#### UNITED STATES DEPARTMENT OF THE INTERIOR OFFICE OF THE SPECIAL TRUSTEE FOR AMERICAN INDIANS

It's All About the Beneficiary

OST

National Commission on Indian Trust Administration & Reform

> March 2, 2012 Washington, D.C.

**OST On-Going Efforts with Trust Reform** 

# Overview

- OST organization chart
- OST program offices and their major responsibilities
- OST mission statement
- Trust reforms implemented
- Performance metrics
- Accomplishments

# **OST** Options

#### Termination of Office

(1) Conditioned upon implementation of reforms

The Special Trustee, in processing a termination date under section 4043 (a) (2) (C) of this title, shall ensure continuation of the Office until all reforms identified in the strategic plan have been implemented to the satisfaction of the Special Trustee.

# **OST** Options

#### • (2) 30-Day notice

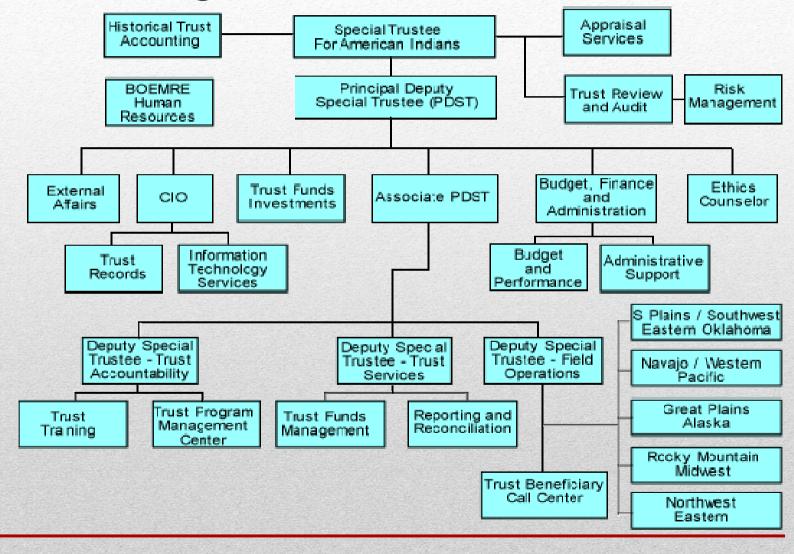
Thirty days prior to the termination date proposed in the plan submitted under this section, the Special Trustee shall notify the Secretary and the Congress in writing of the progress in implementing the reforms identified in the plan. The Special Trustee, at that time, may recommend the continuation, or the permanent establishment, of the Office if the Special Trustee concludes that continuation or permanent establishment is necessary for the efficient discharge of the Secretary's trust responsibilities.

# **OST** Options

• (3) Termination date

The Office shall terminate 180 legislative days after the date on which the notice to the Congress under paragraph (2) is provided, unless the Congress extends the authorities of the Special Trustee. For the purposes of this section, a legislative day is a day on which either House of the Congress is in session.

## **Organizational Chart**



## **Mission statement**

*Mission Statement:* The mission of OST is to perform our fiduciary trust responsibilities to American Indian Tribes, individual Indians and Alaska Natives by incorporating a beneficiary focus and beneficiary participation while providing effective, competent stewardship and management of trust assets.

## Who We Are

The Office of Special Trustee for American Indians manages financial assets, including receipt and disbursement of Indian Trust Funds, on behalf of individual and tribal beneficiaries.

- 2012 Budget \$152.3 million
  - Office of the Solicitor \$4 million
    - Litigation support
  - Office of Hearing and Appeals \$9.7 million
    - Probate backlog reduction

#### Trust Funds Receipts & Disbursements FY2011 (in millions)

- Total tribal and IIM receipts: \$1,010,369,313
- Total tribal and IIM disbursements: \$869 million
  - Electronically: \$583 million
  - Checks: \$286 million

#### • Deputy Special Trustee - Trust Services

is responsible for managing and supervising the Office of Trust Funds Management, and the Office of Trust Reporting and Reconciliation.

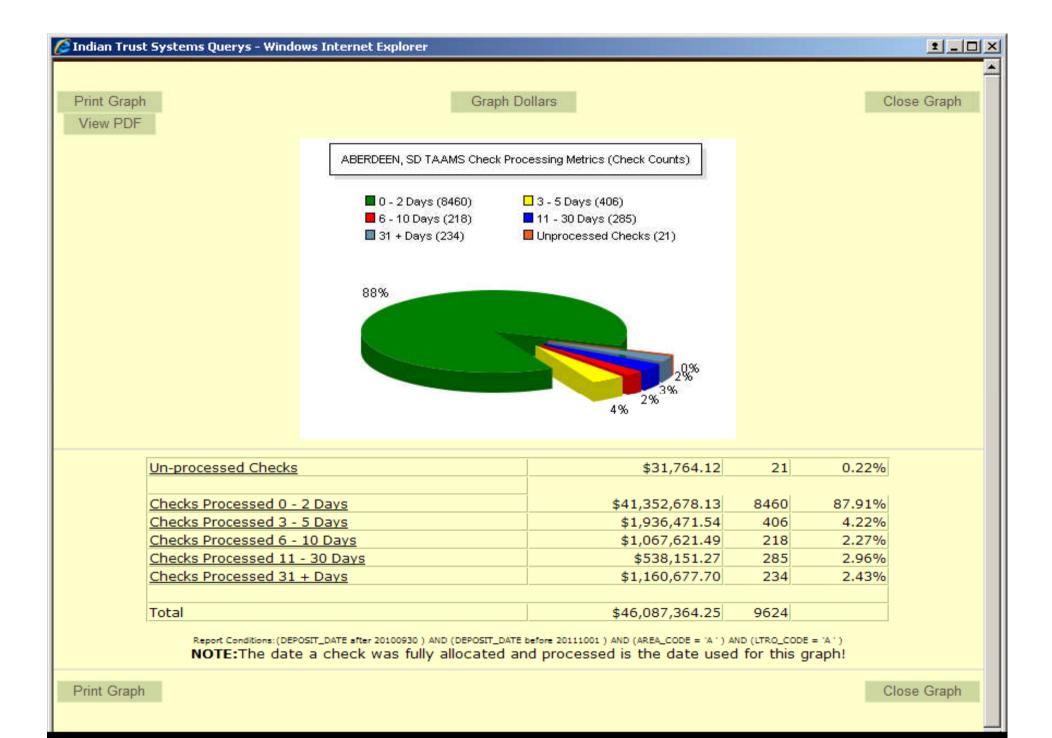
#### **Trust Services**

#### Workload

- Processes and reconciles more than 34,000 transactions daily
- Manages approximately \$1 billion in receipts annually
- Disburses approximately \$869 million annually:
  - ≈\$583 million disbursed electronically (67%)
  - ≈\$286 million disbursed by paper check (33%)
  - Processes more than 755,000 disbursements annually:
  - ≈194,000 issued electronically (26%)
  - ≈561,000 issued by paper check (74%)
- Prepares more than 64,000 tax forms annually
- Provides approximately 758,000 Statements of Performance to tribal and individual beneficiaries annually
- Processes approximately 8,600 probate packages annually

## **Trust Services**

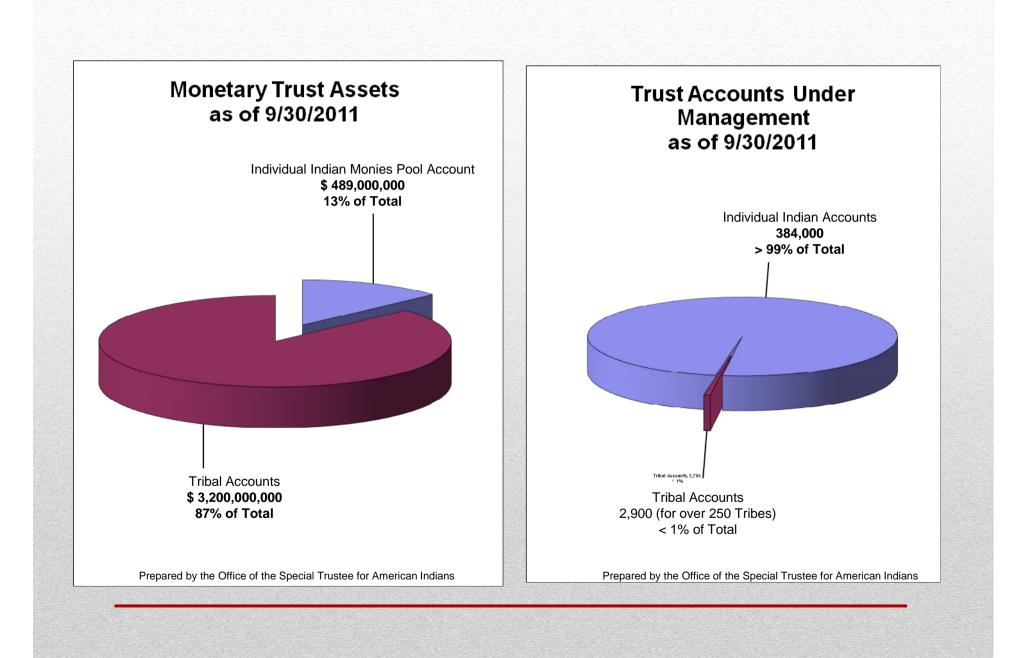
- Office of Trust Reporting and Reconciliation is responsible for:
  - Reconciling subsidiary and controlled accounts
  - Monitoring trust funds activities at the OTFM and field levels
  - Preparing internal and external financial accounting reports
  - Preparing accurate and timely managerial reports and required tax forms
  - Reconciling trust funds activities including custodial management of financial assets and compliance and interface with Treasury cash flow reports
  - Reconciling cash daily
  - Complying with regulatory reporting requirements for OMB, Treasury, Interior
  - Providing reports to Treasury on check issuances



#### **Office of Trust Funds Investments**

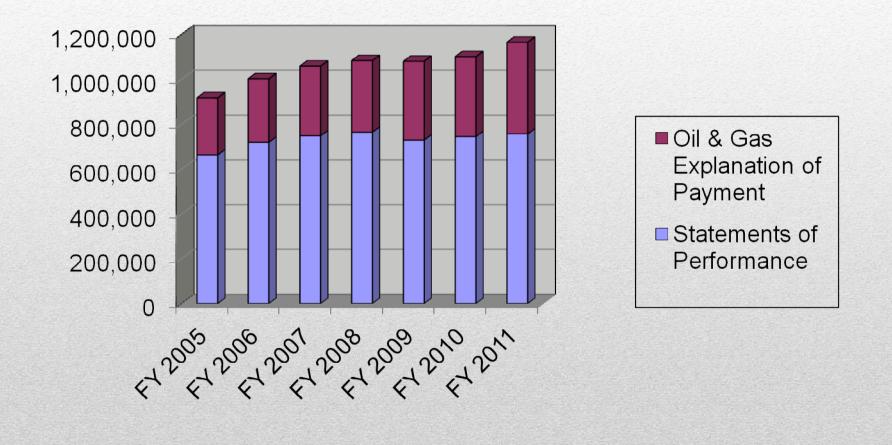
- Office of Trust Funds Investments is responsible for:
  - Providing investment management for tribal trust funds ≈ \$3.2 billion and the IIM fund ≈ \$489 million, in accordance with applicable laws, regulations and policies
  - Planning, developing, operating and controlling the buying, selling and trading of investment instruments
  - Providing technical advice and assistance on investment-related matters to Indian tribes, Fiduciary Trust Officers and OST senior management

\*Audited as of September 30, 2011



 Office of Budget, Finance and Administration (BF&A) is responsible for all aspects of the OST budget, strategic planning, Activity-Based Costing Management (ABC/M), and Government Performance and Results Act (GPRA) measurement. BF&A coordinates finance, procurement, and personnel activities. The Office performs all administrative functions within OST, including property; space; facilities support, and mailing trust fund Disbursements, Statements of Performance and **Explanations of Payment.** 

### **Statements Mailed to Beneficiaries**



- The Information Technology Program Manager (ITPM) is responsible for:
  - Providing Information Technology (IT) and IT security for OST and OHTA nationwide
  - Overseeing and directing IT support services including technical support
  - Acquiring IT equipment and Capital Planning & Investment Control (CIPC)
  - Managing electronic and hard copy records activities
  - Ensuring interfaces with other systems and developing a strategic plan to support business processes in support of the DOI Strategic Plan
  - Managing IT services in accordance with Departmental IT directives
  - Reviewing all IT expenditures to ensure adequate resources
     available to support trust activities
  - Coordinating acquisition requests for procurement/expenditures in accordance with Departmental guidelines, enterprise architecture, and capital planning
  - Administering the Freedom of Information Act and Privacy Act functions

- Office of Trust Records (OTR) reports to the IT Program Manager and is responsible for:
- Managing the Bureau of Indian Affairs (BIA), Bureau of Indian Education (BIE), Assistant Secretary for Indian Affairs (ASIA), and OST records programs consistent with requirements set forth in 44 U.S.C. Chapter 31
- Developing and managing the fiduciary trust records program in concert with other offices in OST, BIA, Office of Natural Resources Revenue (ONRR), Bureau of Land Management (BLM), and the Office of Hearings and Appeals (OHA)

# **OTR** continued

- Coordinating activities with offices and agencies such as the Office of the Solicitor, the National Archives and Records Administration (NARA), the Department of Justice, and the Office of Management and Budget
- Serving as the Department's designated official (OTR Director) responsible for authorizing access to Indian trust records at the American Indian Records Repository (AIRR)
- Establishment of the American Indian Records Repository
  - Collected and indexed 223,867 boxes of Indian Affairs Records
  - Summary of box contents kept in a searchable database

- Office of Trust Review & Audit (OTRA) is responsible for identifying weaknesses in fiduciary trust operations, rating performance, reporting findings and making corrective action recommendations by:
  - Administering the Indian trust compliance rating program
  - Performing reviews of Indian trust programs
  - Conducting special reviews
  - Performing trust records assessments
  - Reviewing fiduciary trust programs Department-wide
  - Reviewing fiduciary trust programs operated by tribes that have assumed responsibility under authority of P.L. 93-638
  - Evaluating the operational effectiveness of programs and entity performance regarding fiduciary activities Departmentwide
  - Risk Management

### **Office of Trust Review & Audit**

- Cumulative Indian Trust Examinations as of 12/31/2011:
  - Performed 342 Indian Trust Examinations (ITE) and issued 316 ITE Reports
  - Identified 944 issues in the ITEs
  - Resolved 476 findings via response or follow-up (50%)
- Total Number of Indian Trust Examinations in FY 2012:
  - Performed 8 Indian Trust Examinations (ITE) and issued 6 final ITE reports
  - Identified 5 findings in the ITEs

- Deputy Special Trustee -Trust Accountability
  - is responsible for managing and supervising the Office of Trust Training and the Trust Program Management Center.
  - Managing trust reform projects through business process re-engineering and implementation

#### **Trust Accountability**

#### • Office of Trust Training is responsible for:

- Developing and coordinating training of employees in support of fiduciary trust activities
- Ensuring proper accreditation of staff in professional series and/or accreditation required for the performance of specific duties and responsibilities
- Maintaining an active partnership with the National Indian Programs Training Center and other government bureaus and offices

- Office of External Affairs is responsible for:
  - Developing messages for public outreach
  - Managing internal and external communications
  - Supporting Indian Self-Governance and Self-Determination
  - Serving as congressional liaison for Indian trust management issues

## **Office of External Affairs (OEA)**

- OEA supports the Department's goal of Serving Communities – Fulfill Indian Fiduciary Trust Responsibilities by:
  - Supporting tribal participation in operating OST programs through self-determination contracts and 29 selfgovernance compacts
  - Providing tribes with technical assistance to withdraw tribal funds from trust status for tribal management
  - Communicating advancements in trust management with:
    - Tribal and individual Indian beneficiaries
    - Congress
    - Inter-departmental partners
    - Local and national media

- Office of Historical Trust Accounting was transferred to OST in 2007 and is responsible for:
  - Tribal litigation & settlement negotiations working with DOJ & SOL
  - Providing data, analysis & other support necessary to implement the Claims Resolution Act of 2010, which authorized settlement of the Cobell v Salazar class action litigation
  - Special Deposit Accounts & Youpee Escheat Accounts research and distribution

- Office of Appraisal Services was transferred to OST in 2003 and was managed by the National Business Center (NBC) from 2004-2008. OAS provides:
  - Impartial opinions of value for a variety of specific real property interests on land owned in trust or restricted fee status
  - Appraisal services through Regional Supervisory Appraisers, and regional appraisal staff

Deputy Special Trustee - Field Operations

is responsible for leading and overseeing interfaces with trust beneficiaries through supervision and management of Trust Administrators and the Trust Beneficiary Call Center.

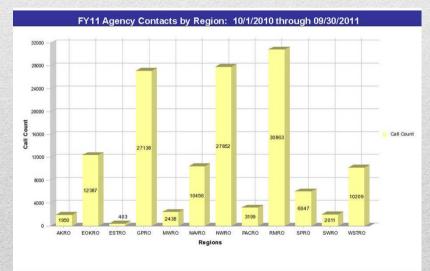
## What We Do: Responsive Service

October 25, 2011



- We Measure and Analyze:
  - Effectiveness of Service
  - Promptness of Service
  - Service Follow-up

- On request, we provide current account and asset information to beneficiaries.
- Provide a central point of contact for all asset issues.



Total Calls: 134,954

## What We Do: Proactive Service

- OST goes where our beneficiaries are to provide information on IIM accounts, beneficiary issues, current events, and policy changes at:
  - Indian Gatherings
  - Public Gatherings
  - One-on-One Meetings

#### 1<sup>st</sup> Quarter FY 2012:

• OST located 4,896 WAU with related balances of \$4.8 million For FY 2011:

- OST located 33,697 WAU with related balances of \$28 Million
- 10,655 beneficiaries opted for Direct Deposit or Debit Cards



# **Ongoing Commitment**

- Although the Implementation of New Trust Systems is an accomplishment by itself, the real success is in OST's commitment to:
  - Maintain the data to a high degree of accuracy
  - Perform Research to assure the accuracy of beneficiary account information
  - Consult with our beneficiaries in setting up their accounts
  - Explain to beneficiaries the details of assets represented in the systems

#### Trust Beneficiary Call Center Began on December 3, 2004

- The Call Center is a nationwide network which allows beneficiaries to access information concerning their trust assets
- The Call Center is also a tool to document requests from beneficiaries (individuals and Tribes) and track resolution of those requests
- Over 911,903 calls have been logged since Dec 3, 2004
- 94% of all calls were handled and resolved at the Call Center
- 6 % referred to OST FTOs for further resolution

#### **Beneficiary Contacts with OST Agencies**

•FY 2	2011
•	Total Calls: 134,954
•	Total FLR: 121,343

• FLR Rate: **89.91%** 

Category	Count	% of All Agency Calls
AIPRA	84	0.06%
Audit (Ind. Report)	11	0.01%
Debit Card	299	0.22%
Financial	58,611	43.43%
General	6,393	4.74%
ILCA	25	0.02%
Land and Realty	2,057	1.52%
Litigation	5,636	4.18%
Lockbox	122	0.09%
Minerals	1,014	0.75%
Outreach	1,922	1.42%
Probate	6,977	5.17%
RFM	50,622	37.51%
Тах	79	0.06%
Tribal	1,102	0.82%

#### Beneficiary Contacts with OST Call Center

•FY 2011

- Total Calls: 186,820
- Total FLR: 180,976
- FLR Rate: 96.87%

Category	Count	% of All Agency Calls
AIPRA	48	0.03%
Audit (Ind. Report)	186	0.10%
Debit Card	2,384	1.28%
Financial	109,541	58.63%
General	13,142	7.03%
ILCA	309	0.17%
Land and Realty	2,344	1.25%
Litigation	11,965	6.40%
Lockbox	8	0.00%
Minerals	4,002	2.14%
Probate	3,637	1.95%
RFM	38,242	20.47%
Тах	881	0.47%
Tribal	131	0.07%

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#### **TAAMS:** Trust Assets Accounting Management System

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- National Conversion from 2004 until September 2007.
- Interfaces and Shares Info with TFAS
- Tracks Land Ownership both Historic and Current
- Produces Payment Schedules and Histories and Generates Invoices
- Transaction History for Each Owner
- On Request, Produces Reports for individual Owners: e.g. Land Inventory and Income Reports
- Includes Powerful Custom Query and Report Tools

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#### New IIM Trust Oil and Gas Revenue Explanation of Payment (EOP) Report

The look of your IIM Trust Oil and Gas Revenue EOP Report has changed. The EOP contains new information:

- Allotment Name
- Legal Description (Section, Township, Range)
- Mathematic symbols show how the transaction is calculated
- Word phrases describe transactions for each lease (instead of numeric codes)
- Each block contains transactions for each lease for the reporting period
- The total amount distributed on the EOP is displayed in the summary box and at the end of the EOP as the report total

#### EXPLANATION OF PAYMENT

The look of your Individual Indian Money (IIM) Trust Oil and Gas Revenue Explanation of Payment (EOP) Report has changed. The EOP contains new information and looks like the sample to the right.

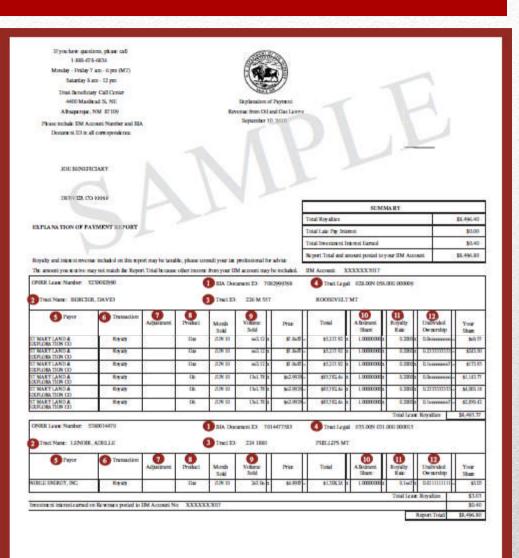
To make it easier for you to understand the new EOP, some words in the sample are highlighted with numbers in red circles. Those numbers correspond to words defined in the glossary on the reverse of this page.

Here is a list of improvements to the EOP:

- Allotment Name
- Legal Description (Section, Township, Range)
- Mathematic symbols show how the transaction is calculated
- Word phrases describe transactions for each lease (instead of numeric codes)
- Each block contains transactions for each lease for the reporting period
- The total amount distributed on the EOP is displayed in the summary box and at the end of the EOP as the Report Total

With these improvements, you can now trace transactions on the EOP to your quarterly IIM Account Statement of Performance.

For questions or help, contact your Fiduciary Trust Officer or call OST's Trust Beneficiary Call Center, toll free, at 1-888-678-6836.



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# More Accomplishments

- Developed Enhanced IIM and Tribal Statements of Performance
- One Time automated disbursements
- Customized Service Center for Social Services
- Development of Online Financial Education curriculum
- Providing Technical Assistance to Tribes regarding Water and Land Settlements

#### IIM Statement Transaction Activity Section— Sample IIM Statement

DATE TRANSACTION DESCRIPTION	CASH
01/22/07 CASH RECEIPT FARM PASTURE C C 58 280 1046520610 AU 20060503 CT12C543841 , DOCUMENT # 280 1046520610 TRACT ID: 280 37 RECEIVED FROM INVOICE #: 26538 PAYMENT DUE: 01/01/2007 OWNERSHIP: 0.0000187056	0.01
01/29/07 CASH RECEIPT RANGE LEASE C C 58 280 0F01900610 GP 20060101 CT01C543847 , DOCUMENT # 280 0F01900610 TRACT ID: 280 186 RECEIVED FROM INVOICE #: 26552 PAYMENT DUE: 01/01/2007 OWNERSHIP: 0.0015319865	0.04

#### List of Assets and Liabilities Section— The Asset Subsection—Sample IIM Statement

#### LIST OF REAL PROPERTY ASSETS

John Doe Account Holder ACCOUNT NO. 180U000000

AS OF 01/31/07

#### **TRUST LAND**

UNDIVIDED OWNERSHIP	TRACT ID TRACT DESCRIPTION	TRACT ACRES LOCATION	OWNERSHIP CLASSIFICATION
0.083333333300	*180 673 JOHN Jones	320.000 POWER, ID	TITLE & BENEFICIAL
0.083333333300	*180 1735 -A JOHN Jones	40.000 BANNOCK, ID	TITLE & BENEFICIAL
0.083333333300	180 M 173 5 -A JOHN Jones	40.000 BANNOCK, ID	TITLE & BENEFICIAL
0.333333333400	*180 474 CLARA Bush	160.000 POWER, ID	TITLE & BENEFICIAL
1.0000000000000	180 474 -B CLARA Smith	6.180 BANNOCK, ID	TITLE & BENEFICIAL

#### List of Assets and Liabilities Section— Encumbrance Subsection—Sample IIM Statement

#### Encumbrances

TRAG	CT ID	DOCUMENT ID	ENCUMBRANCE TYPE	ENCUMBRANCE HOLDER	EFFECTIVE EXPIRATION DATE DATE
180	673 -A	180 2851608611	HOMESITE LEASE	LOUISE SMITH	01/01/1986 12/31/2011
180	674	180 1981099807	AGRICULTURE LEASE	CEDAR BUSH FARMS	01/01/2000 12/31/2010
188	61	180 1050400509	GRAZING LEASE	QUEEN CREEK FARMS.	01/01/2005 12/31/2009

# Accomplishments Cont'd:

Implementation of



- Offers remitters the option to make payments online
- Faster, easier, safer, more secure and more convenient
- Strataweb
  - Secure Internet access to Tribal account information and reports
- Discrepancies cleaned up as a result of work on settlement implementation 2011

# OST Is:

- Committed to Fulfilling its Fiduciary Responsibilities
- Committed to Perform Specialized Training and Outreach Sessions
- Timely, Accurate and Professional
- Responsive to Beneficiary Concerns
- Committed to working with Beneficiaries to meet special statutory requirements

# **Questions?**

For More Information Please Contact:

Michele Singer Acting Principal Deputy Special Trustee Michele\_Singer@ost.doi.gov (202) 208-4866

Thank you!

