

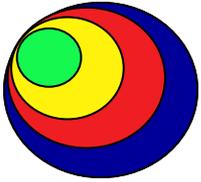
Model Tribal System
Designed by Tribes, for Tribes

Model Tribal System (MTS) & National Sandbox

August 23, 2012

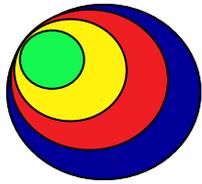
Office of Child Support Enforcement (OCSE)
Division of State and Tribal Systems (DSTS)





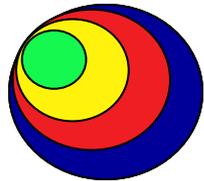
Opening Remarks

- Welcome
- Facilitator Introduction
 - Sheila Drake - Senior Management Analyst & MTS Implementation Project Manager, OCSE Division of State and Tribal Systems (DSTS)
- Purpose
- Goals
- Logistics

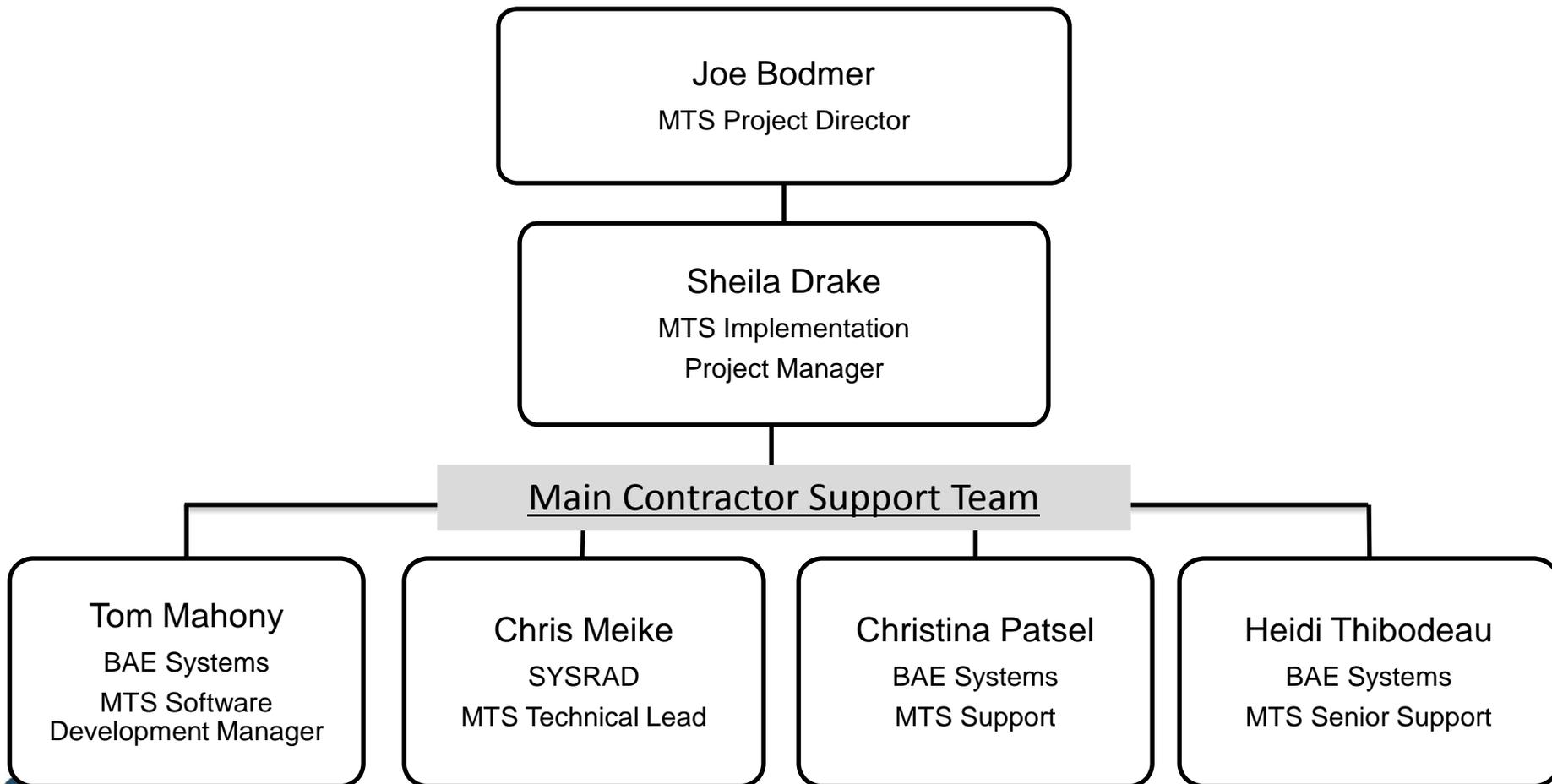


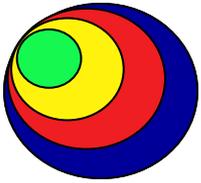
Agenda

- System Overview
- National Sandbox
- System Demonstration
- System Development Status & Next Steps



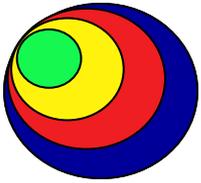
Division of State and Tribal Systems: MTS Team





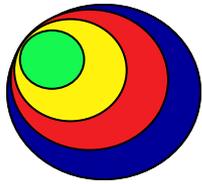
Background

- What is the Model Tribal System?
 - A child support system, designed using tribal requirements, specifically for tribes
 - One alternative for tribes who are looking to meet tribal child support programs' automation needs.
 - A project managed by the Federal Office of Child Support Enforcement (OCSE), through the Division of State and Tribal Systems (DSTS).
- MTS history
- Current development status and next steps



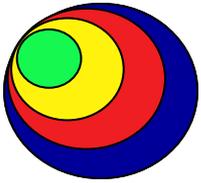
System Overview

- Requires no licensing or purchasing fees because it is based on 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 each module to be individually tailored to your needs
- Customizable based on tribal business process



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



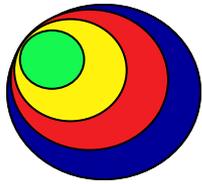
Security and Access

Security

- Prevents unauthorized access to data
- Includes User IDs, passwords
- Includes user roles that are clearly defined for separation of duties and to determine features/functionality
- Allows controlled access for authorizing, adding and deleting users
- Automatic password expiration after 90 Days – can be customized
- Automatic lockout after three failed attempts

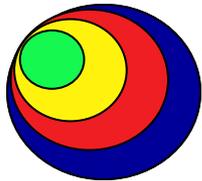
System Access

- Browser based (Internet Explorer, Firefox, Chrome, etc.)
- Permits access over tribal intranet (LAN or WAN)
- Database layout and data element definition is based on existing child support systems, including FPLS, to simplify development of interfaces



Case Management

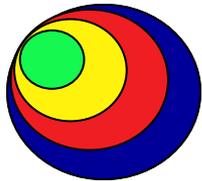
- Cases are automatically assigned to workers, yet can be manually re-assigned or distributed as needed
- Work can be organized by office, function, and worker
- Ticklers will remind you when actions need to be taken (Supervisors can view all ticklers)
- Timeframes for worker response are configurable
- Case function will be automatically advanced to move cases through the System
- Management reports on case time-in-function



Financial Configuration

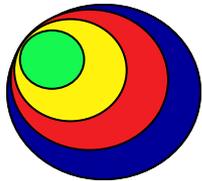
The following actions can be configured within MTS based on your process needs:

- Assigning support in TANF case
- Charging interest on family arrears
- Charging interest on TANF arrears
- Passing through current support to the Custodial Parent (CP)
- Passing through arrears owed to the CP
- Treating pass-through from TANF and others as arrears
- Distributing to the State arrears debts
- Charging late fees
- Maintaining futures accounts
- Processing checks



Document Generation

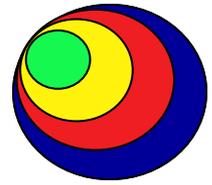
- Automatically generates over 100 documents using system data to include: motions, petitions, court orders, letters, notices, billing, affidavits, stipulations, and acknowledgements
- Allows documents to be previewed before printing
- Allows document templates to be modified to produce customized documents
- Stores all documents created on a case and allows for on-line retrieval (maintains confidence that the on-line document is what was sent to participant)
- Documents can be created either in PDF or RTF (editable with MS Word)



Recent Enhancements

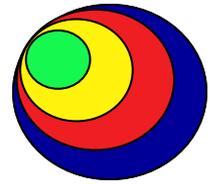
In working with the pilot tribes, MTS has been enhanced with the following NEW features for the benefit of tribes:

- Allows for alternative payment methods including direct, and in-kind payments
- Adds several IV-A modifications to better support TANF
- Automates bank reconciliation
- Allows tribes to customize the beginning balances for accounts
- Allows for external check printing
- Allows for check configuration

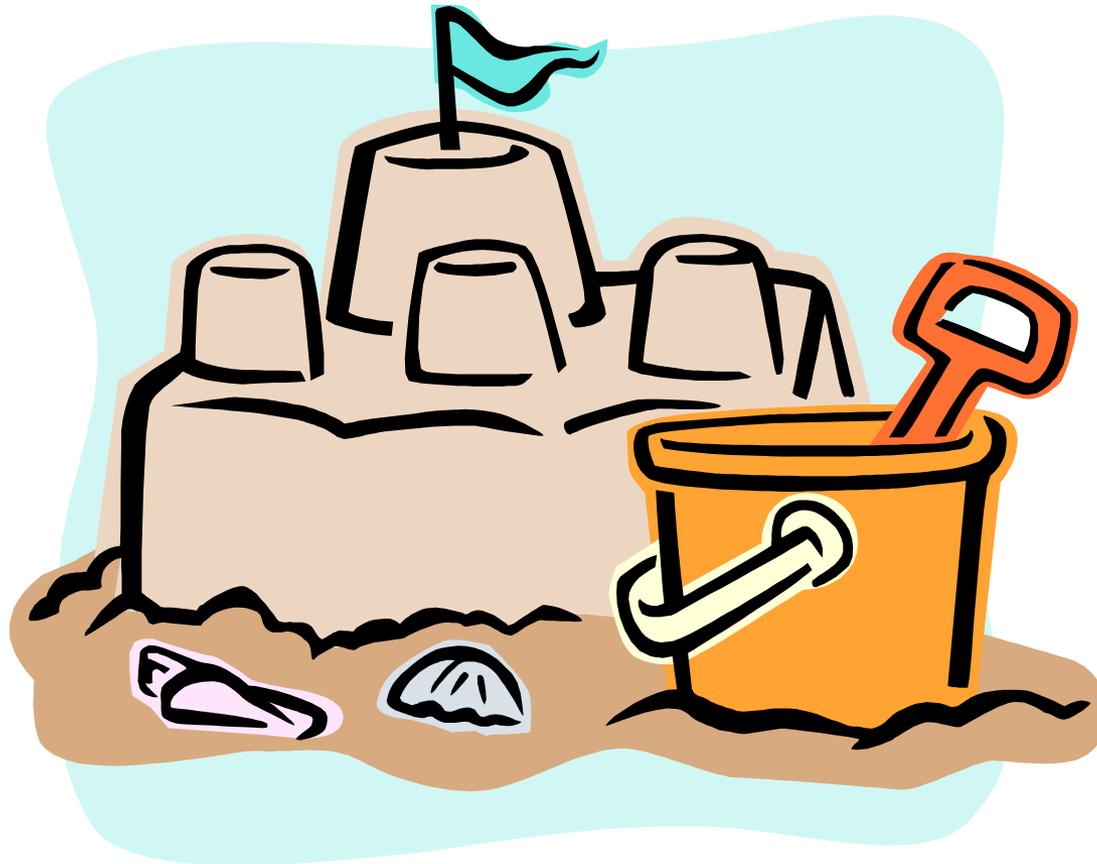


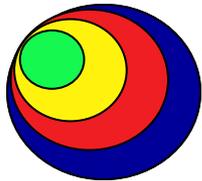
Questions





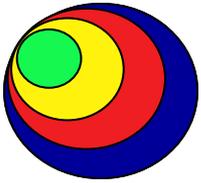
MTS National Sandbox





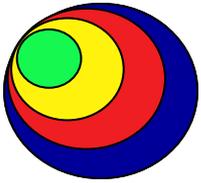
MTS National Sandbox

- What is the MTS National Sandbox?
 - The Sandbox is a version of the Model Tribal System and provides the opportunity for you to observe, explore and experiment with MTS capabilities
- History
- New Availability
 - Tuesday, September 4 – Friday, November 29, 2012
 - Monday – Friday from 7:00 am to 7:00 pm Eastern



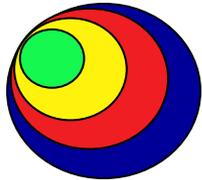
Sandbox Registration

- Starting today, the Tribe's Child Support Director can contact Christina Patsel by email with the **names and email addresses** of personnel requiring Sandbox access
 - Christina can be reached at Christina.Patsel@acf.hhs.gov, or 202.401.6501
- Previous Sandbox users must obtain a new user ID and password
- All new users will receive their Sandbox user ID and password by email
 - "Quick-Start" instructions will be included in this email. These instructions are also available at:
www.acf.hhs.gov/programs/cse/stsys/dsts_tribal_model.html
 - Registration restricted to employees of tribal child support agencies currently receiving or having applied for Federal funding



Sandbox User Roles

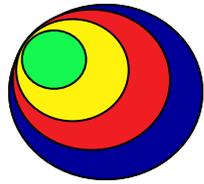
- All users of the Sandbox will have both the “caseworker” and “financial supervisor” roles:
 - **Caseworkers** can enter personal information and order and obligation data
 - **Financial Supervisors** can perform and approve financial work
- Other roles are available on the MTS, but these two are the most useful for understanding the child support functions of the MTS. Security and administration roles will not be available to Sandbox users so we can preserve the stability of the system.



Sandbox Configuration

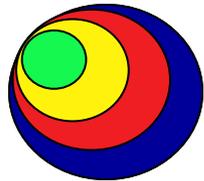
Since MTS is configurable, some basic decisions were made for the Sandbox including:

- No late fees are charged
- No interest is charged
- For TANF cases, funds will not pass through to the CP, and will be kept by the tribe
- The race field in participant demographics is not displayed
- You can print out sample checks to make payments
- Futures accounts will be automatically created



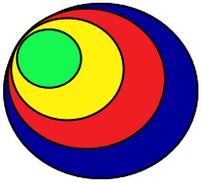
Sandbox Sample Data

- Once you receive your user name and password you will be automatically assigned:
 - To one of four fictional child support offices in Albuquerque, Taos, Las Cruces, or Santa Fe NM
 - To a specific letter (or range of letters) of the alphabet
 - To one case that is created for you
- You can modify any case on the system, but you will only get alerts about your assigned letter(s) of the alphabet for your assigned office.



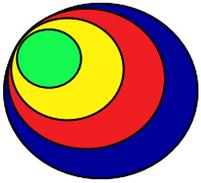
Sandbox Sample Data (cont.)

- You are welcome to modify existing cases and to create new cases. As a courtesy to others, we ask that you only modify cases assigned to you or that you created.
- We will refresh the MTS data every weekend. This will restore the data to its original state, meaning any new cases or adjustments will be deleted.



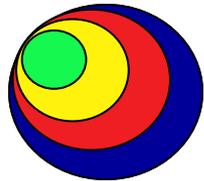
IMPORTANT NOTICE

- **Do not enter any Personally Identifiable Information (PII) on the MTS National Sandbox.**
 - You are welcome to create cases and enter participant information on the system,
 - Do not use real names or identification information to preserve the privacy and security of your clients and their personally identifiable information (PII).
 - Use of real names, addresses and other forms of PII is therefore prohibited.
 - Failure to adhere to this policy may lead to your loss of access privileges to the National Sandbox.



Sandbox Help

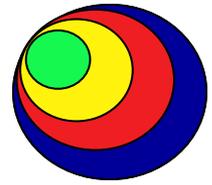
- Help files are found in the upper right hand corner of the screen (If you are using the Firefox browser, you must click on the first folder in the Help screen before subsequent folders can be opened).
- MTS User's Manuals and Sandbox Quick-Start instructions are available at:
www.acf.hhs.gov/programs/cse/stsys/dsts_tribal_model.html
- Three failed log-in attempts will lock you out. To reset your password, contact Christina by phone at 202.401.6501 from 10:00 am - 4:00 pm Eastern or by email at Christina.Patsel@acf.hhs.gov.



Sandbox

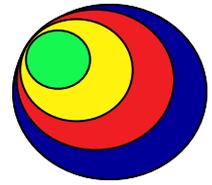
Technical Assistance Webinars

- Sandbox technical assistance webinars will be conducted every Thursday, starting Thursday, September 6, through the Sandbox duration.
 - Audio:
 - Dial 1.800.857.3299
 - Password: CHILD
 - Webinar:
 - Visit www.mymeetings.com/nc/join/
 - Conference number: RW9696660
 - Passcode: CHILD
- Duration is 3:00 pm Eastern until 4:00 pm Eastern, or earlier if all questions have been answered.
- You can submit questions in advance of the webinar to Christina Patsel, then we will be sure to answer your question during the presentation.



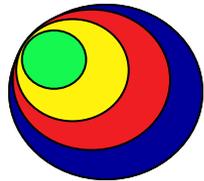
Questions





System Demonstration

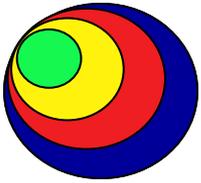




Case, Participant, and Third Party Data

- Records of all actions taken on and in a case to provide a complete case history
- Links participants to other participants and other cases – only enter participant data once
- Stores personal data to manage multiple addresses, multiple employers, multiple cases, multiple relationships
- Contains search and match tools so that each participant is identified uniquely based on: – participants (name, date of birth, SSN), employers, relationships
- Provides capability to eliminate duplicate case/participant data
- Includes some error and edit checks to improve data
- Links participants to employers, so you only enter employer data once
- Includes pre-loaded OCSE Interstate Referral Guide

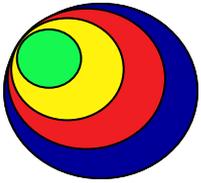
This slide represents speaking points from the MTS demonstration



Financial Data

- Calculates current support owed based on support orders/accounts
- Maintains a record of all collections
- Maintains a record of all disbursements
- Calculates arrears based on support orders and collection history
- Generates checks (if required)
- Supports separation of financial duties – caseworker/financial worker/supervisor
- Controls worker access at the screen level

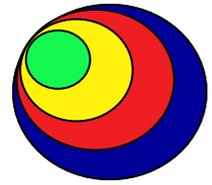
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Reporting

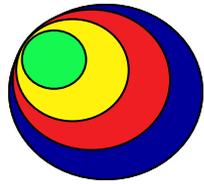
- Includes management reports (25) – case status, worker and office productivity
- Includes financial reports (35) – debt, collections, deposits, distribution, disbursement
- Creates a system background job report
- Generates Federal reports – OCSE-75, OCSE-34
- Provides all reports in PDF format
- Supports most commercial reporting tools

This slide represents speaking points from the MTS demonstration



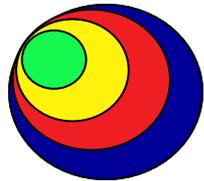
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System Development Status & Next Steps

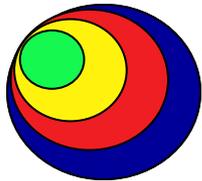
- System Development Status
 - Pilot Tribes
 - Other Activities
- Recent OCSE Commissioner Address
 - We want to make sure that the launch of the MTS is driven by tribal feedback
 - We will need to balance tribal needs with the reality of our existing Federal resources for training and technical assistance
- Upcoming Letter to Tribal Leaders (Dear Tribal Leader Letter)
 - Request feedback to gauge system interest, needs and readiness level
 - A customized MTS Launch plan will be developed based upon this feedback



Sandbox

Technical Assistance Webinars

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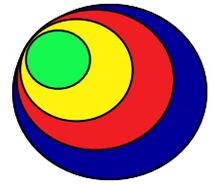
For More Information

This presentation, the Sandbox Quick-Start instructions, the MTS User's Manuals and other materials can be found on the OCSE Website, Tribal Systems homepage:

www.acf.hhs.gov/programs/cse/stsys/dsts_tribal.html

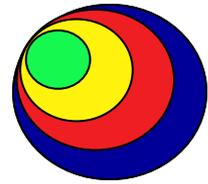
Questions?

Sheila Drake – Sheila.Drake@acf.hhs.gov, 202.401.0904



Questions



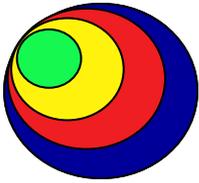


Appendix

A: MTS History

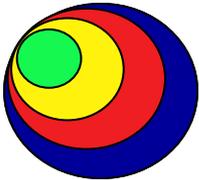
B: Open-Source System Architecture

C: Glossary of Technical Terms and Acronyms

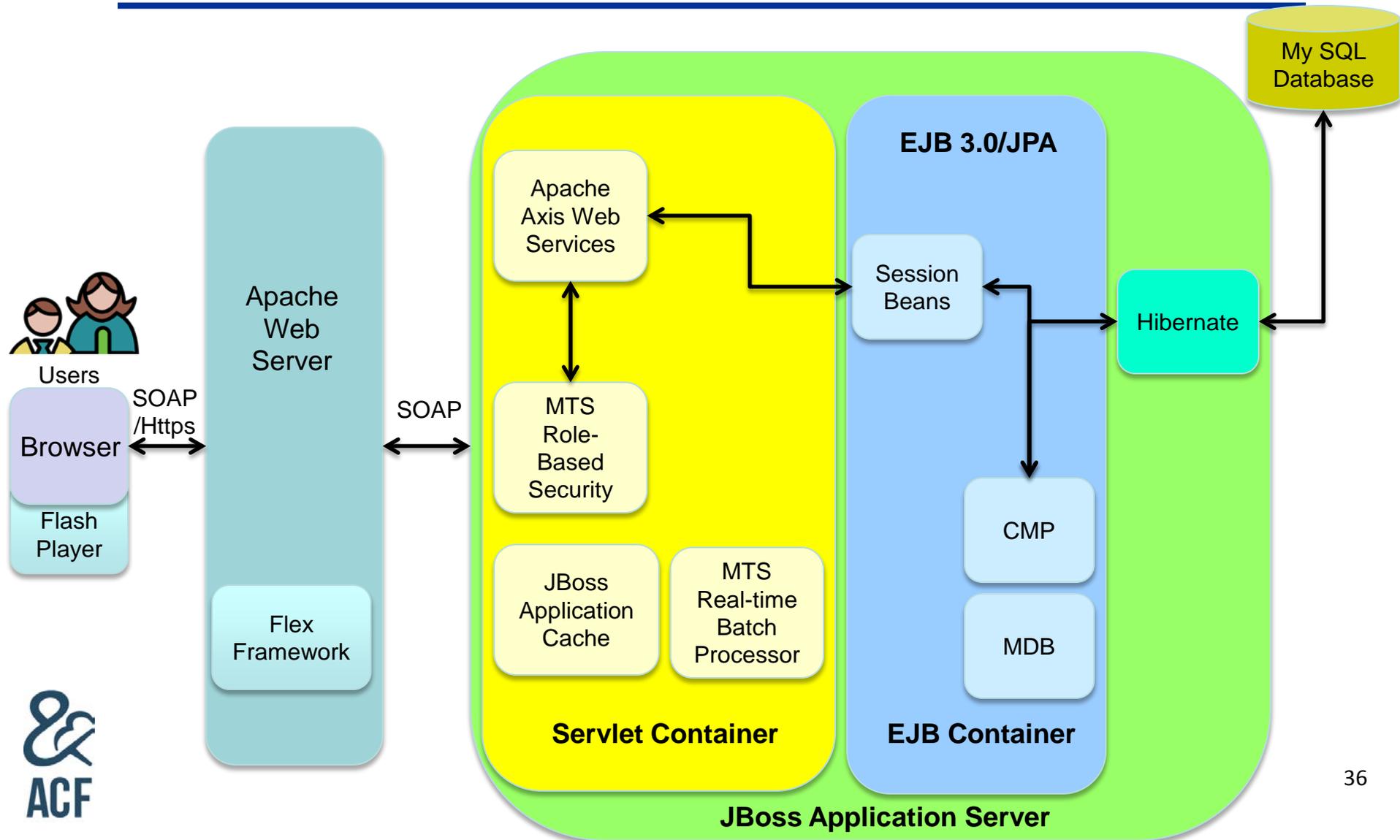


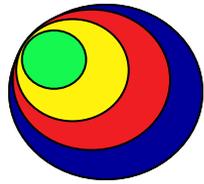
A: MTS History

- 2000: Interim final rule for tribal child support programs published
- 2004: Final rule for tribal child support programs published (45 CFR 309)
- 2002-2005: Tribal Systems Workgroup studied feasibility of automating tribal child support programs, and developed the MTS concept of operations, essential system requirements, software requirements; and general system design
- 2006: Feasibility study, market study and cost-benefit analysis completed
- 2007: Concurrence of ACF Assistant Secretary to build MTS; software development begins
- 2009: Forest County Potawatomi Community selected to pilot test the MTS
- 2010: Modoc Tribe of Oklahoma joins pilot testing; tribal system regulations published (45 CFR 310)



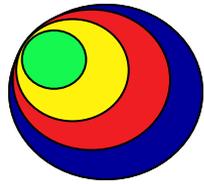
B: System Architecture





C: Glossary of Technical Terms and Acronyms

- Apache HTTP Server – A highly scalable web server that supports secured connections, virtual hosting, proxy and clustering.
- API – Application Programming Interface
- CMP – Container managed persistence: A deprecated component of the J2EE EJB Specification. They are considered Entity bean containers that have a persistent state.
- EJB 3.0 – Enterprise JAVA Beans: EJB is a server-side component architecture and a model that encapsulates the business logic of an application.
- EJB Container – Responsible for the authentication and state of Session Beans and Message Driven Beans which are business objects
- Flash Player – Software used by Browsers as a plug-in to view Rich Internet Applications.



Glossary of Technical Terms and Acronyms (Cont.)

- J2EE – Java 2 Enterprise Edition – Oracle’s Java computing platform
- JBoss Application Server – an application server that implements the Java Platform, Enterprise Edition (Java EE) JBoss is a cross platform enterprise server.
- JPA – Java persistence API: Is a JAVA programming language framework integrated into the J2EE EJB 3.0 Specification.
- MDB – Message Driven Bean: MDBs are business objects whose execution is triggered by messages as apposed to method calls.
- Servlet Container – A web container implements the web component contract of the of the J2EE architecture.
- SOAP – Simple Object Access Protocol: Defined as a protocol specification for exchanging structured data.
- MySQL Server – Open source relational database management system.