



MTS History

2000: Interim final rule for tribal child support programs published

2002-2005: Tribal Systems Workgroup studied feasibility of automating tribal child support programs, developed essential system requirements, and created the general system design

2004: Final rule for tribal child support programs published (45 CFR Part 309)

2006: Feasibility study, market study and cost-benefit analysis for MTS 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 Part 310)

2012: MTS Pilot ended

2013: EBCI begins installation as the first OCSE-supported tribe

Inside this Issue

New Enhancements for the MTS	1
Coming Soon: New Policy Document	2
MTS Spotlight: Managing User Roles	2
Meet the MTS Team: Christina Patsel	3

New Enhancements for the MTS



We are pleased to announce that the system design, testing and implementation have been completed for two new enhancements for the Model Tribal System: ACH (Automated Clearing House) and manual bank reconciliation.

- **ACH:** Allows direct deposit/debit card transactions to be processed for payment directly by the system. The ACH enhancement allows a tribe to disburse payments to a client's bank account via electronic direct deposit. It will also allow a tribe to disburse payments to a client via direct deposit through a state disbursement unit (SDU).
- **Manual Bank Reconciliation:** Improves the automated reconciliation currently provided with the MTS. This enhancement allows the financial end-user more flexibility to manage all financial transactions that fall outside of the automated function.

The MTS Change Control Board meets regularly to review and prioritize defects, change requests and other system improvements and to recommend future system enhancements to OCSE.

Coming Soon: New Policy Document



We are working on a new Action Transmittal to answer many of your questions about the MTS, the Advance Planning Document process, and the MTS Change Control Board. Originally designed to respond to questions raised during the July 11 OCSE/tribal meeting, we are expanding this AT to become a comprehensive resource for tribes. If you have any specific questions you would like to see answered, please send us an email at: MTSProject@acf.hhs.gov.

MTS Spotlight: Managing User Roles

When the MTS is set up and configured for your tribe, you will select a security administrator. This individual will maintain the security administration function for your version of the MTS. The security administrator has the responsibility of managing users, managing user roles, and managing caseworkers.



**Managing Users:**

The managing user function allows the security administrator to manage user IDs and passwords for the system. This includes adding and deleting users along with unlocking locked-out users by resetting their passwords.

Managing Roles:

The role management function enables the security administrator to name and define system roles and the screens associated with those roles. Roles are a set of functions assigned to a particular class of worker. The main roles in MTS are system administrator, security administrator, caseworker and financial worker, but other roles can be defined. The security administrator also can designate the exact screen that opens for each role after the user logs on.

As roles are created, the security administrator will be able to add users to the system and assign them a role or roles. When assigning roles, it is important to follow your tribe's security policy to ensure adequate separation of duties among workers. It is recommended (as an example) that financial and caseworker functions be kept separate from each other to prevent any possibility for fraud and abuse. This is especially important given the distribution of functions within the MTS. The table outlines the functions assigned to a caseworker, caseworker supervisor, financial worker and financial supervisor.

Data Types	User Roles			
	Caseworker	Caseworker Supervisor	Financial Worker	Financial Supervisor
Case Assignment		Read/Write		
Intake	Read/Write	Read/Write	Read/Write	Read/Write
Locate	Read/Write	Read/Write	Read/Write	Read/Write
Paternity	Read/Write	Read/Write	Read	Read
Order	Read/Write	Read/Write	Read	Read
Enforcement	Read/Write	Read/Write	Read	Read
Case Management	Read/Write	Read/Write	Read/Write	Read/Write
Financial	Read	Read	Read/Write	Read/Write

Managing Caseworkers:

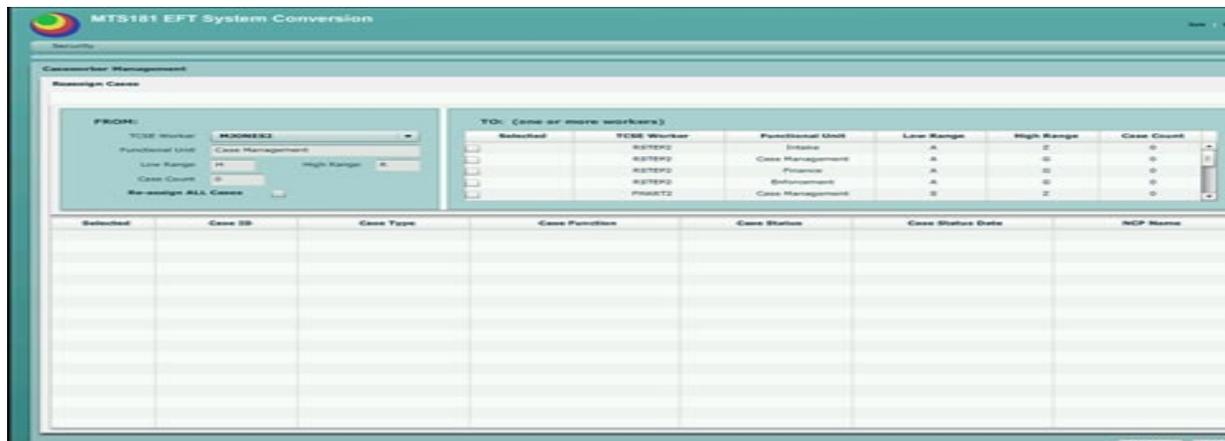
The caseworker management function enables the security administrator to setup the automatic assignment of caseworkers to cases. To enable automatic assignment, an alphabetic letter range is assigned to each caseworker based on the last name of the custodial parent for each case. If the tribe wishes, the security administrator can also manually assign individual cases to a caseworker, for example, when a caseworker has a relative on an assigned case. To allow caseworker supervisors to manage and track all cases, they are typically assigned all cases within the system automatically.

The security administrator will also be responsible for the assignment of caseworkers to a specific office. The security administrator can select a worker and modify their title within their assigned office and case assignment rules. A worker

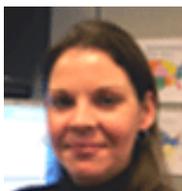


can only be assigned to one office. If a worker is to be assigned responsibilities for multiple offices, he or she must have multiple user IDs assigned, one for each office.

The security administrator can also change existing case assignments within offices. Individual cases can be reassigned, or all of a worker's cases can be reassigned. As shown in the screen below, "From" and "To" workers are chosen in their respective panels. The selected check box is used to pick the cases that will be reassigned "From" the worker to "To" the other worker. The transfer occurs upon clicking "Update".



Meet the MTS Team: Christina Patsel



We are pleased to introduce Christina Patsel who works as a contractor for BAE Systems. Christina is a Junior Analyst assisting with the MTS launch since 2012. She has learned the MTS in order to provide help desk assistance to MTS users. She performs quality assurance on MTS training guides, user guides, and newsletters. Christina is currently creating templates for the MTS user guides.

Since coming to the OCSE, Division of State and Tribal Systems in 2011, Christina has implemented new division processes and procedures to better standardize and streamline business practices. She has completed the DSTS SharePoint structure, which is now a valuable document repository for the division. Also, Christina participated in the certification review for Florida's new child support system.

Prior to OCSE, she spent 11 years in the intellectual property field where she researched legal documents from the Patent and Trademark Office for more than 50 attorneys. She enjoys traveling, music, gardening, and playing with her 2-year-old nephew.

For more information or to offer article ideas

Joseph Bodmer, MTS Project Director
MTSProject@acf.hhs.gov

Paige Hausburg, Tribal Coordinator
Paige.Hausburg@acf.hhs.gov

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