



BUREAU OF
**TRUST FUNDS
ADMINISTRATION**

Bureau Update

Jerry Gidner, Director

August 3, 2023

*We Excel,
Native America Prospers.*

Bureau Status

- The future looks cautiously promising, the House Interior Sub-Committee released its 2024 proposed mark up, identifying Office of the Special Trustee as Bureau of Trust Funds Administration. The Senate Interior Subcommittee kept the name as Office of Special Trustee, requiring more information and follow up on GAO recommendations.
- The language for both House and Senate included:
 - Funding Level of \$104,176,000 – Static from FY 2023 Enacted level of funding.
 - Includes minus \$7.1M for the transfer of Office of Historical Trust Accounting to BIA.

Financial Snapshot

- \$8.7 Billion in Funds held for Tribes, Individual Indians and Alaska Native Beneficiaries.
- 4,200 Tribal Accounts (approx. \$7.2 billion)*
- 410,000 IIM Accounts (approx. \$1.5 billion)*
- 11,200,000 Transactions per year
- 800 Calls/day
- 96% First contact resolution rate

**Note: Balances as of 06/30/2023*

Current Modernization Efforts

As a High Impact Service Provider, BTFA must meet the requirements of Section 7 of the December 13, 2021 Executive Order requiring agencies to:

- *(e) improve the digital customer experience for their respective agencies' customers by modernizing agency websites, using human-centered design methodologies, digitizing agency services and forms, modernizing records management, updating network infrastructure and mobility capabilities, and accelerating the use of electronic signatures when aligned with policy priorities, as required by ... (44 U.S.C. 3501)*

BTFA is currently undergoing four major modernization efforts to fulfill these requirements:

- Online Account Access
- Virtual Call Center and Interactive Voice Response
- Cloud Customer Service Management System
- Electronic Records Management Project

Online Account Access

Innovue 2 is an online tool for beneficiaries to view and download their statements and transactions. (Note: Online access does not include updating addresses or requesting disbursements from their account for the initial roll out.)

- By December 31, 2023: pilot online access to Innovue 2 for four to six tribes and a group of IIM beneficiaries
- By March 31, 2024: evaluate feedback; incorporate feedback into training and communication material
- By September 30, 2024: rollout online access to all Indian trust beneficiaries (both individual and tribal)

Virtual Call Center, Interactive Voice

- By September 30, 2023, BTFA will deliver a modern virtual cloud call center (VCCCS) and an interactive voice response (IVR).
- BTFA will replace the current TBCC phone system with a cloud-based system with the following core capabilities:
 - omnichannel/multichannel
 - call logging, monitoring, recording, routing, and scripting
 - reporting and analytics (real-time and historical) dashboards
 - queue management
 - ability to integrate with industry leading customer relationship management systems (e.g., ServiceNow, Salesforce, Entellitrak).

Cloud Customer Service Management

- By December 31, 2023, BTFA will deliver a modern Customer Relationship Management (CRM) system.
- This CRM project will:
 - Deliver a robust, cloud-based software with enhancements to address a modernized business workflow, including capabilities for self-service access to beneficiary requests, account details, and other features (e.g., real-time dashboards and reporting)
 - Integrate with BTFA's virtual cloud call center to improve customer and user experience

Electronic Records Management

- BTFA provides specific guidance and policy on the management of Trust Records, which includes Indian Fiduciary Trust Records and General Trust Records created within Indian Affairs and the Department.
- OMB and NARA issued a joint memorandum in 2019 (M-19-21) on Transitioning to Electronic Records.
- In response to the joint memorandum, BTFA is working to enhance our current Records Program to adapt to Electronic Records Management. We have put together a chartered committee for a nationwide Electronic Records Management Program; the committee, which includes the respective Bureaus who create Trust Records, will plan a path forward to meet the requirements of the joint memos.
- BTFA's role includes digitizing the collection at the American Indian Records Repository and enhancing current programs to transition from paper-based records management to electronic records management.

Administrative Appeals

- DOI is updating its regulations under 25 CFR Part 2 which governs administrative appeals of decisions issued by Indian Affairs officials.
- Provides mechanisms for appealing decisions by Indian Affairs officials that did not exist in 1989
- New Subpart - Administrative Appeals of BTFA Statements of Performance
 - Will provide trust account holders a mechanism for disputing the accuracy of statements of performance issued by BTFA; and ensure development of a complete administrative record for court to review
 - If account holder believes the account balance is incorrect, they can submit an objection challenging the accuracy of the activity contained within their Statement of Performance (SOP): Beginning balance; Gains and loss; Receipts and disbursements; and Ending balance.

Thank You



Jerry Gidner

202-302-9731

jerold_gidner@btfa.gov



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