



**U.S. Department of the Interior**  
**"To-Be" Trust Business Model**  
**Process Template**

**Title: Provide Beneficiary Outreach**

*Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)*

**Process Number**

**B.5**

**1. Process Definition** *Provide an overview of the process and define its starting and ending points*

<b>1.1 Starts With</b>	Packaged recommendation on issues and topics.
<b>1.2 Process Overview</b>	Department-wide outreach / educational programs are provided to the beneficiaries.  Sub processes include: <ul style="list-style-type: none"><li>• B.5.1 – Conduct Outreach Activity</li><li>• B.5.2 – Post Outreach Activity</li></ul>
<b>1.3 Stops With</b>	Effective communication

**2. Trust Business Objectives** *Identify the Comprehensive Trust Model strategic goals and business objectives to which this process contributes.*

<b>Goal/Objective</b>
Provide beneficiaries with convenient access to trust account services and information.
Develop and maintain effective communications with beneficiaries to facilitate their involvement in improving trust management, acquisition and disposal, and conveyances of trust assets, consistent with DOI's fiduciary duties.
Develop an accessible point of contact who can provide any individual Indian or tribal representative with any requested trust asset information or service regardless of ownership region or area.
Provide Indian tribes with technical assistance to develop, implement, and manage Indian trust fund investment plans, in accordance with the Reform Act.
Foster expansion of self-governance compacts and self-determination contracts in a manner consistent with DOI's fiduciary responsibilities.

**3. How should Beneficiaries be involved in this process?**

<b>Beneficiary Involvement</b>
<ul style="list-style-type: none"><li>• Beneficiaries may be contacted to confirm the need for outreach / educational opportunities. They may provide advice and counsel during the preparation of the outreach program and participate during the conduct of the outreach program. Beneficiaries are also asked to complete an outreach survey.</li><li>• Beneficiaries may be contacted to discuss the survey results for additional clarification.</li></ul>



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**4. Organizations, Offices and Roles.** *Identify the DOI organizations and related roles that should be involved in performing the process.*

**4.1 DOI Organizations.** *Identify the DOI organizations, offices and individual roles that contribute to this process.*

*DOI organizations include the Office of the Secretary, BIA, OST, BLM, MMS, OHA, OSM among others.*

*Offices include Central Offices, Regional Offices, Agency(Field) Offices, etc.*

*All individual roles that contribute, in a significant manner, should be identified.*

<b>Organization</b>	<b>Office</b>	<b>Role</b>	<b>Contribution</b>
BIA	Agency (Integrated Servicing Office)		Primary lead for planning and conducting the outreach program and post outreach activity.
OST	Agency (Integrated Servicing Office)		Primary lead for planning and conducting the outreach program and post outreach activity.
BLM	Field Office		Participate in planning and conducting the outreach program and post outreach activity.  Provide leadership for planning and conducting the outreach program and post outreach activity.
MMS	Field Office		Participate in planning and conducting the outreach program and post outreach activity.  Provide leadership for planning and conducting the outreach program and post outreach activity.
OHA	Regional Office		Participate in planning and conducting the outreach program and post outreach activity.
Compacted / Contracted Tribes	Tribal / Consortium Office		Primary lead for planning and conducting the outreach program and post outreach activity or  participate in planning and conducting the outreach program and post outreach activity.



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**4.2 External Organizations.** *Identify the non-DOI organizations that support the execution of or contribute to this process.*

External Organization	Contribution
Tribal governments	Tribes are contacted to confirm outreach need and opportunity. They may also support topical presentations.
Federal, State, and Local governments and associations	Support topical presentations.
Allottees and Allottee Associations	Support topical presentations.
Corporations, profit and non-profit entities	Support topical presentations.

**5. Event(s)** *Identify the events or conditions that start the process. Describe each event and indicate the frequency (daily, monthly, quarterly, etc.) in which each event is expected to occur. An event may be an external interaction (a beneficiary submits an application), the expiration of a period of time (a lease is due to expire in 90 days), or the realization of some pre-defined threshold (an IIM account reaches the automatic disbursement threshold).*

Event	Description	Estimated Frequency
Identified outreach / educational opportunities	Outreach / educational opportunities with initial recommendations have been identified.	
Completion of outreach	The outreach program may have been supported by multiple offices / bureaus within the DOI, as well as compacted / contracted tribes.	

**6. Inputs and Outputs.** *Identify and describe all inputs and outputs related to this process. Inputs are information or materials used during the execution of the process; outputs are materials or information produced by the process.*

**6.1 Inputs**

Input	Description
Outreach / educational opportunities with initial recommendations	The B.4.1 process provides the outreach / educational opportunities with initial recommendations.



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<b>Input</b>	<b>Description</b>
Trust Integrated Data	Lessons learned and survey results from previous outreach programs are used for planning the upcoming outreach program.  The trust integrated data should be accessible during the conduct of the outreach program.
Presentation material	Material, such as newsletters, pamphlets, etc. are used to market the outreach program and used during the program.
Outreach survey results	Beneficiaries who attended the outreach program provide input concerning the program.
Lessons Learned	Subject matter experts who conducted the outreach program provide lessons learned.

**6.2 Outputs**

<b>Output</b>	<b>Description</b>
Outreach Program	The outreach program includes the opportunities identified from the analysis of the tracking data and opportunities identified by the other trust business processes.
Outreach Program survey results	The beneficiaries attending the outreach program are requested to complete a survey concerning the program.
Action items	Action items result from beneficiary requests during outreach, and evaluation of the survey results and lessons learned. The action items are assigned to DOI personnel to implement. An action item may indicate the need for counseling and may be implemented as part of the "Provide Counsel on Asset Options (B.6.1).



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## 7. Fiduciary and Legal Obligations and Controls

### 7.1 Obligations

*Identify and describe the legal and fiduciary obligations that impact this process. For each obligation, indicate the document or commitment that defines the obligation and the citation (paragraph or section) within the document that pertains to this process.*

Obligation	Source	Business Impact
Secretary's Trust Principles		Provides guidance on responsibility for the management of the Indian trust assets, information and records.
5 USC 552 (Privacy Act / Freedom of Information Act)		Provides protection of beneficiary's identification and confidential personal information.

### 7.2 Controls

*Identify and describe any controls (enforcement mechanisms) that may be used to ensure that the process adheres to obligations and internal process requirements. Controls may be reviews, audits, segregated duties, etc. Indicate the reason that each control should be introduced (name the obligation that a control is intended to enforce; indicate any controls required to ensure consistency or reliability).*

Control	Reason	Description
Alternative Management Control Review (AMCR)	Review to ensure compliance with settlement agreements.	MMS uses the AMCR to ensure compliance with settlement agreements.
New Policy from the assistant secretary	To ensure proactive outreach programs are held for the beneficiaries.	The assistant secretary needs to issue a policy memo to ensure that outreach programs are held.

## 8. Mechanisms (Systems of Record) *Identify the mechanisms, or systems, that are needed to support the process (ex: Ownership, Leasing, Workflow Management, Office Filing System, etc.). Indicate the information and activities, relevant to this process, that each system supports.*

System Name	Support
Trust Integrated Data	The trust integrated data should be accessible during the conduct of the outreach program so queries may be made to address a beneficiary's inquiry. Also, updates to a beneficiary's personal data, etc. should be allowed.
Tracking System	Tracking data is annotated with the action items and lessons learned.



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**9. Inter-Process Relationships** *Identify other trust processes that are related to this process (either predecessors or successors). If applicable, indicate the condition under which the processes are related.*



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**9.1 Predecessors.** *Predecessors are processes that either produce information required by this process or that result in the need to execute this process.*

<b>Process No.</b>	<b>Name</b>	<b>Condition of Relationship</b>
B.4.1	Analyze Tracking Data	The analysis of the tracking data may identify potential outreach opportunities.
B.5.1	Conduct Outreach Activity	Actions items and lessons learned may result from the outreach activities.
FO.5	Reporting and Statements	Identify potential outreach / educational opportunities concerning financial reports and statements, and support the conduct of the outreach program.  Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.
O.1.1	Receive and Review Application Request (F-T, On-Reservation, Undivided Interest) and Receive and Review Application Request (T-T & T-F)	Identify potential outreach / educational opportunities concerning conveyance and support the conduct of the outreach program.  Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.
O.1.1a	Serve 30-Day Notices (F-T, On-Reservation, Undivided Interest)	Identify potential outreach / educational opportunities concerning the 30 day notice for on-reservation fee to trust conveyances for undivided interest and support the conduct of the outreach program.  Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.
O.1.2	Complete Application Package (F-T, On-Reservation, Undivided Interest) and Complete Application Package (T-T & T-F)	Identify potential outreach / educational opportunities concerning conveyance and support the conduct of the outreach program.  Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.
O.2.1	Assess Customer Needs	Identify potential outreach / educational opportunities concerning survey and support the conduct of the outreach program.  Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.
O.3.1	Prepare Probate Case	Identify potential outreach / educational opportunities concerning the preparation of a probate case and support the conduct of the outreach program.  Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.



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O.3.2.1	Review of Probate File	<p>Identify potential outreach / educational opportunities concerning review of probate file and support the conduct of the outreach program.</p> <p>Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.</p>
O.3.2.2	Mail Proposed Decision	<p>Identify potential outreach / educational opportunities concerning probate decision and support the conduct of the outreach program.</p> <p>Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.</p>
O.3.2.3	Hold Hearing	<p>Identify potential outreach / educational opportunities concerning the holding of the probate hearing and support the conduct of the outreach program.</p> <p>Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.</p>
O.3.2.4	Finalize Decision	<p>Identify potential outreach / educational opportunities concerning probate final decision and support the conduct of the outreach program.</p> <p>Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.</p>
O.3.2.5	Consider Appeals	<p>Identify potential outreach / educational opportunities concerning probate appeals and support the conduct of the outreach program.</p> <p>Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.</p>



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O.3.3	Close Probate Case	Identify potential outreach / educational opportunities concerning the closing of a probate case and support the conduct of the outreach program.  Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.
P.3.1	Coordinate and Deliver Assistance	Identify potential outreach / educational opportunities concerning land and natural resource planning and support the conduct of the outreach program.  Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.
UM.3.4	Provide Land Use Technical Assistance	Identify potential outreach / educational opportunities concerning land and natural resource use and management and support the conduct of the outreach program.  Participate in the analysis of the outreach lessons learned and action items. May be responsible for specific action items.

**9.2 Successors.** *Successors are processes that either use information produced by this process or that must be executed as a result of performing this process.*

Process No.	Name	Condition of Relationship
B.5.2	Post Outreach Activity	Actions items and lessons learned from the outreach activities are documented and assigned to owners for resolution.

**10. Comments** *Summarize any discussion, problems, issues or recommendations that should be considered when reviewing process performance. Category Values (Note, Best Practice, Decision, Problem, Issue, Recommendation)*

Category	Comment
Note	Benefits from the outreach program need to consider the relationship building aspects of educational topics that result in decreased workloads.
Note	Lessons learned and survey results are used as input for the planning of the future outreach programs.
Note	Data storage needs to be available for the action items and lesson learned.