



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

Title: Conduct Outreach Activity <i>Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)</i>	Process Number B.5.1
--	---------------------------------------

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

1.1 Starts With	Packaged recommendation(s) for outreach / education.
1.2 Process Overview	<p>The planning and conducting an outreach activity is initiated after an analysis of the tracking system information identifies an opportunity for improving services for beneficiaries through an outreach program.</p> <p>(Note - Each of the subsequent process tasks has to consider the possibility that there may be another outreach activity already underway by another office and that any outreach activity must be coordinated).</p> <p>Preparation for an outreach activity begins by confirming the need for an identified outreach opportunity. The need is confirmed by contacting the beneficiary, and any DOI internal office, or external entity that may be involved in supporting the outreach activity. Next, the identified outreach opportunity and topic is confirmed with a confirmation letter to the respective beneficiaries and any appropriate DOI internal office or external entity.</p> <p>Once the opportunity is confirmed, the outreach topic and program is developed with the assistance of any other office subject matter expert who is knowledgeable on the topic and who can be available to participate in the outreach program. Outreach program development must also include a review of lessons learned from previous outreach experiences and considerations for any unique cultural needs, which must be identified and honored. Next, the outreach activity's educational materials, (brochures, FAQ's, handouts), are developed and the tools or equipment to address needs are assembled. After the program is developed, the outreach activity is scheduled; an agenda is established and the outreach activity is advertised. In addition, the outreach logistics are secured, including access to the trust integrated data so that requests can be responded to in real-time.</p> <p>On the scheduled date, the formal or informal outreach activity takes place. By definition, formal outreach is a public meeting or educational workshop in which appropriate office representatives provide information and explanations to beneficiaries on a relevant topic. Outreach topics can include: how oil and gas resources and royalties are managed, heirship / probate, leasing agreements, land management plans and estate planning. The formal outreach activities are also meant to be a one-stop customer service for the beneficiary where, appropriate office representatives are available for face-to-face discussions. Importantly, the outreach activities have access to the tracking system and the trust integrated data so that beneficiary requests can be entered into the tracking system and responded to immediately or responded to at a later date; if the request involves contacting another office.</p>



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

Title: Conduct Outreach Activity	Process Number
<i>Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)</i>	_____ B.5.1 _____

	<p>Informal outreach activities can also be scheduled and are an excellent opportunity for informing both beneficiaries and the general public about the trust services offered by the DOI. Informal outreach activities may take place at public events or gatherings, such as pow-wows, that provide an opportunity for face-to-face discussions, disseminating information and answering beneficiary requests.</p> <p>All formal and informal outreach activities distribute and collect a survey form. The purpose of the survey form is to identify the success of outreach activity from the perspective of the beneficiary and to identify lessons learned.</p>
1.3 Stops With	Conducted outreach/educational activity.

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

Goal/Objective
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.

3. How should Beneficiaries be involved in this process?

Beneficiary Involvement
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.



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

Title: Conduct Outreach Activity

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

Process Number

B.5.1

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.

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



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

Title: Conduct Outreach Activity	Process Number
<i>Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)</i>	_____ B.5.1 _____

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.	

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.
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.



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

Title: Conduct Outreach Activity	Process Number
<i>Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)</i>	_____ B.5.1 _____

Input	Description
Presentation material	Material, such as newsletters, pamphlets, etc. are used to market the outreach program and used during the program.

6.2 Outputs

Output	Description
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.

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.



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

Title: Conduct Outreach Activity	Process Number
<i>Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)</i>	B.5.1

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.

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.*

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

Process No.	Name	Condition of Relationship
B.4.1	Analyze Tracking Data	The analysis of the tracking data may identify potential outreach opportunities.
FO.5	Reporting and Statements	Identify potential outreach / educational opportunities concerning financial reports and statements, and support the conduct of the outreach program.
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.
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.



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

Title: Conduct Outreach Activity

Process Number

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

B.5.1

Process No.	Name	Condition of Relationship
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.
O.2.1	Assess Customer Needs	Identify potential outreach / educational opportunities concerning survey and support the conduct of the outreach program.
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.
O.3.2.1	Review of Probate File	Identify potential outreach / educational opportunities concerning review of probate file and support the conduct of the outreach program.
O.3.2.2	Mail Proposed Decision	Identify potential outreach / educational opportunities concerning probate decision and support the conduct of the outreach program.
O.3.2.3	Hold Hearing	Identify potential outreach / educational opportunities concerning the holding of the probate hearing and support the conduct of the outreach program.
O.3.2.4	Finalize Decision	Identify potential outreach / educational opportunities concerning probate final decision and support the conduct of the outreach program.
O.3.2.5	Consider Appeals	Identify potential outreach / educational opportunities concerning probate appeals and support the conduct of the outreach program.
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.
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.



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

Title: Conduct Outreach Activity	Process Number
<i>Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)</i>	_____ B.5.1 _____

Process No.	Name	Condition of Relationship
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.

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.