



# Model Tribal System

Designed By Tribes, For Tribes

## Concept of Operations

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**Department of Health and Human Services  
Administration for Children and Families  
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## 1. Introduction

This draft is based on the Essential Requirements document developed in the 2004 Tribal Systems Workgroup requirements effort. It was revised by the 2005 Workgroup. The document is intended to give the “big picture” of the system specified by the essential requirements. At this point the definition of “the system” shall include hardware, software, and worker functions.

## 2. Overview

The system should provide for the efficient management of tribal child support enforcement (CSE) cases. For tribes that use this system, it should be the primary automated system used by the tribe for CSE. Each instance of the system software is intended to support only one tribal organization. The system should contain all data needed to manage a case, including records of payments and collections made by tribal financial organizations. It should accept applications for child support services and set up child support cases. It should support location of participants in the case. It should support the establishment of paternity and the establishment of support orders. It should support the enforcement of child support orders. It should support the collection of payments and should support the distribution and disbursement of payments. The system should support the production of all required federal and tribal reports. The system should ensure the privacy of all data. If it handles funds, it should ensure the secure handling of all funds.

## 3. Case Initiation

- The system should accept, maintain, and process information for non-IV-A services.
- The system should accept and process referrals from the Title IV-A (TANF) agency of the state, tribe, or tribal organization.
- The system should uniquely identify and edit various case types (IV-D, non-IV-D, State IV-A, Tribal IV-A, non IV-A, Tribal Foster Care, State IV-E Foster Care, Child Welfare, Medicaid, Kinship Care, Medical Only, Arrears Only, Judgment Only, Paternity Only, Foreign).
- The system should establish an automated case record for each application/referral.
- The system should accept and maintain identifying information on all case participants.

## 4. Locate

- The system should support electronic interface with all appropriate sources, whether automated or manual, to obtain and verify locate, asset and other information on the noncustodial/putative parent or custodial parent. The system should automatically generate any needed documents. [Note: The tribe or tribal organization should establish appropriate data elements for interfacing with each specific interface information source.]
- The system should record, maintain, and track locate activities to ensure compliance with program standards.

## **5. Establishment**

- The system should automatically track, monitor, and report on the status of paternity establishment, support federal regulations and state or tribal codes or laws and procedures for establishing paternity, and generate documents to establish paternity.
- The system should automatically record, track, and monitor information on obligations, and generate documents to establish support.
- The system should accept, maintain, and process information concerning established support orders.

## **6. Case Management**

- The system should automatically direct cases to the appropriate case activity.
- The system should support the automatic acceptance and processing of case updates and provide information to other programs on a timely basis.
- The system should update and maintain in the automated case record information, facts, events, and transactions necessary to describe a case and actions taken in a case, including the individual/system responsible for such actions.
- The system should perform routine case functions, keep the caseworker informed of significant case events, monitor case activity, provide case status information, and ensure timely case action.
- The system should support the review and adjustment of support obligations.
- The system should support appropriate case closure as determined by the tribe.
- The system should provide for management of all foreign cases.
- The system should manage Initiating- and Responding-Jurisdiction case actions.

## **7. Enforcement**

- The system should support the monitoring of compliance with support orders and support the initiation of enforcement actions.
- The system should support income withholding activities.
- In cases where previous enforcement attempts have failed, the system should periodically re-initiate enforcement actions.

## **8. Financial Management**

- The system should support the automatic billing of cases with obligations.
- The system should support the identification and automatic processing of all payments received or, alternatively, keep records of payments received by tribal organizations.
- The system's accounting process should accept and maintain all financial information, and perform all calculations relevant to the IV-D program.
- The system should distribute collections in accordance with federal and tribal regulations, and any applicable guidance as provided in the Office of Child Support Enforcement Action Transmittals.

- The system should disburse collections or keep records of disbursements made by tribal organizations.
- The system should generate notices, to IV-A and former IV-A recipients continuing to receive IV-D services, about the amount of support collections and should notify the IV-A agency about collections for IV-A recipients.

## **9. Reporting**

- The system should maintain information required to prepare federal reports.
- The system should provide an automated daily report/worklist to each caseworker to assist in case management and processing.
- The system should generate reports required to ensure and maintain the accuracy of data and to summarize accounting activities.
- The system should provide management reports for monitoring and evaluating employee, office/unit and program performance.
- The system should support the expeditious review and analysis of all data that is maintained, generated, and reported by the system.

## **10. Security And Privacy**

- The tribe or tribal organization should have policies and procedures to evaluate the system for risk on a periodic basis. The tribe or tribal organization should have in effect safeguards on the integrity, accuracy, completeness, accessibility, and use of data in the automated system. The tribe or tribal organization should have written policies concerning access to data by tribal personnel and sharing of data with other persons. The policies should permit access to and use of data only to the extent necessary to carry out the tribal CSE program and should specify the data that may be used for particular program purposes and the personnel permitted access to such data.
- The system should be protected against unauthorized access to computer resources and data in order to reduce erroneous or fraudulent activities and protect the privacy rights of individuals against unauthorized disclosure of confidential information.
- The tribe or tribal organization should have procedures in place for the retrieval, maintenance, and control of the application software.
- The tribe or tribal organization should have procedures in place for the retrieval, maintenance, and control of program data.
- The system hardware, software, documentation, and communications should be protected and back-ups should be available.
- The system should be capable of processing data related to calendar year 2000.

## 11. System Architecture

- The system should be scalable, with support for caseloads of up to 20,000 active and inactive cases.
- The system should support a network topology that can be scaled up to support a main office and up to 25 local offices.
- The system should provide operational capacity and throughput to support up to 100 concurrent users, including caseworkers, management, and legal staff.
- The system should be capable of being scaled up to support additional cases, offices, and users without changes to the application software.
- The system should provide a standardized record layout for a tribal child support system interface.
- The system should support an interface with state child support systems.
- The system's full functionality should be available 99% of its scheduled operating time.
- The system should have an application transaction response time of 2 seconds or less 95% of the time.
- The system should provide the capability of extracting and archiving all program data to portable media within an 8-hour period.
- The system should provide the capability of being installed on new hardware within a 24-hour period.
- The system should have an expected operational life of at least 7 years.
- Tribes who use this system should have personnel available, either tribal staff or via contractor services, with the capability to install, update, operate, back-up and restore the system.