

RESOLUTION OF THE
RESOURCES AND DEVELOPMENT COMMITTEE
23rd Navajo Nation Council --- Fourth Year, 2018

AN ACTION

RELATING TO RESOURCES AND DEVELOPMENT COMMITTEE; AMENDING AND
APPROVING THE PLAN OF OPERATION FOR THE ADMINISTRATIVE SERVICE
CENTERS

BE IT ENACTED:

SECTION ONE. AUTHORITY

- A. The Navajo Nation Council established the Resources and Development Committee as a standing committee of the Navajo Nation Council. The Resources and Development Committee is empowered to conduct legislative oversight functions for the Division of Community Development. 2 N.N.C §§ 500 (A) and 501 (C) (1).
- B. The Resources and Development Committee has the authority to grant final approval amendments to of Plans of Operation for divisions or departments under the Committee's oversight. 2 N.N.C. § 501 (B) (2) (g).

SECTION TWO. FINDINGS

- A. The last revision to the Plan of Operation for the Administrative Service Centers was in 2016 and approved by the Resources and Development Committee of the Navajo Nation Council as part of the Master Plan for the Division of Community Development in Resolution RDCO-77-16.
- B. RDCO-77-16 approved various Plans of Operation for programs within the Division of Community Development including the approval of the Administrative Service Centers at Section 6 which incorporated an appended RDCO-77-16, "Exhibit D".
- C. The Division of Community Development Administrative Service Centers has submitted a revised Plan of Operation with stricken and underscored language and is attached hereto as **Exhibit 1**.
- D. The final clean version of the plan of operation will be provided by the Administrative Service Centers.

- E. An Executive Official Review by the Department of Justice of the revised Plan of Operation is currently pending.

SECTION THREE. APPROVING THE AMENDED ADMINISTRATIVE SERVICE CENTERS PLAN OF OPERATION

- A. The Navajo Nation hereby amends the Plan of Operation for the Administrative Service Centers within the Division of Community Development, as set forth in attached **Exhibit 1**.
- B. The Amended Plan of Operation for the Administrative Service Centers approved herein shall supersede the previous Plan of Operation for the Administrative Service Centers approved through Resolution RDCO-77-16 Section 6.

CERTIFICATION

I, hereby, certify that the following resolution was duly considered by the Resources and Development Committee of the 23rd Navajo Nation Council at a duly called meeting at the Budget and Finance Conference Room, Window Rock, Navajo Nation (Arizona), at which a quorum was present and that same was passed by a vote of 3 in favor, and 1 opposed, on this 22nd day of August 2018.



Alton Joe Shepherd, Chairperson
Resources and Development Committee
of the 23rd Navajo Nation Council

Motion: Honorable Benjamin Bennett

Second: Honorable Leonard Pete

Chairperson Alton Joe Shepherd not voting.

PLAN OF OPERATION

**ADMINISTRATIVE SERVICE CENTERS
DIVISION OF COMMUNITY DEVELOPMENT**

I. ESTABLISHMENT

In 2016, the Resources and Development Committee, by *Resolution RDCO-77-16*, established the Administrative Service Centers (ASC) within the Division of Community Development (Division) of the Navajo Nation.

II. DEFINITIONS

A. For the purpose of the Plan of Operation, the following definitions shall apply:

1. Chapter Administration are employees and staff refers to both non-LGA and LGA certified Chapters.
2. Chapter Administration Employees are employees at non-LGA certified Chapters, including but is not limited to the following positions: Community Service Coordinator (CSC), Accounts Maintenance Specialist (AMS), and Office Specialist.
3. Chapter Administrative Staff are employees at LGA certified Chapters, including but is not limited to the following positions: Chapter Manager (CM), Administrative Assistant (AA), and Office Assistant.
4. Chapter Temporary Staff are temporary employees at all Chapters, including but not limited to the position of Public Employment Program (PEP) worker.

III. PURPOSE AND GOALS

A. The purpose of the ASC is to:

1. Provide technical assistance and training for Chapters to become self-governing units of local government;
2. Monitor and ensure Chapters comply with all Navajo Nation fiscal policies, procedures, and laws when tracking, receiving, allocating, and expending all funds;
3. Assist Chapters in establishing sustainable Chapter operations; and
4. Assist Chapters in preserving public trust in the government.

B. The goals of the ASC are to:

1. Train and provide technical assistance to Chapters by incorporating the Local Governance Act (LGA), 26 N.N.C. §§ 1 *et seq.*, into the Chapter's policies and procedures. This is to be done by:
 - a. Providing technical assistance, administrative support, professional development, customer service, leadership training, and financial management training to support accountable administrative and fund management systems;
 - b. Training and providing technical assistance to Chapters as they create and implement a sustainable records management system to protect confidential information;
 - c. Training Chapters on how to appropriate and use funds and allocations in accordance with all Navajo Nation, federal and state laws; protect funds and property; and report misuse of Chapter funds and property;
 - d. Assisting Chapter Officials and the Chapter Administration in the implementation and development of collaborative community projects;
 - e. Assisting Chapters with coordination between Chapter Officials, Chapter Administration and a Chapter's membership in order to implement the Five Management System (FMS), and other Navajo Nation laws and policies so that the Chapter may run an efficient local government unit;
 - f. Assisting Chapters with the coordination of quarterly Chapter training, and providing technical assistance to Chapter Officials and Chapter Administration to improve their Chapter legislative and administrative functions, including but not limited to writing, recording, and submitting Chapter meeting minutes, resolutions, and policies;
 - g. Training and providing technical assistance to Chapters on how to maintain or increase quorum requirements;
 - h. Facilitating and coordinating with Chapters to contact, collaborate with, and establish rapport with the Navajo Nation departments when developing and updating their Community Land Use Plan (CLUP) pursuant to 26 N.N.C. §§ 1 *et seq.*; and
 - i. Preparing Chapters to become LGA certified with an approved FMS, and assisting LGA certified Chapters in incorporating and implementing NNDPM policy and the FMS.

2. Enhance Administrative Support by:
 - a. Assisting Chapters with pre-procurement activities, including working with the Business Regulatory Department (BRD) to comply with the Navajo Business Opportunity Act (NBOA) and other procurement and contract requirements pursuant to 26 N.N.C. §§ 2002 *et seq.*, as well as complying with the Chapter's Five Management System (FMS) and the Budget Instruction Manual

- (BIM) and/or Budget Policies Manual (BPM);
- b. Assisting Chapters in conducting and recording the physical inventory of all Chapter assets;
 - c. Assisting Chapters in conducting their daily Chapter operations in accordance with the FMS, BIM and/or BPM, Navajo Nation Personnel Policies, and other applicable Navajo Nation laws, policies, and procedures; and
 - d. Providing technical assistance and training to Chapters to locate, use, and fill out proper forms, reports, and templates prescribed by Navajo Nation laws and policies.
3. Enhance Professional Development and Team Building by:
- a. Conducting or coordinating training to improve work performance and workplace relations through team building and leadership;
 - b. Providing technical and training assistance to the Chapter Administration on how to provide friendly and professional customer service to its community members; and
 - c. Coordinating training for Chapter Officials and Chapter Administration on how to report issues involving ethical misconduct and misbehavior to the appropriate authorities.
4. Promote Financial Accountability by:
- a. Assisting Chapters with the development of an efficient financial system by monitoring and ensuring all funds appropriated to Chapters are accounted for and expended in compliance with each Chapter's approved budget, and are disbursed, recorded, reconciled and monitored in accordance with all applicable Navajo Nation, federal, and state laws;
 - b. Training and providing technical assistance to Chapter Officials and Chapter Administration in meeting their monthly and quarterly reporting requirements, including accurately reporting and documenting the use of Chapter funds, and in reconciling Chapter budgets and expenditures;
 - c. Training and providing technical assistance to Chapters on how to maintain and safeguard all Chapter funds and assets in accordance with all applicable Navajo Nation laws, policies, and procedures;
 - d. Monitoring and ensuring all Chapter budgets and expenditures comply with applicable Navajo Nation laws, policies, and procedures, and reporting noncompliant Chapter activities to the appropriate authorities; and
 - e. Assisting Chapters with implementing Corrective Action Plan (CAP) related to audits, providing training to help Chapters correct any audit findings, and implement corrective measures for a successful response to an audit.

IV. PERSONNEL AND ORGANIZATION

A. PERSONNEL

1. The Division Executive Director shall designate the ASC Department Manager to oversee the operation of the ASC and the non-LGA Certified Chapter Administration employee in accordance with applicable Navajo Nation laws and policies.
2. The ASC Department Manager, with the concurrence of the Division Executive Director, shall hire additional professional, technical, and administrative positions as needed to carry out the organizational purposes, goals, authorities, duties, and responsibilities of the ASC.
3. The Senior Program and Project Specialist (SPPS):
 - a. The ASC Department Manager, with the concurrence of the Division Executive Director, shall hire the SPPS in accordance with the Navajo Nation Personnel Policies Manual (NNPPM).
 - b. The ASC Department Manager shall supervise the SPPS.
 - c. The SPPS shall report and be responsible to the ASC Department Manager and/or Division Executive Director; and
 - d. The SPPS's duties and responsibilities are as outlined in Section V of this Plan of Operation, and are to be performed in keeping with all applicable Navajo Nation laws, policies, and procedures.
4. The Community Service Coordinator's (CSC) duties and responsibilities are as outlined in Section V of this Plan of Operation, and are to be performed in keeping with all applicable Navajo Nation laws, policies, and procedures.
5. The ASC Department Manager or Division Executive Director may establish additional positions in accordance with the NNPPM and all applicable Navajo Nation laws, policies, and procedures.
6. The ASC shall provide technical assistance to LGA certified Chapters in keeping with applicable Navajo Nation laws, policies, and procedures, including but not limited to that Chapter's FMS.
7. The ASC shall be staffed to accomplish the purpose, goals, authorities, duties, and responsibilities as provided herein.

B. ORGANIZATION

1. The Central ASC Administration:

- A. ASC Department Manager will manage the ASC Central Administration office location and supervise ASC staff. If the ASC Department Manager is unavailable, then the Division Executive Director shall take on these responsibilities.
 - B. The Central ASC staff shall consist of the following personnel:
 - (1) ASC Department Manager,
 - (2) Chapter legal services through the Navajo Nation Department of Justice (NNDOJ),
 - (3) Administrative Assistant (AA),
 - (4) Office Assistant (OA), and
 - (5) other Staff hired when applicable and in keeping with Navajo Nation laws, policies, and procedures.
 - C. The ASC Center staff consists of the following personnel:
 - (1) Senior Programs and Project Specialist (SPPS),
 - (2) Office Specialist (OS),
 - (3) Administrative Service Officer (ASO), and
 - (4) other Staff hired when applicable in keeping with the Navajo Nation laws, policies, and procedures.
 - D. The ASC shall with the concurrence of the Division's Executive Director may establish additional centers in keeping with Navajo Nation laws, policies, and procedures.
2. The Organizational Chart for the ASC is included as Attachment "A." The Organizational Chart details how the ASC is to work with Chapter Officials, Chapter Administration Employees, Chapter Administration Staff to provide technical assistance, as provided for herein.

V. AUTHORITIES, DUTIES AND RESPONSIBILITIES

- A. The ASC Department Manager shall:
 - 1. Develop and implement the overall administrative policies and procedures necessary for effective management of the ASC.
 - 2. The ASC Department Manager shall supervise the following staff assigned to one of the ASC centers:
 - (1) Senior Programs and Projects Specialist;
 - (2) Administrative Service Officer;
 - (3) Office Specialist; and
 - (4) Other Staff as deemed necessary by ASC Manager.
 - 3. Conduct periodic reviews and evaluations of ASC employees in keeping with the NNPPM.

4. Represent the ASC to the Navajo Nation.
5. Prepare and present the annual ASC operating budget to the Navajo Nation President and appropriate committees of the Navajo Nation Council.
6. Develop working relationships between Chapter Officials, Chapter Administration, ASC personnel, the Chapters, Navajo Nation Departments, Navajo Nation Divisions, and Navajo Nation Agencies.
7. Obtain legal services through the Department of Justice.
8. Carry out other responsibilities as assigned by the Division's Executive Director.

B. The Senior Program and Project Specialist (SPPS) shall:

1. Supervise the ASC staff at their assigned ASC, subject to the ASC Department Manager or Division Executive Director's direction;
2. Provide general administrative direction to the Community Service Coordinators (CSC), as provided herein;
3. Provide technical assistance and training to Chapter Officials, Chapter Administrative Employees, and Chapter Temporary Staff at non-LGA certified Chapters;
4. Provide technical assistance and training to Chapter Officials, Chapter Administrative Staff, and Chapter Temporary Staff at LGA certified Chapters;
5. Ensure financial accountability consistent with the Navajo Nation laws, policies, and procedures;
6. Provide technical assistance and training to Chapter Officials on how to supervise CSCs, properly conduct Chapter meetings, fully implement the FMS, and work with the Resources & Development Committee (RDC) of the Navajo Nation Council.
7. Track all working and non-working time of the Community Service Coordinators and Account Maintenance Specialists (AMS); and
8. Carry out other responsibilities as assigned by the ASC Department Manager or Division Executive Director.

C. The Community Service Coordinator (CSC) shall:

1. For purpose of this subsection, the following definitions will apply:
 - A. The "General Administrative Direction" provided by the SPPS shall mean providing administrative support and guidance to the supervising Chapter Official(s) to ensure that the CSC carries out

- their duties and responsibilities in keeping with this Plan of Operation, ensure compliance with budgetary matters pertaining to program activities, and ensure compliance with other administrative duties in keeping with this Plan of Operation and the NNPPM.
- B. “Direct Local Supervision” shall mean ensuring that the CSC is carrying out the day-to-day duties and responsibilities of this Plan of Operation, including but not limited to approval of leave requests and travel authorizations; conducting annual performance evaluations; carrying out disciplinary actions; ensuring that the coordinator is adequately meeting the directives of the Chapter’s membership regarding projects; monitoring proposals and planning activities; developing and implementing the Chapter’s FMS, and other local projects in keeping with the Chapter membership’s directives pursuant to duly approved Chapter resolutions.
 - C. Direct Local Supervisor shall be the person designated by the Chapter Officials.
2. Serve under the general administrative direction of the SPPS. The designated supervising Chapter Official(s) shall provide Direct Local Supervision of the CSC. This designation shall be decided between the Chapter President, Vice-President and Secretary/Treasurer. Notice of such decision shall be provided in writing to ASC and the CSC immediately. In the absence of a designation of a Direct Local Supervisor, the SPPS shall have full direct supervisory responsibility until such time as the Chapter Official(s) take appropriate measures to designate a Direct Local Supervisor. Disciplinary actions taken against the CSC shall be done by the Direct Local Supervisor in accordance with the NNPPM, or the SPPS if no designation has been made, and following review by the NNDOJ.
 3. Supervise the Chapter’s Accounts Maintenance Specialist, Public Employment Program participants, as well as any other Chapter employees and temporary staff and volunteers.
 4. Implement the Chapter’s policies, supervise other employees and volunteers, and manage their responsibilities in keeping with the NNPPM.
 5. Assist the Chapter in achieving LGA certification, in compliance with all applicable Navajo Nation laws and policies.
 6. Assist the Chapter in planning, preparing for, implementing, and administering Chapter projects including but not limited to land withdrawals, proposals, and resolutions.
 7. Coordinate with the Chapter Secretary/Treasurer so that all financial expenditures are lawfully approved by the Chapter in accordance with Navajo Nation laws, policies, and procedures.

8. Prepare financial reports and provide them to the Secretary/Treasurer for presentation at every Chapter meeting.
 9. Assist Chapters with securing additional sources of revenue and income, including from funding agencies.
 10. Carry out other responsibilities as assigned by the Direct Local Supervisor in accordance with applicable Navajo Nation laws, policies, and procedures including but not limited to the FMS and the BIM and/or BPM.
- D. The Administrative Service Center (ASC) shall have the following duties and responsibilities:
1. Develop rules and policies for the implementation of this Plan of Operation that are consistent with Navajo Nation laws, policies, and procedures.
 2. Monitor and ensure all Chapter budgets and expenditures comply with applicable Navajo Nation laws, policies, procedures, and any other related agreements.
 3. Provide hands-on training to Chapter Administration on the correct process for entering data into the Woven Integrated Navajo Data (WIND) system and the Chapter's fund management system.
 4. Coordinate and provide various types of training for Chapters at least once per quarter.
 5. Help Chapter Officials and Chapter Administration Employees or Chapter Administration Staff with understanding and segregating their duties so that they can help their Chapters flourish and meet local needs.
 6. Provide quarterly training to Chapter Officials and Chapter Administration Employees or Chapter Administration Staff on their roles and responsibilities within the Chapter.
 7. Assist Chapters in the creation of an annual proposed budget, uniform records, and filing systems; in the creation of flowcharts, forms, outlines, diagrams, templates, and timelines to meet the Chapter's budgeting deadlines; and in implementing community projects and local community directives.
 8. Train and provide technical assistance to Chapter Officials on how to fill out their monthly compliance review forms and Chapter meeting claim forms; how to complete and submit timely Chapter meeting reports, and reports on attendance at each Chapter meeting for payment of attendees.

9. Assist the Chapter Secretary/Treasurer in developing record systems that allow the Chapter Secretary/Treasurer to maintain complete and accurate records of all Chapter activities.
10. Train and provide technical assistance to Chapter Administration Employees or Chapter Administration Staff on how to provide timely quarterly financial reports and reconciled accounting reports to ASC, and provide fund accounting system backup reports to the Office of Auditor General within ten calendar days following the end of each quarter as required by FMS and/or BIM and/or BPM.
11. Assist Chapters with implementing a time management system to ensure they meet their monthly, quarterly, or other reporting deadlines.
12. Train and provide technical assistance to non-LGA certified Chapter Administration Employees on how to implement the Fiscal and Records section of the NNDOJ Model FMS, or BIM and/or BPM.
13. Train and provide technical assistance to LGA certified Chapter Administration staff on proper usage of their FMS.
14. Assist Chapters with maintaining an accurate fund management system that tracks all Chapter funds in accordance with Navajo Nation laws, policies, and procedures.
15. Monitor and ensure implementation of the FMS and/or BIM and/or BPM as follows:
 - a. Monitor and ensure all expenditures of Chapter funds comply with all applicable Navajo Nation laws, policies and procedures;
 - b. Conduct a monthly review of Chapter activities, to determine whether Chapters are fully implementing their FMS and/or BIM and/or BPM, and provide notice to Chapters that are noncompliant.
 - c. Where a Chapter does not comply with the FMS and/or BIM and/or BPM within one month of ASC providing notice to the Chapter of their noncompliance, ASC may then notify and work with the Office of the Controller and the Office of the Auditor General to withhold release of future Chapter funds.
 - d. Where misuse of funds or intentional neglect activity is found, ASC shall immediately file a written report of such activity to the appropriate authority, including the NNDOJ.
 - e. Where noncompliance activity is found, ASC shall ensure that immediate disciplinary measures are initiated by the Direct Local Supervisor in accordance with the NNPPM or FMS and BIM and/or BPM.

- f. Monitor all Chapter funds and bank accounts to ensure funds are expended appropriately.
16. Assist Chapters in their communication with the Capital Projects Management Department (CPMD) of the Division of Community Development, with regards to the Chapter's Community Land Use Plan (CLUP) pursuant to 26 N.N.C. §§ 1 *et seq.* in the following ways:
 - a. Train Chapters on the requirements and processes needed to establish a comprehensive CLUP;
 - b. Help Chapters understand the roles and responsibilities of its CLUP committees;
 - c. Train and provide technical assistance to Chapters on zoning, zoning requirements, zoning laws and ordinances, and leasing best practices; and
 - d. Train Chapters on the purpose and objective of their land use variations.
17. Train and provide technical assistance to Chapters with have findings following an audit, to promote implementation of corrective measures contained in their Corrective Action Plan (CAP) pursuant to the BIM and/or BPM.
18. Provide technical assistance to Chapters to coordinate their payroll and tax liabilities.
19. Assist Chapters with data entry and uploading accounting and budget information into the Navajo Nation's governmental accounting software and online budget application.
20. Implement ASC's purposes, goals, and objectives as provided herein.
21. Carry out other responsibilities as assigned by the ASC Department Manager or the Division Executive Director.

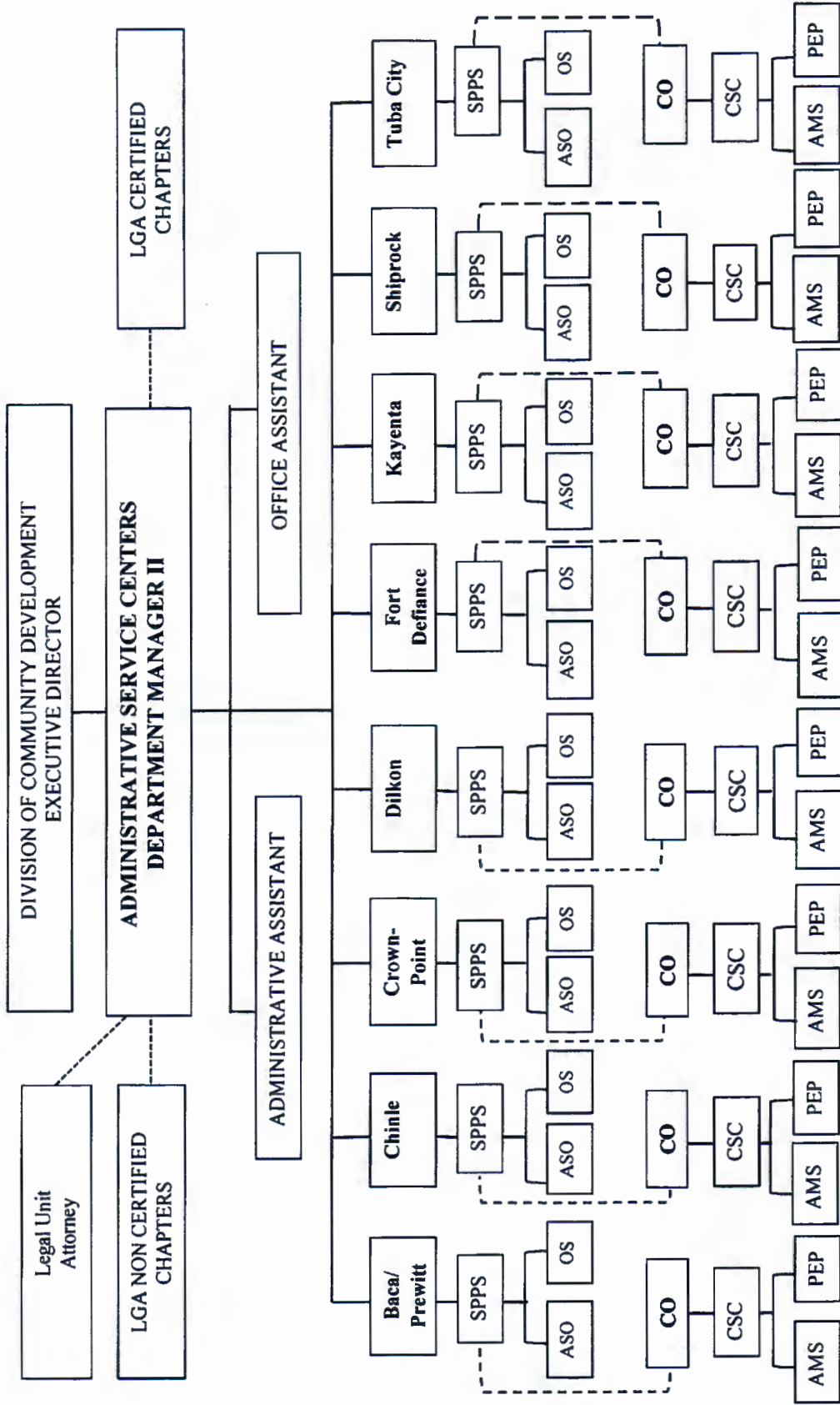
VI. LEGISLATIVE OVERSIGHT

Pursuant to 2 N.N.C. § 501 (C), the ASC are under the legislative oversight of the Resources and Development Committee of the Navajo Nation Council.

VII. AMENDMENTS:

This Plan of Operation may be amended from time-to-time by the Resources and Development Committee of the Navajo Nation Council upon recommendation of the Administrative Service Center.

DIVISION OF COMMUNITY DEVELOPMENT
ADMINISTRATIVE SERVICE CENTERS
 ORGANIZATION CHART



SPPS = Senior Program/Project Specialist; ASO = Administrative Service Officer; OS = Office Specialist; CSC = Community Service Coordinator; and AMS = Account Maintenance Specialist; CO = Chapter Official

RESOURCES AND DEVELOPMENT COMMITTEE
Regular Meeting
August 22, 2018

ROLL CALL
VOTE TALLY SHEET:

Legislation # 0270-18: An Action Relating to Resources and Development Committee; Amending and Approving the Plan of Operation for the Administrative Service Centers. *Sponsor: Honorable Walter Phelps*

MAIN MOTION: Benjamin Bennett S: Leonard Pete V: 3-1-1 (CNV)
YEAS: Benjamin Bennett, Leonard Pete and Walter Phelps
NAYS: Davis Filfred
EXCUSED: Jonathan Perry

TABLED TEMPORARILY:

Motion: Walter Phelps S: Davis Filfred Vote: 4-0-1 (CNV)
YEAS: Benjamin Bennett, Davis Filfred, Leonard Pete and Walter Phelps
NAYS
EXCUSED: Jonathan Perry

MOTION FOR RECONSIDERATION:

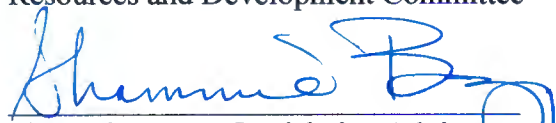
Motion: Walter Phelps S: Leonard Pete Vote: 4-0-1 (CNV)
YEAS: Benjamin Bennett, Davis Filfred, Leonard Pete and Walter Phelps
NAYS
EXCUSED: Jonathan Perry

AMENDMENT # 1:

Motion: Walter Phelps S: Leonard Pete Vote: 4-0-1 (CNV)
YEAS: Benjamin Bennett, Davis Filfred, Leonard Pete and Walter Phelps
EXCUSED: Jonathan Perry



Alton Joe Shepherd, Chairman
Resources and Development Committee



Shammie Begay, Legislative Advisor
Resources and Development Committee