

Model Tribal System (MTS) Launch Planning Webinar

NWX-HHS ACF (US)

**Moderator: Heidi Thibodeau
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2:05 pm CT**

Coordinator: Good afternoon and thank you for standing by. All participants will be able to listen only until the question and answer session of today's conference call. Today's call is being recorded. If anyone has any objections, you may disconnect at this time. And now I'll turn the call over to your first speaker for today Mrs. (Paige Hausburg). Ma'am you may begin.

(Paige Hausburg): Thank you (Angie).

Hello everyone. This is (Paige Hausburg) Tribal Coordinator in the office of Child Support Enforcement and we're here today for the Model Tribal System Webinar. I'm going to just ask that attendees on the line tell us who you are. I was going to go through the list of tribes but I think it'll be more time efficient to just have people tell us who's on.

So could I ask who's on the line?

Coordinator: All the lines are closed ma'am. Did you want me to open them?

(Paige Hausburg): Oh, I'm sorry. Yes please.

Coordinator: Okay, one moment. Okay. All lines are open at this time ma'am.

(Paige Hausburg): Okay, thanks. Sorry about that.

Coordinator: That's okay.

(Paige Hausburg): If people could just tell me who's on the line please.

(Bill Paine): This is (Bill Paine) from Suquamish. I have our information technology manager with us (Tom Bentenhousen) and our deputy executive tribal director (Morey Blackeagle) on.

(Paige Hausburg): That's great. Thank you (Bill).

(Bill Paine): You're welcome.

Woman: This is (Kyla Stevens) and (Rachel Armstrong) with the Murdock Tribe.

(Paige Hausburg): Okay, great. Thanks.

Woman: Confederated (unintelligible) Tribe.

(Paige Hausburg): Thank you. Is there anyone else on?

Okay. Alright (Angie) you can go ahead and close the line back up. We'll open it up later for questions.

(Barbara): (Paige) this is region seven. We're on.

(Paige Hausburg): Oh, great. Thank you (Barbara).

Coordinator: Okay. I'll go ahead and close the lines at this time.

(Paige Hausburg): Thank you.

Coordinator: You're welcome.

(Paige Hausburg): I'm going to go ahead and turn the webinar back over to Commissioner (Turetsky) now. She's going to provide some opening remarks and then we'll get started with the information.

Commissioner (Turetsky): Hello everyone. And there's a small enough number of people on the call that we actually - when we open up the phones - we can actually have a discussion. So we're looking forward to that.

We are very pleased to announce that the Modoc Tribe of Oklahoma has converted all of their cases paid by check to and they've converted those cases to the model tribal system. They're in full operation. And Forest County Pottawatomi Community is in the process of converting their final batch of cases into the model tribal system.

What those - what that means is that both pilot tribes are very close to completing the pilot phase of the model tribal system development. And that means in turn that we can begin to plan for technical assistance efforts, offer the model tribal system to you and figure out what next steps are together.

We had sent out a dear tribal leader letter to and I believe that was November 8th for several different reasons. First of all we wanted to announce to the US tribal leaders that the system is ready to go. It's operational. We're ready to roll it out. Secondly we wanted to gather feedback from you before we make

any decisions on how to allocate our federal technical assistance resources at OCSE and to work with you and get your viewpoints on how we should develop our path forward in providing technical assistance and making the model tribal system available to you.

Third, we sent the dear tribal leader letter out to you to make sure that our process is very inclusive so that we are consulting with you every step along the way so that we can work out implementation plans and in order to help us drive success both at the individual tribe and national levels in implementing the model tribal system as smoothly as we can.

The fourth reason we sent out the letter is to figure out which tools are needed to insure that you have a successful launch and so that we can develop new training modules and materials as needed in a way that is helpful to you in making your planning decisions about whether to adopt the model tribal system or not at this time and what it would take to do that.

We also sent the dear tribal leader letter to give you an opportunity to early on to think through what your available options are and to let you figure out the information you need to determine what the best fit is for you given the long detailed process needed to implement the model tribal system. We think the model tribal system is a terrific system. It's flexible. It's modular. It's state of the art. It's simplified from the state child support computer system. But it still is a complex technology and that will require planning and resources on the part of the tribe.

We are very much looking forward to receiving your responses on this initial round of information gathering and developing kind of first round technical assistance plans. We hope to get your responses by January 15th so that we

can continue our planning process for this roll out phase and in particular to give attention to what you need from us by way of technical assistance.

So with that, let me turn it over to (Joe).

(Joe Bodmer): Good afternoon everyone. This is (Joe Bodmer). I'm the division director for the division of state and tribal systems here at OCSE.

Let me touch on the agenda with you. We're going to first talk about what the model tribal system is. We're going to touch on some definitions. I think the definitions are important because it helps you understand some of the terminology we'll be using and some of the definitions that are more IT related. And I don't want to lose anybody when I'm talking some of the technical jargon that I'll be dealing with later on.

We're going to talk about your implementation options. And it's not just the model tribal system. We're going to talk about how we fund an installation of the model tribal system or any of the other options that you might have and that's the advanced planning document process. And finally we're going to talk about some next steps.

We will be stopping three times along the way to take questions from you and have - as Commissioner (Turetsky) said - possibly have a discussion with you if you have detailed questions or follow-up questions. Let me turn this over real quick to (Sheila Drake) here at OCSE.

(Sheila Drake): You know (Sarah) just made a good point about opening it up for Q&A for those three sessions. But since we do have a smaller group on the phone - especially if you have questions about maybe the technical things as we walk

through - let's go ahead and open the lines. And then if we get background noise, we can mute the phones if there's a problem.

(Angie) could you open the lines?

Coordinator: Yes ma'am. And I will continue to monitor just in case we do get background noise.

(Sheila Drake): Thank you (Angie).

Coordinator: You're welcome and all lines are open at this time.

(Joe Bodmer): Thank you very much.

So first let's talk about what the model tribal system is. It was a system - is a system designed and built by OCSE specifically for the tribes. We have had about 10, 12 JAD sessions with all of the interim grantees over a course of two years where we designed the system using their requirements specifically. And since that time, the design has evolved using the two pilot tribes who have been testing the system for us.

One of the alternatives - the model tribal system is one of the alternatives for tribes looking to meet their program automation needs. But there are other options. You can implement a statewide child support system under some MOU with your local states. You might implement another tribe's child support system. You might use just office automation if your program isn't large enough for actually putting in a complex child support system or you could even build your own.

The regulations of 45 CFR 310 will provide more information on those options for you. And lastly, the project has been managed and funded by OCSE and the division of state and tribal systems has been actually managing that project for OCSE.

The system requires no licensing or purchasing fees because it was built using what's called free and open source software. That software does not charge any license fees and requires only that you share any enhancements that you might make to open source software with the rest of the community. It supports a wide range of cases and it can be scaled based on the size of your specific case load in your program.

That means that we can scale this system up to 25,000 cases and potentially more. We can scale it up to 100 concurrent users. That means that people banging on the system at the same time. It'll support up to 25 unique office locations on the same program system. So it is quite flexible for the tribal community.

It is also designed to be extremely user friendly. We did not want a complex system that was going to take a tribal program months and even a year to learn how to use. It's very intuitive. It also allows the freedom to choose which functions or modules of the system that are best suited to your own tribal program requirements.

For example, you may have an accounting department that actually does all of your financials and issues all of your checks. So you might turn off the financial module in this system and the system will still run all the other functions without any issues. It's also highly configurable and I'm going to show you what configuration means in the definitions.

But configurable - you can decide to for example change the type of profiles - security profiles - that your staff might have on the system. You can sit there and design and redesign all of the documents within the system itself. There are many different types of configuration processes.

Quickly the basic system functions - it handles system administration. That's a backend set of modules and functions on the system that allow you to set up security profiles for example to design how you want the workflow of the business in your program to operate, who's going to see what cases. You may do it alphanumerically. You may do it some other way.

And it handles security administration as well. It will handle all of the different case management functions of a child's program from the participant level to locate to paternity establishment, establishing orders and obligations and the enforcement function of a case.

And of course it is a very comprehensive financial management system. It handles account management and account summary, payment posting and recoupments, adjustments of payments, bank reconciliation is automated. It also has automated distribution and disbursement functions and it prints the checks themselves. And the check function itself is one of the those configurable items we have in the system. So if your checks look different than another tribe's checks then you can redesign your check right on the system itself. And of course it has a full reporting module that does handle the federal reporting requirements.

At this time I'm going to take a quick break here to ask if there are any questions before we go on and share some more technical information.

Hearing no questions, we'll go. Okay. So, now to some technical definitions.

(Morey Blackeagle): Hello (Tom).

(Joe Bodmer): Oh yes. Please.

(Morey Blackeagle): We had a question. This is (Morey Blackeagle) with the Sycuan Tribe.

(Joe Bodmer): Hi (Morey).

(Morey Blackeagle): I just had a question. You mentioned something about, you know, if we make a modification to the application, you know, we would share that with other tribes. Is that correct or did I hear that right?

(Joe Bodmer): Yes. We would expect you to share that with other tribes.

(Morey Blackeagle): Okay. My question is if we make a modification to that, how is that modification going to be controlled for a rollout to other tribal organizations?

(Joe Bodmer): Well what you would do is you would work with us as part - and we'll get into more detail on how that process will work. But you would share those with us and we will look to incorporate that into the next version that we would then push back out to all of the tribes.

(Morey Blackeagle): Okay. That's great. Thank you.

(Joe Bodmer): Yes sir.

Man: Thank you.

(Joe Bodmer): Yes sir.

So our first definition is configuration. The MTS has a configuration model unique in the system and this is unique across all child support systems because I have not seen in all of my years - and I've got 25 in the child support program - any statewide system that has a configuration module as comprehensive that this system has.

It allows you to configure all kinds of different types of data and business processes on the system. For example you might have data automatically update or you might require the user to confirm that they want that data updated first before it's accepted on the system. It defines how you might print documents either locally or centrally. You can sit there and choose the interest rates that you're going to charge on a rears debts. You upload a graphic of the tribe's logo or seal for use in both document generation and to personalize a system because that logo shows up on each one of the screens and personalizes your copy of the system for you.

You'll see a screenshot of just one tab of the configuration model. And the different types of values that you can set with regard to these various financial paths shown here - these various financial configurable items. So that's configuration.

The next definition is development. And what this is - it's the fixing of any defects and making any design changes, enhancements or modifications to the existing system. Installation - all of the various activities needed to stand up if you will a copy of the model tribal system in your program or state system for that matter.

It can be buying the hardware and the software and setting it up. It can be doing the cleanup and entering the case data on the system. It can be training

your IT staff and your program staff to operate and use the system. And it can be travel even that might be required to go back and forth from the training site back to the program.

The next definition is maintenance and that's all the activities that we need to do to keep the system in a good operating order including upgrading hardware and system software from time to time, creating new reports as needs arise, making backup copies of the data and the software itself. Things of that nature are maintenance activities.

System updates. We touched on this with your question. It's the replacing of the software on the existing installation with a new version. And that's what we call pushing the software out. It may include running some scripts for us or to deploy the new code. But that is going to come from the maintenance organization which OCSE is committed to serving as.

The advanced planning document is the next definition. And that is the grant process that tribes will use to seek funding for the money needed to install the MTS or state system or to make improvements to the system should you decide to go in a different direction and change the system up that you've got. The APD process is described in regulations at 45CFR310 and I encourage you to go and take a look at those regulations and the APD process.

When we do have tribes wanting to submit APD's, we will be working hand in hand with them to make sure that the submission is an approvable document the first time through.

The last definition is tribal organization or consortia lead. And that is a tribe that's approved by OCSE to serve as the leader of a consortia or a group of member tribes. The point of being a tribal leader - a consortia lead - is that

they're going to be providing the services to all of their member tribes including the completion of APD's, providing training. They might be providing system customization or data conversion and data entry services. They might be providing other services as well. That'll be just a function of what the MOU is between the consortia lead and each one of the member tribes.

So let's talk for a moment about your implementation paths. The first one obviously is going to be OCSE supported. You may choose to have OCSE support your installation, your testing and your configuration activities to get your system up and running. Our resources however are not limitless. We do have limits to how many bodies we can put to this function or this job. And so we're going to require a phased approach to doing it. We anticipate being able to support up to three tribes per year - one tribe at a time.

It might be one tribe. It might be three tribes. It might be two. We'll see depending on the size of the tribe and various other issues that we may face with any given installation and we'll get to those issues in just a moment.

Independently supported is your next option. And that may be where you choose to receive the MTS but you're going to use your own IT staff and department or you may contract out the installation services to help you manage your testing and your configuration and your installation.

The next option for you is a tribal organization supported. And this is where a tribe may decide to join an MTS consortia where you'll have several other tribes as part of a consortia and the consortia lead will be providing those services to you for installation purposes.

And lastly it's called self implementing. That option is where you might take a copy of the model tribal system and instead of having an OCSE support or any other tribal support, you decide that you have a sophisticated enough IT shop or you're going to contract out services to go and change your copy of the model tribal system, enhance it on your own for your unique business process.

That is certainly something you can do. The only issue is that we will not be able to provide you any support in that regard because if we were to push out the next version of the system to your copy of it, we would break your system because you would have made changes that we didn't know anything about.

So the main implications of each option and we'll touch on these. Who provides technical implementation support? Obviously for OCSE supported, we will. Will you have any input on changes to the MTS? And the answer would be yes you would under that option - under OCSE supported. And will you retain new releases? Of course. Under OCSE supported, we'll be pushing those releases out to you.

Independently supported is the second option. And for that tribal resources - your own internal tribal resources will be providing your technical implementation support. Yes you'll still have input on all of the - on the MTS and any changes. And you'll be obtaining all of the new releases. We'll still be pushing them out to you but instead of us doing all of the work, your internal tribal resources might be actually doing the final install itself.

For tribal organization supported, the tribal organization or consortia lead will provide your technical support, not your own IT sources and not OCSE. The tribal organization supported model will still have input on the MTS but that input will come through the consortia lead, not each individual tribe. Each

individual tribe will provide their input to the consortia lead who will work with us. And yes, of course we'll still be pushing out the new releases to the consortia lead who will install them.

For the self implementing technical support will come again from the internal or contractual tribal resources that that tribe has hired or already has. There will not be any input though on future changes to model tribal system because that particular self implementing tribe has gone in a different direction than everyone else who is using one of the other three methods.

Yes, we will still always push out the latest version and release of the model tribal system to self implementing tribes. But you're going to need to know, you're going to have to do extensive testing on that new release prior to actually installing anything because it's probably going to overwrite some change you've already made to your copy - your existing copy.

So for installation support we're on slide 14 now. Funding for installation of model tribal system or estates or another tribe system is only available for comprehensive tribes. Startup tribes are not eligible for federal funding to install the system. Now -- having said that -- there are 47 comprehensive tribes that are eligible today, 47 comprehensive tribes that could actually submit an APD to use the MTS or to get funding to install a state system, et cetera.

The load of OCSE direct support's going to depend on what we hear back from you as of January 16th when we get all these letters back from the tribal leaders. Our goal here is to make maximum use of our limited resources. We have to try to insure the support of every MTS installation. We'll be providing written resources that'll be posted for everyone to use including instructions,

user guides, help files, training files, et cetera. So we're very eager to see what kind of input we get on these responses to our tribal leader letter.

Outside of OCSE tribes may seek federal funding for training and user support from a variety of other sources. It could be existing contractors who are familiar with the system. It could be consortiums and it might be other tribes who are already currently working with the model tribal system. After installation OCSE support will generally end.

Other than continuing to be the maintenance organization and pushing out new releases, we're going to be moving on to the next tribe that wants to install the model tribal system. Having said that, tribes need to strategically think about their own long term support needs when they've got their model tribal system installed and how they're going to fully support that system during operation of functions for the ongoing future.

Here's some questions that you probably need to ask yourselves before you make any decisions about what direction you want to go in or what path you want to take. Do you have an existing system that you're using? You may already have for example an MOU with the state and you're using their system for locating purposes or what else. You may want to expand that. You may not.

How old and complex is your existing system? How long has your program been in operation? What is your annual child support budget? And that'll be a key question that you'll need to answer for yourselves. How many staff do you have that you're going to need to support on the system? How many cases do you manage? How large is your case load expected to grow?

How much - do you have any geographical challenges with getting IT support? Are you geographically isolated - your reservation? Are your program processes and procedures sufficiently documented because if you're going to take the model tribal system for example, you've got to configure it as we talked about. You've got a lot of decisions to make about how you're going to use that system, interest rates, profiles of staff, et cetera. And you're going to need to know quickly what kinds of configurable decisions you want to make because there's just so much that you can do with this system.

What is the level of expertise of your existing IT support? Are you going to have to go out and get new stuff and that's a procurement? How long is that going to take for you? What are your other tribal priorities? I don't know a lot of tribes that could handle installing two major systems at the same time. So if you're building and installing a brand new TANF system, you might want to hold off on installing the MTS right now. You might want to wait until your TANF system - your public assistance system is installed.

And with that we'll take another pause and ask if there are any other questions at this time.

Alright, not hearing any. Now let's talk a little bit about federal funding of your options and the various types of systems costs that are eligible for funding. This is what we call APD 101 or advanced planning document 101.

So we built this flowchart if you will that kind of like talks about whether you need an APD or not. And that would be the green box at the upper right and the red box at the bottom of the right hand side of the page. So the question is do I need federal financial participation? Do you need federal funding to support your needs and the answer is yes. Are you going to install an existing state or tribal system? Then the answer's yes, you need an APD. Is the state or

tribe making changes to the system on my behalf? If the answer's yes, you need an APD to fund those changes.

Are you going to use the MTS? If the answer's yes, are you going to be either OCSE supported, independently supported or self implementing? The answer's yes. You want an APD to get federal funding for that installation. If you're going to be a tribal organization supporter - that means that you're going to go it alone if you will through a consortia - and you're going to seek funding through that consortia lead. If that answer's yes to that question - am I going to let the consortia lead submit the APD - then no, you don't need an APD on your own. The consortia lead will submit it.

If you're not going to let the consortia lead submit it but you're going to do it for yourself then, yes, you're going to need an APD. If you're going to use office automation, you apply for those funds through your annual budget. So no, you don't need an APD if you're going to use office automation. And if you're going to build your own system - not use the MTS or a state system or another tribe system - the cost of building your own system is not at this time eligible for federal funding. So you would not need an APD obviously.

So the advanced planning document is the funding vehicle that both tribes and states use. The costs that are eligible obviously are new equipment and software, all of the various activities surrounding installation whether it's for the MTS, a state system or another tribe's 4D system.

System enhancements are also eligible for federal funding. And again if the state is going to make changes to their system on the tribe's behalf and they're going to charge you back, you'd want an APD so you can get federal funding in those costs. Same thing with the tribal 4D system or the model tribal system.

Any tribal IT staff in your programs activities such as they're doing case cleanup, data entry, if they're doing any testing or design work on the system - those are costs that are all eligible for federal funding. And any other operating or maintenance costs that you might incur whether it's a chargeback from a state because you're using a state system or another tribe system or those operational costs that might incurred because you're a member of a consortia and the consortia is charging you back for running the system on your behalf.

The federal match rate for the installation costs of the model tribal system is always 90% reimbursement regardless of what your current program match rate is. For installation of estate system or another tribe system and any maintenance cost, et cetera going forward, the match rate is going to be at what your program's match rate is. And in the first one to three years that's 90%. And if your program is four years or older then it's an 80% match rate.

And what can you apply for? The total amount of your project's cost cannot exceed your program's grant award for the federal fiscal year in which the request is made. There is no limit however based on your availability to meet your match rate. So if it's going to cost you 50,000 - no problem - 100,000 - no problem. As long as that amount that you need doesn't exceed the program grant award in that year that you're requesting it.

So what goes into an APD? Well first there's a couple of things. One is a statement that you're going to be using the MTS or if it's a state system - the state system - as your sole system. One of the reasons is because we find that it is not cost effective to operate multiple systems to handle a child support program. The data gets spread around. It becomes less secure and the costs are

increased exponentially because there's multiple maintenance efforts being undertaken at the time.

There's going to be a statement that you're going to agree to use the system for a minimum period of time. We don't say what that minimum is. That's something that a tribe will determine what that minimum period of time is. But we want you to understand that you're making a commitment to install this and it's a large commitment to install and then operate a system. And we want everybody on board with that.

A description of the projects resource requirements including your IT staff, your program staff that is going to be committed to doing data entry for example and they're going to have to go and to get training, the travel dollars to send them to training, any contract that you may hire to help you configure your copy of the system, any hardware and software you might buy to set up your system. If you have to wire or network your offices for the system, that might be a cost that you'll incur. And any service contracts on the backend such as the monthly service charge you might have that would be charged to operate your system for you and do backups of your data, et cetera.

Proposed schedule with sufficient detail to show all of the project's activities and milestones. And for each activity we're looking for a narrative description with start and end times of each task in that activity. Proposed budget should include all the line items such as staff and hardware, supplies. All of those line items that you listed in your resource requirements are line items in your budget. And we want each contract to be shown separately and uniquely. Those are shown by fiscal quarter for when the expenditures are expected to be made and that will then match up with your proposed schedule. See, they're all tied together that way.

And then we'll sum it to the fiscal year. An APD is an annual APD and so the budget is for one full year. Even if your project finishes in six months then all you're doing is listing out what your operational costs are going to be for the remaining six months.

And with that I will take our third pause and ask if there are any questions.

That is usually the toughest part to get through is the APD process because it deals with dollars.

Commissioner (Turetsky): There is no time limit for implementing or for making a decision to implement the model tribal system. I think our effort at this point is really to engage immediate, you know, shorter term demand or interest for the model tribal system so that we can plan our limited technical assistance dollars.

And as you heard from (Joe) you know, we do - if a number of tribes wanted to all receive our support for implementing the model travel system, we'd have to develop a queue and it could take a while to, you know, to work with each tribe to install. If there is not immediate large interest - large scale interest in implementing - then we can move pretty quickly. So our efforts are really to try to gauge that short term and then to continue to gauge that over time so we can plan our budget and our efforts.

We do have a lot of experience. (Joe's) shop has a lot of experience working hand in hand with states on state systems and we would do the same and better I think with travel systems and would really expect to sit down and, you know, talk turkey with you about what you need, what you want, how to get there, what your resource level is and so forth. So this is really our initial effort to have a, you know, set of, you know, tribe to OCSE conversations as we go along.

(Joe Bodmer): And to that end we'll go to what our next steps are.

As we mentioned, the pilot is coming to an end. It ends this month and the MTS will be released as version one. Future versions will - if there are minor updates - will be like a 1.1 and a 1.2. If we do a major enhancement to the system, it will change to a version 2.

In the first quarter - this is January to March of next year. Obviously by January 15th we're looking to receive your responses to the tribal leader letter that we sent out. We're going to take those responses and evaluate them and compile them so that we can figure out how many tribes are looking at staying with their existing automation, how many tribes are looking at installing a state system or joining a consortia or going it alone and installing the model tribal system. How many are going to want OCSE's support in that regard?

We're going to determine our next steps then because now we'll be able to have a kind of a roadmap about how much resources we have against how many requests for those resources we're going to receive. We'll be able to then start to map out our launch plan and how long it's going to take and how long we'll have to commit those resources that we have.

And then we're going to publish all of the documentation on the system and everything else because there're going to be those tribes that want to go it alone and have their own IT shops and their own contract resources and they're going to go in a different direction all together. So that's our next steps for the next three or four months that we're looking at.

I mean this is a very large effort and at any time - if you weren't able to formulate your question now but you get your question together later - you

can always contact us. My contact information is on the slide here - my phone number, my email address. In addition you'll always be able to get updates from the new OCSE website. We have a tribal page - tribal systems page - that you'll be able to access, download things such as server specs and specifications on what a PC should look like. Those are at a minimum so that we know that it'll be powerful enough to actually run the model tribal system for you.

If you want to do office automation, there are specifications for that as well. So, all of that information and more is up there on our tribal systems webpage. And with that I will ask one last time if there are any questions and the webinar will be done.

(Bill Paine): (Joe) this is (Bill Paine) from Suquamish. We have a question.

(Joe Bodmer): Yes sir.

(Morey Blackeagle): Yes (Joe) this is (Morey Blackeagle) again.

During the course of the presentation you talked about various types of support from a technical perspective that, you know, your office would be providing. The one thing that I didn't see in there is a helpdesk option for, you know, end users when they get into a situation where they're not sure how the system actually operates. Is there somebody that they're going to be able to call and say this is what I want to do but I'm not sure how to do that?

(Joe Bodmer): Yes, there will be. We're going to have a helpdesk for both the technical side for your IT shop or your contract resources to call about configuration, about installation of the software, configuration of the hardware itself and also a helpdesk for the end users, the program staff to call to say tell me again what

tab do I hit to do a paternity establishment? How do I find this on the financial management and how do I do a transaction adjustment? We'll have that help as well.

(Morey Blackeagle): Okay, great. Thank you.

(Joe Bodmer): Yes sir.

Commissioner (Turetsky): And we'll do as much as we can to provide technical assistance and staff the helpdesk. I do have to say we don't have any specially appropriated funding for this project. So all of this is constrained by our available resources, you know, at the federal level where, you know, there are discussions going on about the budget. So that's the one caveat. We'll do as much as we can do to meet what you say you need by way of assistance. But we'll have to manage with somewhat cobbled together resources.

(Joe Bodmer): And I probably should add that part of what our intent and our goal is, is to train the program staff so that they can organically grow what we call super users or very knowledgeable staff that can help each other internal to the program. So when we leave in three or four - whatever it turns out - months and move on to the next tribe to help them install the system, you've got trained staff that can help one another if they have questions and you won't need a helpdesk from anybody else.

(Tom): (Joe) this is (Tom) with Suquamish. I did have a question about how you're going to deploy the application. Now, you know, we haven't had a lot of technical questions here because we've already installed it like two or three times here. And the last time it was as an appliance - a virtual appliance. Is that option going to be available again? Do you know?

(Chris Mike): Yes it is. This is (Chris Mike). Yes, it's going to be available deployed as a virtual appliance.

(Tom): Oh, hi (Chris).

(Chris Mike): Hi (Tom).

(Tom): Hey.

(Chris Mike): It's going to be an appliance and we're going to allow for submission of configuration requirements to us and we'll take those configuration requirements and pass them back to you with a full deployment.

(Tom): So we've also, you know, we've installed it and we've actually used it - one of the previous versions. So our effort would really be install the new app and then we'd have a conversion effort which may be manual because we're not a large operation. But could we put that in the APD?

(Joe Bodmer): Oh no, I would expect you to because the cost of the staff that are going to be doing that data entry - that costs money. You know and if they're going to have two or three - whatever it is - 100 cases, if they've got to install, that's going to take some time. And we have formulas that we can share with you that help you to estimate all of those costs for your APD purposes.

(Tom): And now from a consortia point of view - if we didn't want to run the application here, there is going to be an outsourced cloud based type solution offered, correct?

(Joe Bodmer): I'm sorry. Say that again.

(Tom): I mean if we didn't actually want to physically run the application here on our servers, we could have an option to run this through the consortium on their servers, correct?

(Joe Bodmer): I would assume that a consortia would do that, yes. But you'll have to find that consortia. I don't know.

(Tom): Okay. That's all I've got.

(Bill Paine): I think that's our questions for now from Suquamish.

(Joe Bodmer): Very good. Again, my contact information is there for you. It's joseph.bogner@acf.hhs.gov. My phone number's 202-690-1234. Please call me if you have any questions.

(Hayden): We have a question.

(Joe Bodmer): Yes ma'am.

(Hayden): This is (Hayden) from Sailorscrutiny.

(Joe Bodmer): Hi.

(Hayden): We're still in the two year planning stage. Are we able to go ahead and send in our response on January 15th still or do we got to wait until we are running up in program?

(Joe Bodmer): Oh no. Please send in your response absolutely just knowing the fact that you would not be able to install the system until you're a comprehensive tribe.

(Hayden): Alright.

(Joe Bodmer): Yes ma'am. Thank you.

(Sheila Drake): And this is (Sheila Drake) from the federal office. And just back to something that (Bill) you and your other peers from Suquamish mentioned when we were talking about the help desk. It might be helpful for us to - as we plan resources and think about the helpdesk needs and what needs will be out there - is if you put that as part of your response letter of maybe what the helpdesk items, you know, you'd be looking for or just report from that level because we definitely will be using the response letters to gauge what resources might be needed for a helpdesk.

(Bill Paine): Okay.

(Sheila Drake): Thank you.

(Joe Bodmer): Any other questions?

Well with that I want to say thank you everyone for participating in today's webinar. And we're looking forward to your responses on January 15th.

Woman: Thank you.

END