

# Oneida Business Committee Agenda Request

## XIV.A.03. Accept Internal Services FY '15 3rd quarter report

1. Meeting Date Requested: 9 / 9 / 15

### 2. General Information:

Session: ☒ Open ☐ Executive - See instructions for the applicable laws, then choose one:

Agenda Header:

☒ Accept as Information only

☐ Action - please describe:

3rd Quarter (April-June) Report for Internal Services Division submitted as FYI only.

### 3. Supporting Materials

☒ Report ☐ Resolution ☐ Contract

☐ Other:

1.

3.

2.

4.

☐ Business Committee signature required

### 4. Budget Information

☐ Budgeted - Tribal Contribution

☐ Budgeted - Grant Funded

☐ Unbudgeted

### 5. Submission

Authorized Sponsor / Liaison:

Primary Requestor:

Your Name, Title / Dept. or Tribal Member

Additional Requestor:

Additional Requestor:

## Oneida Business Committee Agenda Request

### 6. Cover Memo:

Describe the purpose, background/history, and action requested:

The Internal Services Division is made up of the following departments: Employee Advocacy, Grants, Kalihwisaks, M.I.S., OCIFS, Print Shop-Mail Center, Tourism, Tsyunhehkwa. Attached is the 3rd quarter report for these areas

- 1) Save a copy of this form for your records.
- 2) Print this form as a \*.pdf *OR* print and scan this form in as \*.pdf.
- 3) E-mail this form and all supporting materials in a **SINGLE** \*.pdf file to: [BC\\_Agenda\\_Requests@oneidanation.org](mailto:BC_Agenda_Requests@oneidanation.org)



**INTERNAL SERVICES DIVISION**

3<sup>rd</sup> QUARTER REPORT

- MGMT INFORMATION SERVICES
- GRANTS
- TSYUNHEHKWA
- OCIFS
- LEGAL RESOURCES
- KALIHWSAKS
- TOURISM
- Joint Mktg Prog Wov
- PRINT & MAIL
- ADMINISTRATION

This quarter builds on the previous work of collaboration -- aligning operational models toward sustainability. We keep in mind the 4 Directions, and continue to address the challenges of manpower, budgets, and workload.

The operational models are unique to each operation/department, and take on various approaches toward sustainability, such as GRANTS continuing to seek external funds to support operations and new initiatives; TOURISM developing packages and events to drive foot traffic to the reservation for increased revenues; MIS transforming workloads toward ease of business and just-in-time information; TSYUNHEHKWA increasing farm yields and production on traditional food products, and engaged in education for self-sufficiency; KALIWIHSAKS and the PRINT & MAIL CENTER with communications outreach to engage the community in our culture as a Nation. With these operational models transforming, we continue to build efficiencies, and strengthen collaboration across the organization.

The budget challenged all areas of the operation. As reported out during the budget sessions, Internal Services Division outlined a budget reduction of \$1,715,958 for FY16, which was made up of two large reductions: cap ex (\$680,000), technology set-aside (\$940,088); and various smaller operational cuts including advertising, personnel lines, training, rentals, and/or supplies. The cuts were necessary to close the budget gap; and it was a painful, but necessary exercise. Considering the 12% budget cut for FY15, this leaves little dollars in most departments beyond manpower.

The departments, with a total count of 100 employees, continue to focus on strengthening their operational models toward sustainability. It is evident in small wins, such as Tourism landing a group in 2018 from a newly developed visitor package; or driving efficiencies and sharing resources to weather the storm, with the shared employee. We continue to do the best work with the tools provided; and we will continue to support every effort to become sustainable, focused on the 4 strategic directions.

Let's hope that we can soon stabilize the organization and Nation Build for the present and to leave a legacy for the future.

Strategic Direction			
Advancing On'yote'a.ka Principles	Committing to Build a Responsible Nation	Implementing "Good Governance" Processes	Creating a Positive Organizational Culture





## MANAGEMENT INFORMATION SYSTEMS (MIS)

### Strategy #1 Deliver Business Technology Solutions

#### Health Care Systems

- Implementation of the latest version of GE Centricity. The new version supports OCHD federal regulatory reporting requirements
- Selection of a PACS (picture archiving communication system) for digital x-ray and mammography image capture.

#### Gaming Systems

- Completed the Scientific Games SDS (slot data system) upgrade. This project began in April and concluded on July 28<sup>th</sup>. The project was completed on time and within budget.
- Continued the work associated with the Scientific Games CMP (casino market place) upgrade. This significant upgrade is scheduled for go-live on September 9<sup>th</sup>.



### Strategy #2 Promote Information Sharing & Collaboration

- Extended the use of the Tribe's digital management solution (OnBase) into the new judicial environment.
- Selection of a new CMS (content management solution), Stellar Blue Technologies (SBT). Will be tasked with the responsibility of navigation, look & feel of the Tribe's web presence.

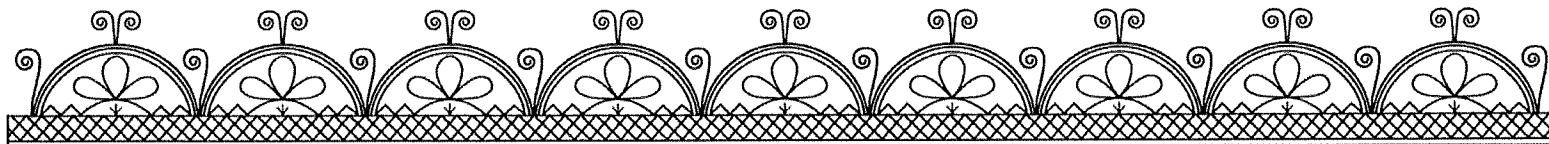


### Strategy #3 Optimize Use of Resources

#### Budgetary Performance

- Completed the first half of FY'15 within 1% of budget
- 100% compliance with all FY'16 budget guidelines and continuing resolution directives





## EMPLOYEE ADVOCACY DEPARTMENT

The Employee Advocacy Department (EAD) continues its efforts to create a positive organizational culture through increased communication. Rather than formal litigation, EAD strives to mediate/settle cases; effectively saving the Tribe time/costs associated with hearings before the Oneida Personnel Commission and/or the Oneida Judiciary

In addition to cases carried over from the previous quarter, EAD received thirty-seven (37) new requests for assistance. The breakdown is as follows:

Employment related: 26

19 – drafted/assisted disciplinary appeals and/or complaints to area manager

10 – drafted/reviewed employment-related complaints

9 – Drafted disciplinary appeals to Area Managers

Disciplinary Decisions:

6 – Overturned/settled

1 – 20+ days beyond appeal timeline

1 – Employee decided not to pursue

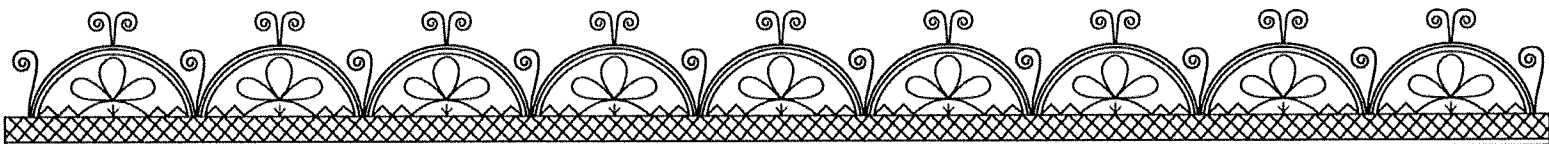
1 – Pending at OPC/OTJ

Cases pursued to OPC: One – Day 3 of hearing scheduled

Cases pursued to Oneida Judiciary: One – Interlocutory filed by Respondent in above case.

Employee Requests denied: 1 case 20+ days beyond appeal time lines

18 - Misc. requests for non-employment assistance – Enrollments, Power of Attorney for Health/Finances, Living Wills, Contract Health complaints, garnishment, probate, family court, Debt collection, guardianship, family law, etc. EAD provided forms/referrals and/or links to online info.



**AGRICULTURE/FOOD SYSTEM:** We continue to build upon our present Integrated Food System with various programs and grants that can jump-start initiatives to build a healthy community. One focus is the Farm to School programs that help our youth become more knowledgeable and engaged in healthy eating habits, and knowing the origin of the foods.



## TSYUNHEHKWA FARM & CANNERY:

*Strategies/Initiatives/Goals including Progress being made:*

1. *Embrace heritage & Promote food sustainability - Promote culture through natural foods*

3 Sisters Garden Model Planted on Site, Heirloom White Corn. We provided Presentations, Informational Tables & Tours. Volunteers and Modified Duty, Youth helped with cleaning and shelling Corn. A UWGB Class helped all areas for the quarter. Newest Products worked on are Apple Bites (Dehydrated Apples) and Youth Trail Mix & Dehydrated Strawberries by Cannery

2. *Optimize resources - Share resources to reduce costs & duplication*  
Share products, services and tools. We collaborate with Oneida Nation Farm, Tourism, to minimize redundancy and maximize budgets. We have worked the Oneida Nation Farm, Eco-Services, Conservation & the Orchards in order to complete fieldwork and for On & Off Site, and activities without purchasing additional equipment. We have also shared equipment with them to meet their needs.

We are looking at increasing the number of dried apples by 25% to increase revenues to make into Apple Chips and the New Product Apple Bites. Provide processing services for Community thru cannery and meeting with Enterprise to improve services and our products.

3. *Planned growth & development considering ROI - Assess viability of new products*

Review products and services such as Salad Greens, Berries, Herbs/Teas, #6, and aquaponics. We are planning cover crops to eliminate purchasing additional fertilizers where the corn will go in FY 2016. We work with an Organic Crop & Seed Consultant (Intelligrowth) for organic nutrient needs as well as an Agronomist. Intelligrowth continues to help with field plans and the Integrated Pest Management Working Group working on Issues of White Corn of Pest, Harvesting and increase in production per acre.

We completed review of our Cannery product list to discontinue several of them to reduce supply cost and staff time. We continue reviewing all products for updated Cost Analysis. We are also continuing work with Retail to compare sales data and our production.

### *Highlights and Touchdowns:*

IPM Work Group for White Corn ongoing. Department Cooperation with Oneida Farms, Orchard, Conservation, Eco Services, DPW, Oneida Museum & School Systems. Walk In Storage Freezer up and running after issues were addressed. Currently we are storing Poultry and White Corn in Freezer at Olson Road facility. Convection oven installed at cannery and another commercial dehydrator. New product development and research continues with White Corn Pancake Mix, Apple Fruit Roll Ups & Bites. Bites appear to be the immediate product processed and added to the revenue lines. Working on installation of Nitrogen Gas Food Grade to increase shelf life of packaged products in Cannery.

### *Challenges to Succeeding*

New Boiler continues to have functioning issues. Working with Tweet & Garot, Heat & Power and NHC Maintenance for corrective actions. Our working with cost constraints is a challenge while continuing to improve our services & products. We make





adjustments in our overall planning so we can actively participate directly in the needs of our Community.

### **COMMUNITY DEVELOPMENT (OCIFS):**

#### ***#1 Integrate Oneida and locally produced foods into the community and institutions and provide access to healthy foods (Building a Responsible Nation) –***

A) Worked with the Oneida Farmers Market Vendor Committee to establish the first Farm Fan app in Northeast Wisconsin that can be used to better outreach the customer base for the Oneida Farmers Market while providing incentives for them to attend the Farmers Market. Another collaboration is with LIVE54218 on a grant to Green Bay Community Foundation that will allow Oneida Farmers Market to offer Double Your Bucks, expand our educational outreach, and provide an assistant for the EBT machine and promotion for low-income community members in 2015.

B) Collaborated with LIVE54218 on a grant to Green Bay Community Foundation grant that will allow Oneida Farmers Market to offer Double Your Bucks, expand our educational outreach, and provide an assistant for the EBT machine and promotion for low-income community members in 2015.

#### ***#2 Educate the community on healthy foods, nutrition and agriculture opportunities (Building a Responsible Nation)***

A) Coordinated the identification of presenters for our Seed to Market educational workshops, set dates and times, assisted in creating promotional material and put together informational folder packets for, the Organic Certification and Gardening, Marketing Strategies & Developing Collateral Material, Enterprise Profit and Supply Chain, Managed Grazing and Food Processing and Preservation workshops. There were two workshops offered each month.

B) Through negotiations I have become the monthly writer for the Seymour Advertiser News in which I will write monthly spotlights on food, diet and agricultural articles to inform Tribal and non-Tribal members about the food choices they make and the affects it has on them and their families.

C) Met w/ representatives from the Stockbridge-Munsee Tribe re: the history of the Oneida Farmers Market, and how we can assist them in starting one.

#### ***#3 Planned growth and development (Implementing “good governance” processes).***

A) Began collaborations with Theda Care, Goodwill Industries, LIVE54218 and New Leaf Market to establish an outlet for Oneida products for the Food Hub. Networked with various local institutions interested in purchasing product.





B) B) Updated and revised the June 4<sup>th</sup> announcement for the 'Let's Talk Hemp event' and sent it out to several key members for review and comment, and to continue the discussion of what industrial hemp might mean for the economic importance to the Oneida Tribe.

**OTHER INITIATIVES RELATING TO FOOD SYSTEMS:**

**Farm to School Grant for Aquaponics:** The project has hit a couple of snags, but the team continues to move it forward with a home at the Veterans location. It is a strong collaboration between many departments, and the project will eventually provide additional fresh greens to the school.

**First Nations Development Institute conference:** held in Minneapolis, and requesting a presentation on food system initiatives, this conference allowed to share some of the new initiatives such as Oneida's agricultural food strategies with other tribes. Additionally, the conference allowed for interaction with other tribes such as the Mississippi Choctaw who are developing their food systems as an enterprise. Finally, the forum allowed us to promote the Summit which we will host in October and to engage the Shakopee Tribe as scholarship sponsors to assist other tribes with travel to attend the Summit.



**KALIWIHSAKS:** continues to engage the community with their stories and photos.

**Advancing On<yote>a=ka principles**

**Value #1:** Create a sense of Oneida citizenship and involvement through our news source





**Initiative**

Align content to build a strong nation of families.

Organize and track submitted information for community, political bodies on issues, external

**Progress:** Continuing coverage of OBC activities and GTC meetings

We've published caucus notices, ballots, OBC minutes and board postings. We've covered Oneida Business Committee meetings as well as General Tribal Council meetings.

Stories on Oneida Youth Lacrosse team, Oneida Powwow, Oneida Gathering and other events.

**Committing to build a responsible nation**

**Value #2: Doing more with the allocated resources**

**Initiative :** a) Align technologies to support operation; b) manpower; c) tasks (content management)



We have hired Oneida citizen Christopher Johnson as our new Photographer/Reporter and are now at full staffing; had a college intern Jamel Ness and a high school intern Marissa Danforth.

Website updates more frequently; follow through with invoices, tracking submissions

Due to cost containment and suggestion, we are assessing the cost for, and considering charging \$10 per year subscriptions to Oneida citizens under the age of 55. We will end free subscriptions for overseas citizens.

**Implementing "Good Governance" processes**

**Value #3: Anchor a strong and sustainable operation**

**Progress:**

Received new iMac computers and switched over to InDesign to lay out the paper.

Senior Photographer/Reporter Nate Wisneski is working with Phil Wisneski in the Communications Office to do weekly pod casts reviewing activities and news in Oneida. The pod casts continue to be very popular.

The Kalihwisaks staff is looking into offering a training session on how to write a newspaper article. We will cover some photography and layout fundamentals as well. We hope to partner with Communications staff to explain what services they offer as well.

Accepted a one year printing contract with Gannett which will run Oct. 2015 to Sept. 2016.

*After an informal poll, the Kalihwisaks will become a tabloid in January.*

**Creating a positive organizational culture**

- A. Partner with other departments to share their information with the Oneida community
- B. Created ongoing pages for the following departments:
  - South Eastern Oneida Tribal Services (SEOTS)
  - Elder Services (Drums) – The Drums will discontinue mailing their newsletter and excerpts will appear in the Kalihwisaks; Oneida Family Fitness (OFF); Adventures; Culture; Enrollments



## Quarterly Report – Grants Office

### Advancing On^yote?a.ka Principles Responsible Nation



### Committing to Build a



**Ojibwa receives new grant awards for environmental clean-up and UST program expansion**  
Presented By: The Ojibwa Tribal Environmental Response Program & Compliance Assistance Program

**EPA Brownfield Cleanup Grant Award**  
The Ojibwa Tribe of Indians of Wisconsin is one of 4 Tribes who received awards under the EPA Brownfield 104(a) Cleanup Grant.  
• \$65,375 for the removal, disposal & sampling of contaminated soil at the Hilltop BP  
• National competition against 145 proposals  
• Award begins October 2015, expected completion October 2016

**BIA Environmental & Cultural Project Award**  
The Tribe received \$44,000 to remove gasoline contaminated soils from the former Tilmann Property at 107575 Olson Rd.  
• Will allow for additional planning for future use options  
• May allow for the land to be placed into Trust  
• Planned for late 2015/early 2016

**EPA Underground Storage Tank Direct Implementation Tribal Cooperative Agreement Increased**  
In recognition of the effectiveness and capacity of the Ojibwa Compliance Assistance Program, an additional \$19,000 was received to continue and enhance this program.  
• Prepare federally regulated gas stations on the Ojibwa Reservation for the implementation of new rules for underground storage tanks  
• Assist other Wisconsin Tribes as requested and staff time allows  
• Host a Tribal gas station operators Peer to Peer meeting early 2016

For More Information Contact - Tribal Environmental Response Program at (920) 889-4343 or [BrownfieldCleanup@ojibwa.org](mailto:BrownfieldCleanup@ojibwa.org) (pg. 10/15)

➤ **Strategy 1: Enhance tribal services with external funding that will provide tribal members the opportunities that can help them obtain a better way of life.**

- ❖ Exceeding overall goals with a 3rd qtr. total of \$5 million in external funding.

Examples:

- Outreach & Assistance for Socially Disadvantaged Farmers & Ranchers & Veterans grant - \$199,645
- Cultural Resource Grant - \$10,000
- New Pathways for Fathers & Family - \$1,793,603 (pending grant)

➤ **Strategy 2: Collaborate resources for a common goal.**

- ❖ Provide training for all internal programs to enhance their ability to obtain external funding.
- ❖ Planning a DonorPerfect training session at the CEC. This is an all-encompassing donor fundraising software the will eventually enable us to take donations into the Tribe for the 7871 Youth Fund.
- ❖ Creating tribe to tribe, grantor to grantee, as well as other relationships in order to help increase our grant funding.

➤ **Strategy 3: Become a one-stop resource for grant funding, tribal data, and services.**

- ❖ Built a database that includes all funded, denied, and pending grants
- ❖ Built an on-going of all information that relates to grant data including statistical data.





**Implementing “Good Governance”**



**Creating a Positive  
Organizational Culture**



**Print & Mail Center:** the Print & Mail Center continues to go through transformation. With the departure of the Manager to contribute her knowledge in another department for the Tribe, the staff has taken on more responsibility for the operation. They have worked on exchanging information in the weekly meetings to move toward sustainability.

**Strategy #1 – Align technologies to support operations:** The new Xerox machines have been embraced. The color digital was upgraded, and the black & white copiers were reduced from 3 to 2 high speed. And the DP60 will be returned now that the lease has ended. The changes in equipment will not increase the lease budget.

**Strategy #2 – Increase external funding:** the operation continues to support the tribal operations, as well as a few external customers, especially those that have been long time customers.

**Strategy #3 – Capacity building for staff:** The staff continues to be engaged in the weekly meetings with ISD and Tourism Director on the processes, 4 perspectives, and efficiencies. They are working well as teams, and as a unit.





## Tourism

### Strategy #1 Develop Cultural Tourism

#### Long House

- Inside wall sheets received
- Artificial Bark ordered
- Conservation slowly working at site

### Strategy #2 Build Partnerships

- Attended Wausau Business Expo, & Kenosha welcome center.
- Provided meat and other Oneida products for the NATOW conference
- Provide design assistance to the Mole Lake Tribe – develop Trading Post Concept

### Strategy #3 Generate Foot Traffic with in the Reservation Boundaries

- Provided entertainment/PR to the Woodland Art Show
- Miss Oneida Pageant
- Kirby Reservation Tours
 

2015	25 Tours or 802 people (YTD)
2014	43 tours or 1259 people
- 201343 tours or 920 people
- IPW – International Pow Wow – Rich attended with new bus tour collateral piece.



### Strategy #4 Maximize Media

- Continue to assist other entities with advertising and joint marketing
- Continue to push Facebook posts
- Assist Producer Workshops with presentation/graphic assistance
- Native Wisconsin tribes Magazine (Oneida is best spread)

