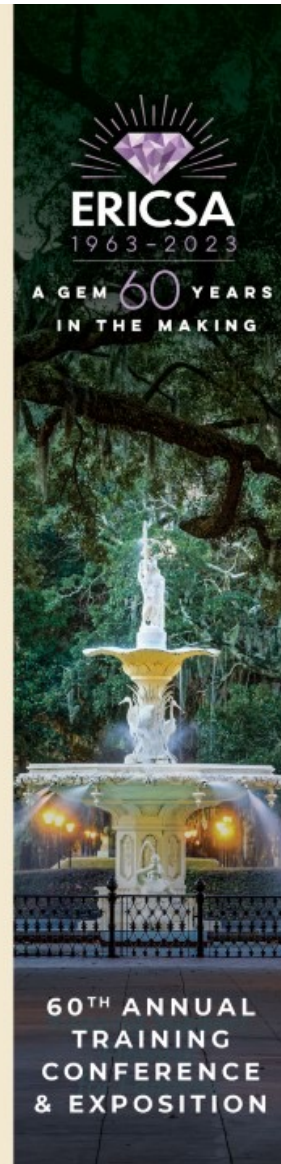
Speakers: Trina Schuyler – Oneida, Judy Platero – Navajo,
Sandy Cloer - Eastern Band of Cherokee, Lisa Hulvey – Modoc,
Tish Keahna - Lac Courte Oreilles, Brittany St. Pierre –
Chippawa Cree, Detra Kingfisher-Quinones – Cherokee
Moderator: Lisa Skenandore





Office of Child Support Services Cherokee Nation (CN OCSS)

- We are an established 16 year IV-D Tribal Child Support Services Program
- CN OCSS is a full-service oriented IV-D Program for the provision of all child support services: Paternity, Establishment, Locate, Modification, Enforcement; and, Collection and Disbursement of court ordered child support payments.
- CN OCSS operations include the following:
 - Welcome Center – first voice and face of CN OCSS with other support duties.
 - Case Management Unit
 - Intake/Case Initiation: Build physical & Model Tribal System (MTS) e-files; reviews application/transfer/IWO –IIG packets are complete and processes accordingly.
 - Tribal/State case management from paternity/establishment to enforcement with each Case Manager working the court structure; locate, payment monitoring with active efforts application.
 - Special Collections Unit
 - Incoming Intergovernmental (IG)
 - Income Withholding Order Incoming Intergovernmental (IWO IIG)
 - Uncollectible – Justice Involved (UNC – JIV)
 - Uncollectible – Social Security Disability (UNC – SS)
 - Uncollectible – Institutionalized (UNC – INST)
 - Special Assignment Cases (SA)
 - This Unit is housed with an Administrative arm of Planning & Development which encompasses: policy/procedure, program operations projection, research & development, CN OCSS Safeguard Training, Monitoring and Compliance, CN OCSS internal New Hire Orientation, Intergovernmental Guide and Communications Center Administrator (IRG).



What are some current issues affecting your particular jurisdiction in the processing of intergovernmental cases?

- Cross-Training Office-by-Office/Individual-by-Individual
 - CN OCSS/Tribes & UIFSA.
 - CN OCSS/Tribes as non EDE entities.
 - Translating financial documents from State/Tribe program formats and language to CN OCSS finance specific needs; interpreting if judicial v. administrative by operation of law, if so, then a narrative is required by the State/Tribe IV-D entity as explanation/justification; narrative/explanation if changes are system-driven changes based upon obligation dollar amounts coming in and out.



What's new and interesting in your tribe regarding intergovernmental?

- Income Withholding Order – Incoming Intergovernmental – Established 2021
Cherokee Nation Tribal Code at Title 12:Chapter6:§1174
- Utilization of the new Communications Center



What are some of the changes implemented in your state as a result of the pandemic?

- Majority of the State of Oklahoma works remotely including State Child Support Services and now operates “hub” offices.
- Permanent change thus far.

Changes to work environment?

- Those that probably go along with working remotely such as creating a home office, compliance with safeguarding requirements, adjustment to working more solo versus being able to bounce thoughts/ideas immediately between the team, communication protocols and new policies that affect working remotely.

Changes to case processing?

- None noted.

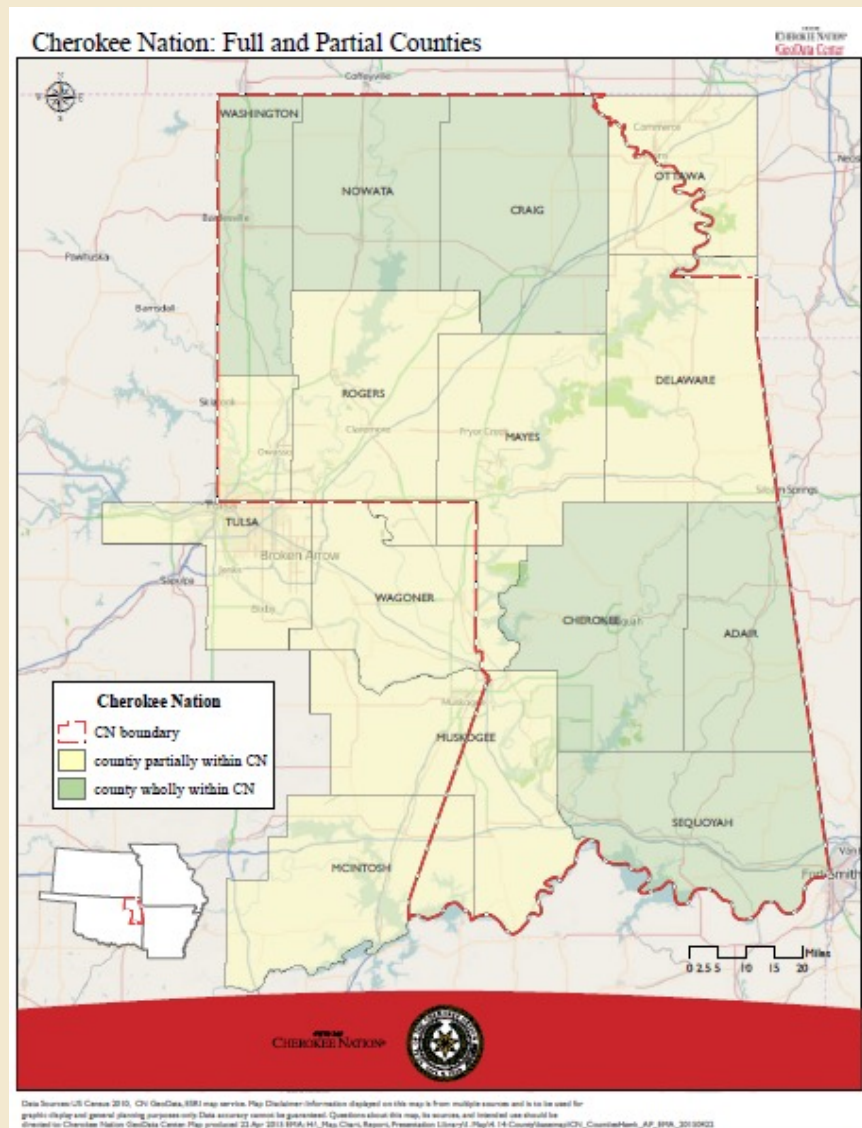


What should other states and tribes know about your jurisdiction that may be unique or different regarding how you process intergovernmental cases?

- The Cherokee Nation reservation exercises jurisdiction over 7,000 square miles land in Northeast Oklahoma.
- The following counties comprise the Cherokee Nation Reservation: Adair, Cherokee, Craig, Delaware, Mayes, McIntosh, Muskogee, Nowata, Ottawa, Rogers, Sequoyah, Tulsa, Wagoner, and Washington.
- Counties such as Muskogee and Tulsa and others, are shared with our other Tribal neighbors but for child support purposes, CN OCSS holds jurisdiction over the child and therefore, can work within the whole of a county. Therefore, in general, intergovernmental work is not required.
- In instances where the a party is Non-Native, a waiver of jurisdiction for the non-Native parent/custodian/guardian is required and if he/she declines the waiver, then a case converts to an outgoing intergovernmental case and is worked in partnership with another IV-D State or Tribal program.



Cherokee Nation Reservation Service Area

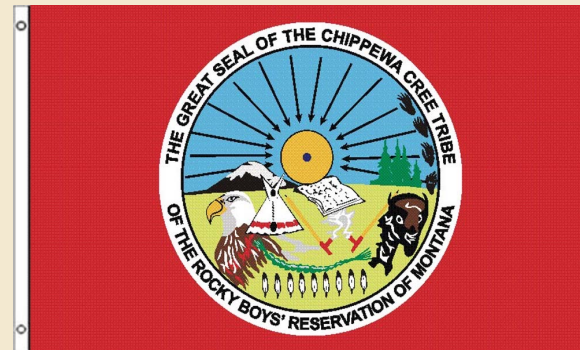


In monitoring & managing cases, what has worked for you and what has not worked for you?

Working:

- Good old-fashion telephone calls or emails where there is information provided potential for establishing a contact resource.
- Positivity in collaboration in educating worker-by-worker/office-by-office of how our office functions in policy and procedure as a Tribal IV-D office.
- Working with our own staff in providing intergovernmental training and coaching in the case monitoring and management elements.
- Utilizing the UIFSA Action Transmittals.
- For Incoming Intergovernmental, always pulling in the most recent financial documentation.
- Communication system design with State CSS.

Not Working:



What is the top reason, in your opinion, that causes a breakdown in intergovernmental case activity?

- Communication
- Time Efficiency due to breakdown in communication.
- Lack of understanding Tribal IV-D processes in working intergovernmental cases

What is the biggest barrier in processing intergovernmental cases?

- The inability to be able to collect monies for our children of Custodial Parties who have parentage with citizens of Mexico.



How does your tribe “escalate” problem cases if the desired result has not been obtained (ex. administrative vs judicial)?

Cherokee Nation OCSS is judicial when working with other States and Tribes for Outgoing intergovernmental. If it is a matter pertaining processes, then it is a non-legal Administrative process.

Special Collections – internal Administrative:

- After the initial two notice process, then the 1st Administrative Review Process is completed which incorporates the local office worker, Supervisor and the State IV-D Director. The 2nd Administrative Review Process is the same with inclusion of our Region VI representative.



Can you each offer one or two best practices or practical tips that your office has found for processing intergovernmental cases?

- Proactive communication.
- Follow-through and be consistent – helps build trust and rapport with all partners and parties.
- Be team-minded and respect for all processes from both sides of the intergovernmental table.
- Be inquisitive – questions lead to learning.
- Keep a resource list of “contacts” to share amongst your teams as some helps are not listed in the IRG but contacts can be made from other avenues.
- Utilize what is accessible: FPLS, CLEAR, CJIS, IRG, Communication Center,

Do you have any closing remarks?

- Enjoy our partnership work and building relationships with our State and Tribal partners.
- Just gives us a holla'! We want to help and sometimes that means helping us to help you!
- WADO! (Thank you!) donadagohvi – until we meet again!



Other

One of the common questions in intergovernmental and in general, what is the same/difference between State and Tribal IV-D programs?

Similarities and Differences: State & Tribal IV-D Programs

A Comprehensive Historical Account of Child Support in the United States

http://www.childsupportanalysis.co.uk/information_and_explanation/world/history_usa.htm#:~:text=International%20history%20of,child%20support%20reform

References

- Cherokee Nation v. Georgia, 30 U.S. 1 (1831)
- Johnson & Graham's Lessee v. McIntosh, 21 U.S. 543 (1823)
- Personal Responsibility and Work Opportunity Act, Pub. L. 104-193 (1996)
- Title 45 Subtitle B Chapter III Part 309
- Worcester v. Georgia, 31 U.S. 515 (1832)



Contact Information:

Trina Schuyler
Director
Oneida Nation Child Support
TSCHUYLE@oneidanation.org

Tish Keahna
Attorney
Lac Courte Oreilles
Tish.Keahna@redcliff-nsn.gov

Judy Platero
Program Manager
Navajo Nation Child Support Services
jplatero@css.navajo-nsn.gov

Detra Kingfisher Quinones
Program Coordinator, Planning & Development
Special Collections Unit Supervisor
Interim Case Manager
detra-kingfisher@cherokee.org

Sandy Cloer
National Tribal Child Support
Association
scloer@1fsic.com

Brittany St. Pierre
Director
Chippewa Cree Child Support
brittanysp@cctcsp.org

Lisa Hulvey
Director
Modoc Nation
lisa.hulvey@modocnation.com

Lisa Skenadore
Vice-President, Business Development
Systems & Methods INC (SMI)
lisa.skenadore@smimail.net

