Model Tribal System

Region VI Roundtable

March 4, 2013

Agenda

- ## System Overview
  - Includes brief MTS system architecture review for IT meeting participants

- ## Configuration (per request)

- ## National Launch

- ## Costs and Federal Funding (per request)

What is the Model Tribal System?

- A child support system, designed and built specifically for tribes by the Office of Child Support Enforcement (OCSE) in collaboration with all the federally recognized tribes that were operating child support programs at the time of development. The MTS was pilot tested by the **Forest County Potatawtomi Community** and the **Modoc Tribe of Oklahoma.**

- One alternative for tribes who are looking to meet tribal child support programs' automation needs. (Other options for federal funding include: implementing a state system, implementing another tribal system, using office automation, or building your own system). *See federal regulations at 45 CFR 310 for more information.*

- A project managed and funded by OCSE, through the Division of State and Tribal Systems (DSTS).

System Features

- Requires no licensing or purchasing fees because it was built using free and open-source software

- Supports a wide range of cases and can be scaled based on the size of your specific caseload

- Provides a flexible and user-friendly system

- Allows the freedom to choose which modules and functions to use based on your own tribal program and business requirements

- Highly configurable so it can be adapted to reflect your unique tribal business processes

Basic System Functions

- System Administration
  - System Configuration
  - Document Management
- Security Administration
  - Worker Management
- Case Management
  - Participant
  - Locate
  - Paternity
  - Orders and Obligations
  - Enforcement

- Financial Management
  - Account Management
  - Account Summary
  - Payment Posting
  - Recoupments
  - Adjustment
  - Bank Reconciliation
  - Automatic Distribution
 - Disbursement
  - Check Print
- Reports

MTS Architecture

MTS architecture is:

- Built entirely with free open source components (Apache, JBoss, MySQL, etc)

- Flexible and scalable to support a range of caseloads

- Uses J2EE (EJB, JSP, Servlets, JSTL), Flash player, and other standards based technology

- Uses Web Services technology (XML, WSDL and SOAP) for interactions between components

- Uses SSL to encrypt data

MTS Architecture

Questions?
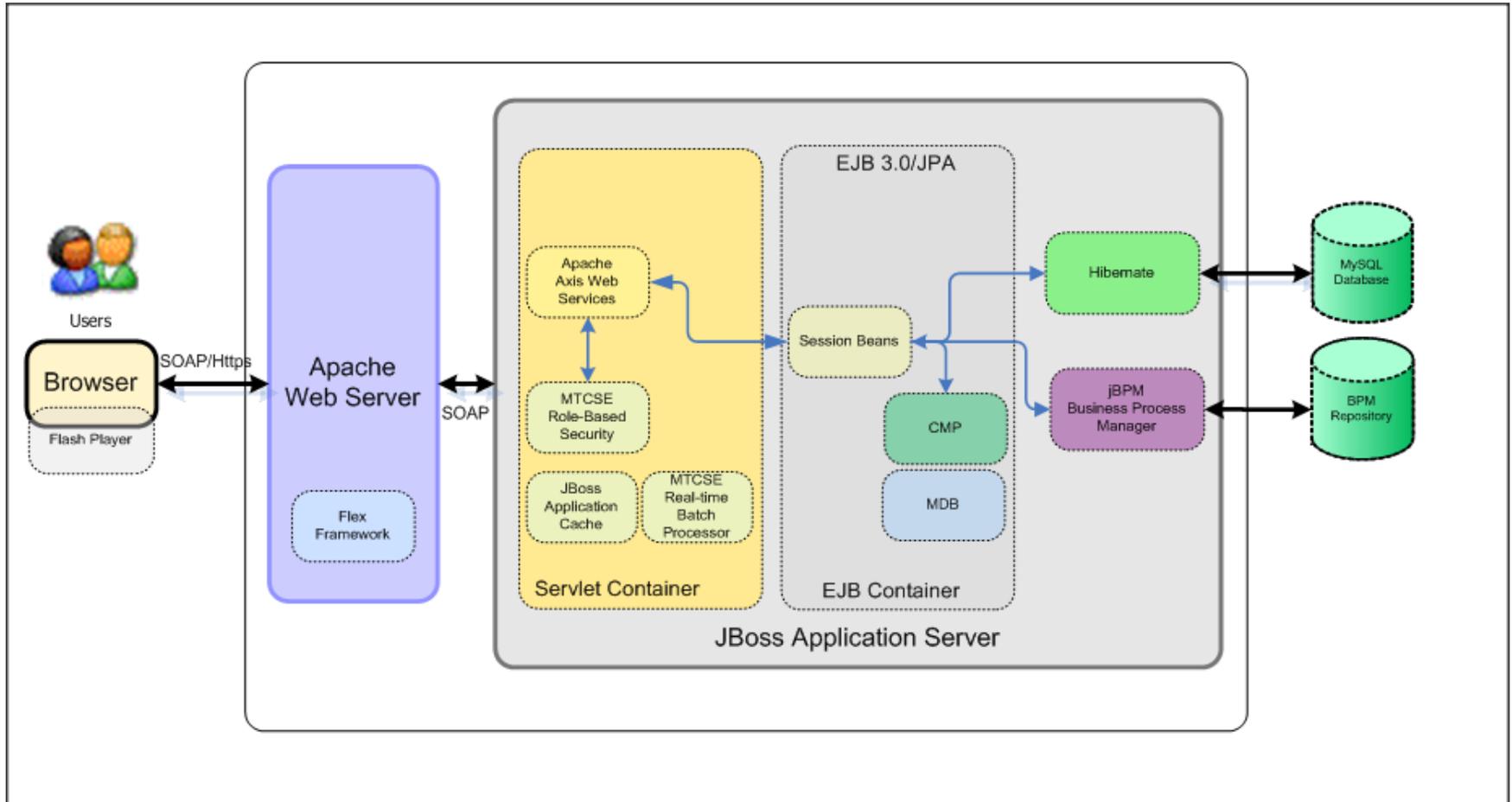
System Configuration

System Configuration

- The system configuration functions allow the System Administrator to enter:

  - Data that defines the tribe and agency operating the system

  - Parameters that control the business logic of the system:

    - Tribal legal, financial, and management policy
    - Tickler use and timing
    - Document content and use
    - Check configuration

Tickler Configuration

- MTS has 80 different ticklers to keep workers informed of case progress:
  - Case activity and inactivity
  - Response to letters and notices
  - Scheduled appointments and hearings
  - Transactions approved or needing approval
- Use of all ticklers is configurable
- Timing of all ticklers is configurable
- Worker can create customized ticklers

Document Configuration

- MTS has126 documents that can be generated from pre-defined templates:

    - Letters, Notices, Motions, Orders, Affidavits, Petitions, Stipulations, etc.

- The document templates control document appearance and content, including system data, text, headers, footers, tables, fonts, and font size.

- Document template contents can be modified by an administrator to change any aspect of the document.

- Unlimited additional templates can be created as needed.

- Generated documents become part of the case history.

Third Party Information

- Third Party Data (name, mailing and physical addresses, contact information) can be entered on the system at any time:
  - Tribal / State Agencies
  - Banks
  - Employer
  - Courts
  - Laboratories
  - Attorneys
  - State Disbursement Units, etc
- Intergovernmental Reference Guide (IRG) information is preloaded on the MTS.

Office and Worker Configuration

- MTS can be configured to support multiple offices.
- A supervisor can:
  - assign cases to a worker within an office.
  - move cases between offices.
- For automatic assignment of cases, a supervisor can:
  - assign a worker type and a letter range to a caseworker for automatic assignment of cases (cases assigned by last name of Custodial Parent).
- When Case Function changes, cases will be automatically reassigned to the worker of the worker type corresponding to the new Case Function.

Financial Configuration

MTS can be configured to support the following features:

- Late Fees
- Pass-through of current support
- Pass-through of arrears
- Bank Account for checks and deposits
- Interest on Arrears
- Interest on TANF Arrears
- Automatic distribution to arrears balances
- Automatic distribution to fees
- Printing of checks

Check Configuration

- Checks generated by the MTS have twenty-two configurable parameters:

    - Signatures
    - Logo
    - MICR encoding
    - Watermark
    - Payment stub
    - Case Information
    - Address
    - etc.

Questions?

Model Tribal System

Launch

Definitions

- <u>Development:</u> Any defect fixes or design changes resulting in modification of the existing MTS source code or database.

- <u>Installation</u>: All activities needed to install computer hardware and software, clean-up and enter case data, and train IT and program staff to operate and use a Computerized Tribal IV-D System or Office Automation.

- <u>Maintenance:</u> All routine activities needed to keep a system in good operation, such as upgrading hardware and system software, creating new reports, making backup copies of the data and software, etc.

Definitions

- <u>System Update</u>: Replacing the software of an existing installation with a new version. This may include running database scripts and deploying new code. The database scripts and new code will be obtained from OCSE.

- <u>Advanced Planning Document (APD)</u>: A document submitted by a tribe seeking funding to install the MTS or a state system, or to make system improvements to their installed copy of the MTS or installed state system, as allowed by regulations at 45 CFR 310.

- <u>Tribal Organization/Consortium Lead:</u> A Tribe approved by OCSE to serve as the leader for a group of member tribes. The Tribal Organization or Consortium Lead will provide services to its members that may include: completion of APDs, training, system customization, case conversion and data entry, and other services.

Definitions

- <u>Testing</u>: The process of verifying that the MTS system is working to its full capacity and is correctly configured to the tribe's needs.

- <u>Configuration</u>: The MTS has a configuration module that allows the selection of various options in how the system will perform and operate. Examples of configurable items include:
  - how the MTS will handle different types of data (automatically update or require the user to confirm they want the data updated)
  - how it will print documents (locally or centrally)
  - what interest rate it will charge on arrears debts.
  - what graphics get displayed for use in document generation and
  - other items needed to ensure the system works for each individual tribe according to their specific policies

MTS Implementation Options

OCSE-Supported	You may choose to use OCSE's support with your installation, testing, and configuration activities. These resources are limited and will require a phased approach. We anticipate being able to support up to three (3) tribes per year, one at a time.
Independently Supported	You may choose to receive the MTS system and use your own internal or contracted information technology (IT) resources to manage the installation, configuration, and help desk support.
Tribal Organization Supported	You may choose to join a tribal organization such as an MTS Consortium. We expect there to be several Tribal Organizations/Consortiums which will offer a range of services from training to comprehensive IT support to ongoing operations.
Self-Implementing	You may choose to receive, and install, test, and configure your copy of the MTS using internal or contracted IT resources and then make improvements on your own to enhance it for your tribe's unique business processes.

Main Implications of Each Option

	Who provides technical implementation support?	Will we have input on changes to MTS?	Will we be able to obtain new releases?	Will we be able to obtain Help Desk Support from OCSE?
OCSE-Supported	OCSE (based on resources)	Yes	Yes	Yes (during installation, very limited thereafter)
Independently Supported	Tribal Resources (internal or contractual)	Yes	Yes	Very Limited, (based on available resources)
Tribal Organization Supported	Tribal Organization/ Consortium Lead	Yes, (through the Tribal Organization/ Consortia Lead)	Yes, (through the Tribal Organization/ Consortia Lead)	No, (support is provided by the Tribal Organization/ Consortia Lead)
Self-Implementing	Tribal Resources (internal or contractual)	No	Yes, (but you will need to do extensive testing prior to using any new MTS releases)	No, (some limited initial technical support is possible)

Installation Support

- Funding for installation of the MTS or for a state's or another tribe's system, is only available for comprehensive tribes.

- OCSE will provide written resources that will be posted for everyone to use including instructions, user guides, and help files.

- Outside of OCSE, tribes may seek federal funding for training and user support from a variety of sources:
  - Existing contractors who are already familiar with the system
  - Tribal Organizations/Consortium Leads
  - Other tribes who are currently working with MTS

- After installation, OCSE support will generally end, so tribes need to strategically think about and address the long-term support needs of their installed and fully operational MTS.

Dear Tribal Leader Letter Status

- November 8, 2012: Letter to tribal leaders requesting response regarding possible MTS use

- December 12, 2012: Webinar held to explain four implementation paths and answer questions (materials on OCSE website)

- January 15, 2013: Response requested by this date; tribes requested extension

- January 31, 2013: New request date

Tribal Reponses

- We received letters from 14 tribes.

- 5 tribes are seeking OCSE-Supported path.

- 4 tribes are seeking a Tribal Organization Supported path.

- 4 tribes indicated that they were not interested in pursuing the MTS at this time.

- We also received a letter from one of the pilot tribes noting continued use of the system.

National Launch Plan

Creating a national launch plan:

- Beginning stages based on your feedback
- Evaluating the response letters; conducting follow-up information requests from tribes as needed
- Defining the order of MTS installation support for tribes (noting limited resources)
- MTS Implementation Plan writing and quality assurance
- Memorandums of Understanding writing
- Goal of beginning first installation early summer
- More information will be shared over coming months

Other MTS Activities

- Help-desk support for pilot tribes
- ACH (Direct deposit) enhancement
- *MTS FLASH* (monthly newsletter)

Questions?

Costs and Federal Funding

Questions You Need to Answer About Your Child Support Program

Your answers to these questions will determine the length and overall cost of implementation.

- Do you have an existing child support system, and is it meeting your needs?

- How old and complex is your existing system?

- How long has your program been operating?

- What is your annual child support budget?

- How many staff do you have?

- Do you have multiple offices?

- How many cases do you manage?

- How much is your caseload expected to grow?

- Do you have geographical challenges with getting IT support?

- Are your program processes and procedures sufficiently documented?

- What is the level of expertise of your existing IT support?

- What are your other tribal priorities?

Possible MTS Installation Costs
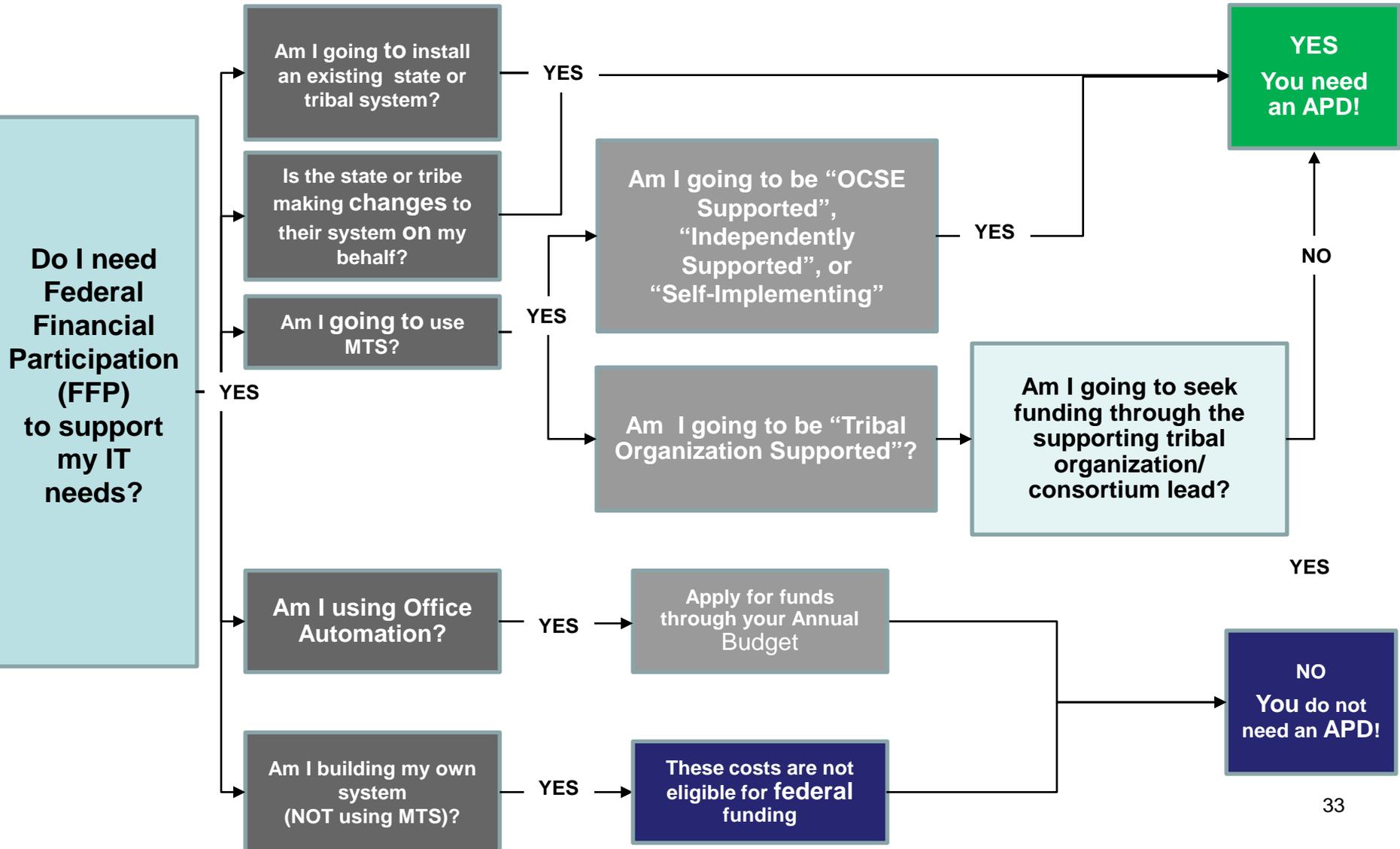
What are likely MTS installation and operating costs?

1) Training (formal and possibly on-site)
2) Data conversion (both data clean-up and data entry)
3) Procure computer hardware and software
4) Installation support (system set-up and configuration)
5) Helpdesk (both end-user and technical)
6) Programming and system maintenance support

Federal Funding: Do I Need an APD?

Do I need Federal Financial Participation (FFP) to support my IT needs?

— YES →

- **Am I going to install an existing state or tribal system?** — YES →
- **Is the state or tribe making changes to their system on my behalf?** — YES →
- **Am I going to use MTS?** — YES →

Am I going to be "OCSE Supported", "Independently Supported", or "Self-Implementing" — YES →

Am I going to be "Tribal Organization Supported"? →

Am I going to seek funding through the supporting tribal organization/ consortium lead?

NO →

YES You need an APD!

- **Am I using Office Automation?** — YES → **Apply for funds through your Annual Budget** →
- **Am I building my own system (NOT using MTS)?** — YES → **These costs are not eligible for federal funding** →

NO You do not need an APD!

YES

What Goes Into an APD?

1) A statement that the MTS installation (or State/Tribal IV-D System) project is the **Sole System Effort** being undertaken by the Tribal IV-D Program.

2) A statement agreeing to use the system for a minimum **Period of Time.**

3) A description of the effort's **Projected Resource Requirements**, including estimated Tribal IT and program staff, contractors, computer hardware and software, networking, wiring, training, supplies, service contracts, etc.

4) A **Proposed Schedule** with sufficient detail to show all of the project's activities and milestones. For each project activity, include a narrative description with start and end times of each task in that activity.

5) A **Proposed Budget**. The budget should list all line items, e.g., staff, hardware, software, supplies, travel, etc., and include each contract separately, shown by Fiscal Quarter, and summed to the Fiscal Year.

6) **Procurements and Contracts**. The APD should include a schedule of proposed procurements. As solicitations and contracts are developed, they should be submitted to OCSE for approval before execution.

Advanced Planning Document (APD) vs. Annual Budget

	Tribal APD	Annual Budget
What costs are allowable?	New equipment and software System <u>installation</u> (MTS, State or another Tribal IV-D System) System <u>enhancement</u> (MTS, State or another Tribal IV-D System) Tribal IT and Program Salaries (clean-up case data, enter case data, work on design changes, test the system, and train users/operators) Operating and other costs charged by a state or another Tribal IV-D program for use of their system	New equipment and software System <u>maintenance</u> (MTS, State or another Tribal IV-D System) Office Automation <u>maintenance</u>
What is the Match Rate for FFP?	Installation Costs for MTS (only) = always 90% Installation of a state's system or another tribe's system and maintenance and other costs = your annual budget match rate for the federal fiscal year in which the request is made	1 to 3 years = 90% 4 years and more = 80%
How much can I apply for?	Total project amount cannot exceed your program's grant award for the federal fiscal year in which the request is made	No limit, based on your availability to meet the match rate

APD Technical Assistance

- We are here to help you.

- When you are ready to draft your APD, please contact us to arrange a technical assistance conference call.

- Share <u>drafts</u> of the APD before formally submitting and we can provide informal feedback.

Questions?

Where Can I Find Additional Help?

Contact:

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Visit the "Tribal Systems" page of our website:

www.acf.hhs.gov/programs/css/tribal-systems

Questions?