

## KEEPING YOUR TRIBE SAFE

on behalf of



### W-2 Spear Phishing Scams

With the official start of tax season, W-2 phishing scams have re-emerged. W-2 scams involve sending spear phishing emails to staff most likely to handle W-2 and other payroll information. Cyber criminals impersonate executives through a compromised or spoofed email address and send an "urgent" request for W-2 information to human resource or finance personnel within the same organization. The attacker will then use the acquired W-2 forms to file fraudulent tax returns for refunds, or sell them on the dark web.

### RECOMMENDATIONS

- Limit the number of employees who have authority to handle W-2 related requests. Also, use out-of-band authentication methods to verify requests for W-2 related information – this may include calling the executive with previously identified contact information to obtain verbal verification – never use contact information contained in the email.
- Ensure employees who handle sensitive or personal information are trained to understand the conditions under which superiors would legitimately ask for this information.
- Contact the IRS about a W-2 loss. You may also be required to report the loss to state agencies.

File a complaint with the FBI's Internet Crime Complaint Center (IC3) at: <https://www.ic3.gov>

## TIP OF THE MONTH FOR TRIBALHUB MEMBERS

### How Should You Be Maximizing Your Membership This Month?



Read the newly released deep dive summary from the 2018 Tribal Government Benchmarking Survey covering Technology Skill Sets in Indian Country. This survey summary explores the skill sets that were most lacking amongst the survey results.

Ensuring that your tribe is proactively addressing the skills gaps revealed in this survey will help to build and sustain effective teams that are capable of carrying out initiatives that further self-determination and tie to the key force factors affecting tribal nations and communities.

**CLICK HERE** to access the 2018 Tribal Government Benchmarking Survey-Deep Dive- Technology Skills Sets in Indian Country summary (released in partnership with Info-Tech Research Group- NATRC).

Watch the member benefits demo video on TribalHub.com to review additional member benefits and be sure to check back here each month for quick tips on additional ways to take full advantage of your TribalHub membership!



# INDUSTRY INSIGHTS

## Members Only Monthly Report

### Tribal Enrollment/Membership Management Systems

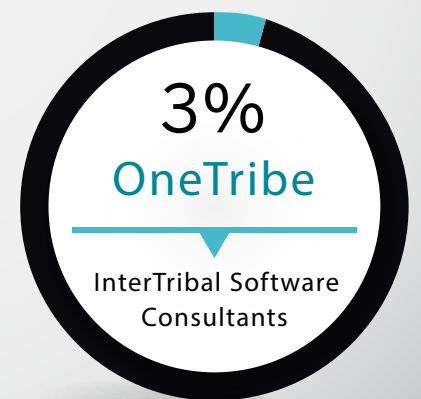
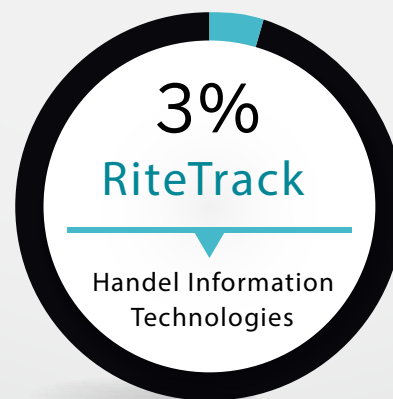
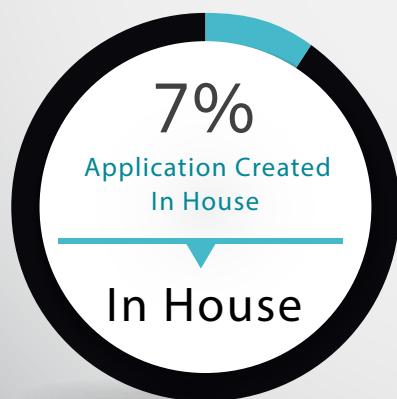
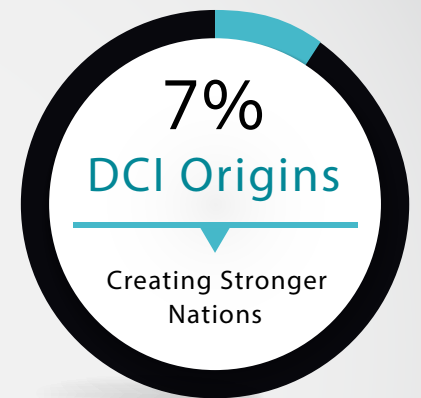
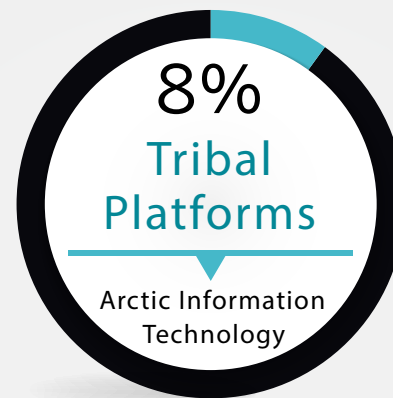
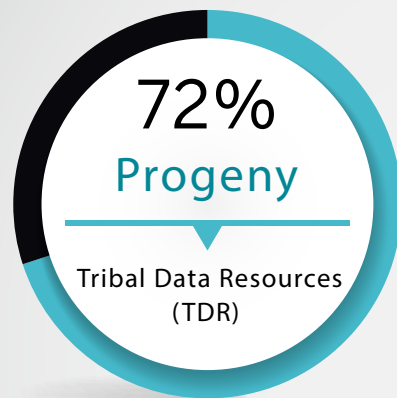
#### INSIDER'S INSIGHT from TribalHub's Executive Officer, Mike Day



This month we are looking at tribal enrollment/membership management systems in use by tribes. These are unique systems that manage the "crown jewels" of any tribe, managing sensitive data and services related to each enrolled tribal member.

It was almost 30 years ago that I was working for and developing an in-house enrollment system for a tribe in Michigan to manage more than 30,000 enrolled members, contract health services and tribal elections. Commercial enrollment software did not exist or was simply unable to meet the needs. Fortunately, there are now multiple commercial enrollment and membership management systems for tribes to choose from.

## Which Applications for Membership Tracking/ Enrollment Are Tribes Using Most?



{ Results are available in the TribalHub Information Portal and are based on tribes who have responded to our outreach inquires. }

\*\*Two other products of note in the Membership Management category include Automated Election Services (AES) which offers membership management capabilities in addition to its core tribal election functionality and MOMsoftware which includes a tribal roll capability along with its core ability to manage member distributions, loans, and comprehensive fund management functionality.

As you can see from the chart, Tribal Data Resources and their Progeny enrollment system dominate the total number of installs while several other systems are looking to expand their installs in the market. There remains a decent percentage of in-house developed applications that tribes use for enrollment, but those should continue to decrease with improvements in the available "off-the-shelf" systems.

Regardless of what enrollment system you are using, a primary goal for most tribes should continue to be the integration of this system and data into managing overall membership services. The ability to get a single 360-degree view of any member as it relates to their qualification for all available programs and services, their service history and secure storage/access of all personal and family information is the goal. The majority of the systems listed in the chart continue to work towards that goal.

If you have questions or are looking to further develop your existing membership services system, please reach out to me directly at [MDay@TribalHub.com](mailto:MDay@TribalHub.com), or to our consulting services team at [ContactUs@TribalFocus.com](mailto:ContactUs@TribalFocus.com).



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# INDUSTRY INSIGHTS

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In addition to the tribal enrollment system information taken directly from the TribalHub database, we are pleased to be able to provide you with additional sample data from our TribalValue partner, the Native American Technology Research Center (NATRC). This is a sampling of data from their existing research library and vendor landscape on enrollment systems.

Of the tribal enrollment solutions that InfoTech evaluated, it is worth noting that three of the most popular enrollment solutions in use by tribal organizations all ranked very favorably by InfoTech in their NATRC research.



## The Info-Tech Enrollment and Membership Management Vendor Landscape

### The zones of the Landscape

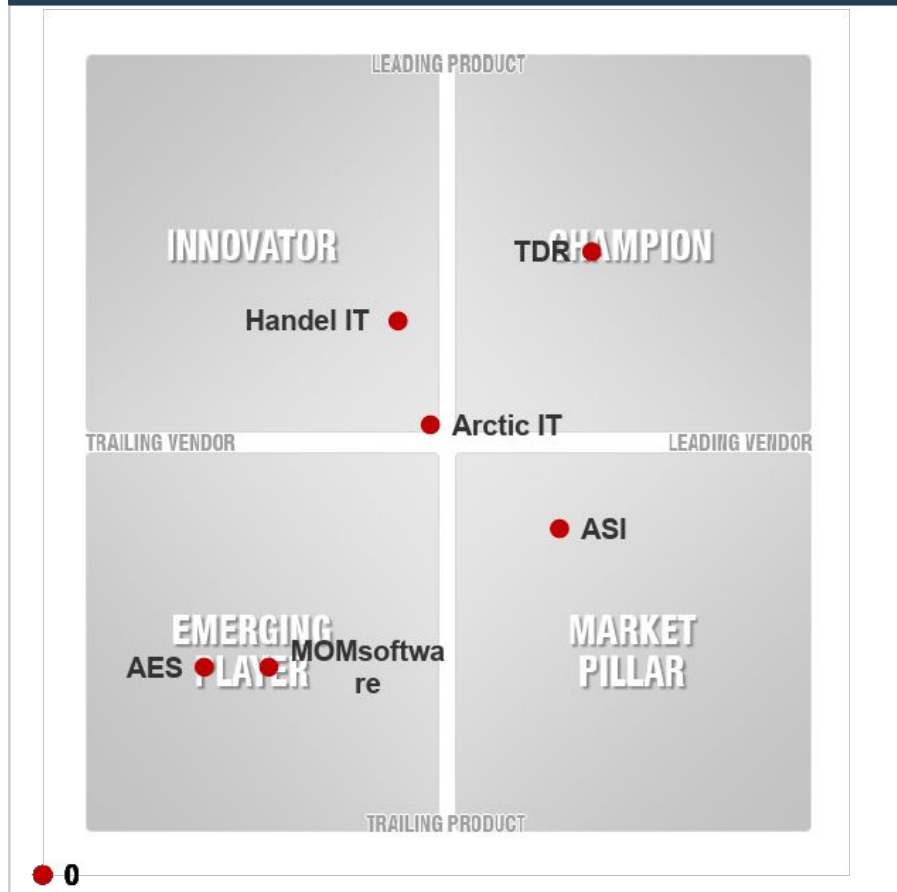
**Champions** receive high scores for most evaluation criteria and offer excellent value. They have a strong market presence and are usually the trend setters for the industry.

**Market Pillars** are established players with very strong vendor credentials, but with more average product scores.

**Innovators** have demonstrated innovative product strengths that act as their competitive advantage in appealing to niche segments of the market.

**Emerging Players** are comparatively newer vendors who are starting to gain a foothold in the marketplace. They balance product and vendor attributes, though score lower relative to market Champions.

### The Info-Tech Enrollment and Membership Management Vendor Landscape



Each vendor offers a different feature set; concentrate on what your organization needs

	Evaluated Features								
	Blood Quantum	Document Management	Election Management	Family Tree	ID Cards	Member Records	Reporting and Analytics	Version History	BIA Integration
ASI	●	●	●	●	●	●	●	●	●
Arctic IT	●	●	●	●	●	●	●	●	●
AES	●	●	●	●	●	●	●	●	●
Handel IT	●	●	●	●	●	●	●	●	●
MOMsoftware	●	●	●	●	●	●	●	●	●
TDR	●	●	●	●	●	●	●	●	●

Legend ● =Feature fully present ● =Feature partially present/pending ● =Feature absent

If you would like more information on this research or want to learn about what else is available from the NATRC, please visit the TribalValue web page or you can click this link: [www.infotech.com/natrc](http://www.infotech.com/natrc)