

Oneida Business Committee Agenda Request

1. Meeting Date Requested: 09 / 23 / 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:

Accept Quarterly Report from Office of the Tribal Ombudsman for Q3 FY15

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:

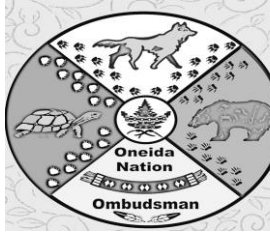
Your Name, Title / Dept. or Tribal Member

Additional Requestor:

Name, Title / Dept.

Additional Requestor:

Name, Title / Dept.



Oneida Tribe of Indians of Wisconsin

Oneida Nation Ombudsman
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Oneida Office of the Ombudsman

Quarter 3 Report/Update

April, May, June; 2015

Dianne McLester-Heim; CO-OP Ombudsman

General Overview:

The Oneida Tribe of Indians of Wisconsin created the Office of the Ombudsman (OoO) via a directive of General Tribal Council (GTC) on July 11, 2005. The directive specifically stated that an Ombudsman was to be created to “listen to the concerns of the employees of the health center and tribal community members.” The OoO seeks to promote fairness and equity by functioning as a designated neutral advocating for “fair process” and positive resolution at the lowest level possible. In this capacity the OoO does not represent any party or entity in the pursuit of just, fair, and equitable administration of process and delivery of services for all.

As an independent impartial party, the OoO receives ongoing oversight from a top level of management (currently the Oneida Business Committee) while being ultimately accountable and responsible to GTC. As an informal and confidential party, the OoO does not participate in formal actions and holds the highest level of confidentiality possible for those with whom it has contact. The OoO also does not demand actions but rather assists in the identification of concerns, potential resolutions, and offers services and recommendations to reach resolution and positive improvement.

Vision:

To ensure the consistent application of utilizing equality, fairness, respect, value, and objectivity for all in the development of systematic processes and the provision of services across the Oneida Nation.

Mission:

To provide a confidential, neutral, and informal route for individuals or groups to bring forward questions, concerns, complaints, or suggestions for the purpose of preventing or resolving problems in a fair and equitable manner. The Oneida Ombudsman addresses issues in an impartial and objective manner to assist with the development of options and suggestions to resolve problems, develop processes, and ensure services are provided in a fair and equitable manner.

Strategic Priorities:

1. Organizational excellence & exhibiting ‘best practices’ in performance and service
2. Improve public administration
3. Awareness, Accessibility, & Responsiveness
4. Promote administrative justice/improvement

Actions and activities:

The OoO works on initiatives and activities which fall within the four strategic priorities that have been identified by the office. The strategic priorities have been set to align with the Four Strategic Directions as identified by the Oneida Business Committee. Overall, the initiatives and activities of the OoO are based upon the concept of continuous growth and positive development of the Oneida Nation.

1. Organizational excellence and 'best practice'

- Compiling information regarding the development of a Complaint Management and Complaint Handling System with respect to Governments, Organizations, and Programs.
- Research and compile information to update resources and 'tools' used by the OoO for facilitation services.
- Maintain connection with professional network of Ombudsman to stay abreast of current hot topics, tools, and resources
 - Continually seeking and preparing for professional development opportunities both local and connected to the International Ombudsman Association and professional facilitation and mediation groups

2. Improve public administration

- Connecting with areas within the organization to identify how the OoO can be of assistance and work collaboratively with their area and current actions. This has been including functioning as a facilitator for various project groups and process review initiatives.
 - Facilitation with HRD and CHD, Elder Services and CHD, and HRD hiring and compensation)
- Networking on collaborative initiatives within the Organization and Oneida Community to provide input from the functionality of the OoO (Community Service Team, Child Care Complaint Policy, HRD and CHD, Elderly Services, Budget Process, GTC Directives, and Community Preparedness)

3. Awareness, Accessibility, and Responsiveness

- Research ways in which professional colleagues go about improving awareness of the OoO for both the community and the organization
 - Community meetings, Information Expo's, Office Web Page, etc.
- Continue to create and implement plans for increasing the interaction of the OoO with specific organizational areas such as Comprehensive Health departments (including Behavioral Health), Human Resource, and Child Care departments
 - Input on policy development from the perspective of the OoO to decrease future conflict or discrepancy
 - General facilitation of collaborative work between departments
 - Facilitation of organizational and community interactions
- General numbers of individual matters coming to the Office of the Tribal Ombudsman by organizational area:
 - Comprehensive Health Division 23
 - Internal Services 9
 - Governmental Services 11
 - General Process Questions 37
 - General Resource Questions 17

4. Promote administrative justice/improvement

- Work with various aspects of the Oneida Tribal Organization in the development of policy and procedure by providing the services of an Organizational Ombudsman and identified neutral as matters are worked on.
- Facilitate conversation and interaction between service components of the Oneida Tribal organization for the purpose of improving working relationships and collaborative work

as organizational, policy, and process changes are explored for the improvement of service delivery and functionality of the Oneida Tribe.

- Continual research and outlining of a draft recommendation for the development of an overall complaint handling process to be implemented at the level of Leadership for the purpose of improving public administration and the fair and equitable administration of process.

Identified challenges or actions needed from the OBC going forward:

Defined functional communication plan for interaction with leadership and the Oneida Community

- It was identified during the FY15 Q1 report that the four officers were to set up a meeting with the Ombudsman to discuss information to be included in quarterly reports and share joint expectations.
- At the FY15 Q2 report it was identified that the Vice-Chair's office would be taking responsibility to ensure that a meeting between leadership and the Ombudsman occurred
- On 9/01/15 the Ombudsman received an e-mail from the Vice-Chair's office indicating that the Executive Assistant for that office would be contacting to schedule a meeting between the Ombudsman and Leadership to discuss communication and joint expectations. This has not yet occurred.
- Follow through from the level of leadership with respect to the requested meeting for discussing communication and joint expectations is needed to improve forward movement of the Office of the Ombudsman.