

### Oneida Business Committee Agenda Request

1. Meeting Date Requested: 5 / 11 / 16

2. General Information:

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

[Empty text box]

Agenda Header: Travel Request

Accept as Information only

Action - please describe:

26th Annual National Indian Head Start Conference & Tribal Consultation  
Washington DC June 5-8, 2016  
  
\*\*\*\*All travel costs are Grant Funded\*\*\*\*  
  
Requested Action: Approve Grant Funded Travel Request

3. Supporting Materials

Report  Resolution  Contract

Other:

1. Conference Agenda 3. [Empty text box]

2. Tribal Consultation Information 4. [Empty text box]

Business Committee signature required

4. Budget Information

Budgeted - Tribal Contribution  Budgeted - Grant Funded  Unbudgeted

5. Submission

Authorized Sponsor / Liaison: Jennifer Webster, Council Member

Primary Requestor/Submitter: Jennifer Webster, Council Member  
Your Name, Title / Dept. or Tribal Member

Additional Requestor: \_\_\_\_\_  
Name, Title / Dept.

Additional Requestor: \_\_\_\_\_  
Name, Title / Dept.

## Oneida Business Committee Agenda Request

### 6. Cover Memo:

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

The goal of this conference is to present pre-intensives and workshops to assist programs with emerging accountability across all levels of management and leadership.  
Tuesday, June 7 is Hill Day to meet with members of Congress.  
Wednesday, June 8 is Tribal Consultation.

\*\*\*\*All travel costs are Grant Funded\*\*\*\*

Requested Action:

Approve the Grant Funded Travel Request

- 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)





*Invite your tribal leaders to attend the following special events during the 2016 National Indian Head Start Directors Association Management Training Conference:*

**Monday, June 6, 2016**

**2016 NMSHSA and NIHSDA Joint Education Policy Forum (8:30 am – 4:30 pm)**

NIHSDA has had a close working relationship in Washington, DC with the National Migrant and Seasonal Head Start Association (NMSHSA) going back to the last reauthorization of the Head Start Act. Like AIAN Head Start, Migrant Head Start is its own region (Region XII) and shares many issues in common with our programs. During this joint policy session, the two organizations will meet to discuss strategy for protecting Head Start as the Congress begins to consider reauthorization of the Head Start Act. The session will allow for the discussion of common problems and provide an opportunity to build further relations between the two organizations. If you are interested in NIHSDA's efforts to educate the Congress, this session will be very valuable to you.

**Opening Reception**

Join us Monday night, 7-9 pm, to network with colleagues, kick-off the 2016 conference, and enjoy light refreshments!

**Tuesday, June 7, 2016**

**Hill Day**

Hill Day is a highlight of the 26th NIHSDA Management Training Conference and is time designated for conference attendees to educate their members of Congress about the importance and benefits of Head Start and Early Head Start. In fact, this is the reason we are having this year's conference in Washington, D.C! This is an ideal opportunity for you to join your program staff and meet with policymakers who decide how Head Start will be funded and how Head Start will look in years to come. Take this chance to share with your Members how Head Start has impacted your tribal community.

**Reception on the Hill (5:30 pm to 7:00 pm)**

Join us on Capitol Hill! The National Indian Head Start Directors Association (NIHSDA) will co-host a Capitol Hill reception with the National Migrant Seasonal Head Start Association (NMSHSA) on Tuesday, June 7, 2016.

Come mingle with members of Congress and congressional staff in a relaxed atmosphere. This event shows appreciation for their support of Head Start and provides an opportunity for them to learn more about issues that are important to AIAN Head Start programs.

**Wednesday, June 8, 2016**

**OHS Tribal Consultation\* (12:30 pm to 4:00 pm)**

The Department of Health and Human Services invites leaders of Tribal Governments operating Head Start and Early Head Start programs to participate in a formal Consultation Session with the Office of Head Start leadership. The sessions will help to better meet the needs of American Indian and Alaska Native (AIAN) children and families, taking into consideration funding allocations, distribution formulas, and other issues affecting the delivery of Head Start services. You are encouraged to submit agenda items, provide written testimony, and invite observers to the meetings.

*Agenda and Testimony*

Tribal leaders and designated representatives interested in submitting written testimony or proposing agenda topics for these Consultations should contact Angie Godfrey, Regional Program Manager, Region XI, Office of Head Start at [Angie.Godfrey@acf.hhs.gov](mailto:Angie.Godfrey@acf.hhs.gov) or 202-205-5811. Proposals must be submitted at least three days in advance of the Consultation and include a brief description of the topic area along with the name and contact information of the suggested presenter.

*Designated Representatives and Observers*

The Consultation will be conducted with elected or appointed leaders of Tribal Governments and their designated representatives. Designees must have a letter from the Tribal Government authorizing them to represent the Tribe. The letter must be submitted at least three days in advance of the Consultation to [Angie.Godfrey@acf.hhs.gov](mailto:Angie.Godfrey@acf.hhs.gov). Representatives of Tribal organizations and Native nonprofit organizations are welcome to attend as observers.

*\*Registration for this event is separate through the Office of Head Start.*

# Together Standing Strong for Children

## 26th National Indian Head Start Directors Association Management Training Conference

The goal of this conference is to present pre-intensives and workshops to assist programs with emerging accountability across all levels of management and leadership.

**June 6-9, 2016**

### WHO SHOULD ATTEND

Directors, Management Teams, Policy Council Members and Tribal Leaders.

**Arlington, VA**

## Conference Cost

Pre-Conference Intensive Registration Fee		
NIHSDA MEMBER	1 day Registration	\$300
NON-MEMBER	1 day Registration	\$375
Main Conference Registration Fee		
NIHSDA MEMBER	Early Registration	\$450
	After May 13	\$525
NON-MEMBER	Early Registration	\$575
	After May 13	\$675

## Hill Day – Tuesday, June 7

Hill Day is a highlight of the 26<sup>th</sup> NIHSDA Management Training Conference and is the best opportunity you will have to educate your members of Congress about the importance and benefits of Head Start and Early Head Start. In fact, this is the reason we are having this year's conference in Washington, D.C!

This is an ideal opportunity for you to meet with policymakers who decide how Head Start will be funded and how Head Start will look in years to come. Take this chance to share with your Members how Head Start has impacted your community and your life. Remember - Members of Congress are there to represent you! Congressional staff members are often just as happy for the opportunity to meet with you as you are.

Hill visits should be scheduled on Tuesday, June 7 following our general session. The day will end with a reception on the Hill.

Watch for more information coming soon!

### Opening Reception

Join us Monday night, 7-9 pm, to network with colleagues, kick-off the 2016 conference, and enjoy light refreshments!



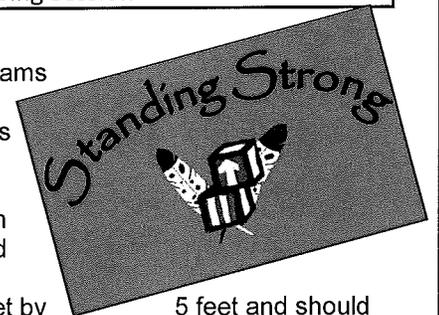
## Conference Agenda

Monday, June 6, 2016	
9:00 am – 4:30 pm	Pre-Intensives •The Ups and Downs of Teacher Observations
8:30 am – 4:30 pm	•Self-Assessment Preparation and Planning •Joint Policy Forum with Migrant at NEA Building
7:00 pm – 9:00 pm	Opening Reception
Tuesday, June 7, 2016	
8:30 am – 10:00 am	General Session- Advocacy
10:30 am – 12:00 pm	Workshops
1:30 pm – 3:00 pm	Workshops
12:00 pm – 5:00 pm	Hill Day
5:30 pm – 7:00 pm	Hill Reception
Wednesday, June 8, 2016	
8:30 am – 10:00 am	General Session - OHS
10:30 am – 12:00 pm	Workshops
1:30 pm – 3:00 pm	Workshops
3:30 pm – 5:00 pm	Workshops
12:30 pm – 4:00 pm	OHS Tribal Consultation
Thursday, June 9, 2016	
8:30 am – 10:00 am	Workshops
10:30 am – 12:00 pm	Workshops
1:30 pm – 3:00 pm	Workshops/Membership Meeting
3:30 pm – 4:30 pm	Closing Session

### Standing Strong Flags

We are asking HS/EHS programs to create flags that represent what "Standing Strong" means to their community. The flags will be presented by program staff at the general session on Tuesday and will be displayed during the conference. Flags should be no larger than 3 feet by

5 feet and should say "Standing Strong." The flags would also make an excellent gift for an elected official during your visits.



Watch for more conference information at our website [www.nihstda.org](http://www.nihstda.org)

For questions call us at 405-360-2919.

## Travel Information



### Hotel:

#### Renaissance Arlington Capital View Hotel

2800 South Potomac Ave

Arlington, VA 22202

Phone: (703) 413-1300

#### Room Rates: \$226 plus taxes (13% tax)

The special conference rates are available until 6:00 pm Eastern Time on **Thursday, May 12, 2016**. Reserve your room early; we can not guarantee you a room at the conference rate after May 12. [Book your group rate for National Indian Head Start Directors Association](#)

The hotel requires a credit card at the time you make your reservation in order to hold your room. They also require a credit card imprint at check-in time to cover incidentals such as telephone calls, room service, etc. If you do not plan to use a credit card at check-in, you will be asked for a cash deposit of \$50 per night for each room to cover any incidental expenses.

Check-in time is 3:00 pm and check-out time is 12:00 pm. A late-departure charge may apply for any room occupied after the check-out time. Renaissance Arlington Capital View Hotel is a non-smoking facility.

### Air Travel:

**Reagan National (DCA)** to Renaissance Arlington Capital View Hotel approximately .9 miles, complimentary hotel shuttle

**Dulles International Airport (IAD)** to Renaissance Arlington Capital View Hotel approximately 28 miles

### Ground Transportation:

Airport shuttle and taxi rates provided below may vary.

#### Hotel Shuttle

The Renaissance Arlington Capital View Hotel offers complimentary airport shuttle service to and from Reagan National (DCA). Shuttle Phone: 1 703 413 1300

#### Super Shuttle:

Super Shuttle passengers share the ride with others going in their direction. Reservations are not required, however advance reservations allow you to pre-pay. To make your shuttle reservation visit [www.supershuttle.com](http://www.supershuttle.com). Prices are \$16 per passenger/one way from Reagan National or \$30 per passenger/one way from Dulles International

#### ExecuCar or Taxi Service:

ExecuCar is a personal sedan service. ExecuCar fares are FLAT RATES. To make your reservation, call 1-800-660-8000 or [www.execucar.com](http://www.execucar.com)

Taxi fares are not flat rates, they are APPROXIMATE FARES and do not include other applicable charges. Your actual fare may be different than the amount shown below. Further taxi charges may apply for additional passengers and bags or use of the trunk.

*From Reagan National (DCA) to Renaissance Arlington Capital View Hotel*

ExecuCar -\$59 per passenger/Taxi - \$10

*From Dulles International Airport (IAD) to Renaissance Arlington Capital View Hotel*

ExecuCar -\$119 per passenger/Taxi - \$50

#### Hotel Parking:

Valet parking, \$34 daily

On-site parking, \$9 hourly, \$29 daily

#### Weather:

June is really the beginning of summer in the District. You don't have the humidity to deal with that comes in July and August and you can finally break out the sundresses and shorts. You will want to pack a sweater for the evenings and comfortable walking shoes for walking.

Average high temperature: 82 degrees

Average low temperature: 65 degrees

#### Entertainment and Attractions:

Visit <http://washington.org> to view the exciting adventures the DC area has to offer.

#### Questions?

If you have any questions or concerns about your travel, please don't hesitate to contact me by telephone at 405-360-2919 or by e-mail at [teri@threefeathersassoc.com](mailto:teri@threefeathersassoc.com).

**National Indian Head Start Directors Association**  
**26<sup>th</sup> National Training Conference**  
*"Together Standing Strong for Children"*  
 June 6-9, 2016, Renaissance Arlington Capital View, Arlington, VA

**CONFERENCE REGISTRATION FORM\***

**\*One person per registration form please. Make additional copies as needed.**

Please type or print clearly

Registrant Name: \_\_\_\_\_

Title/Position: \_\_\_\_\_

(PLEASE USE ONE OF THE FOLLOWING: Tribal Leader, Policy Council Member, Parent, Head Start Director, Early Head Start Director, Child Care Director, Management Staff, Teaching Staff, Head Start Staff or Friend.)

Program Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

NIHSDA Member	NIHSDA Non-Member	
		<b>Monday, June 6: Pre-Conference Intensives</b>
<input type="checkbox"/> \$300	<input type="checkbox"/> \$375	Self-Assessment Preparation and Planning
<input type="checkbox"/> \$300	<input type="checkbox"/> \$375	The Ups and Downs of Teacher Observations
<input type="checkbox"/> Free	<input type="checkbox"/> Free	NIHSDA and NMSHSA Joint Policy Forum
		<b>Tues – Thurs, June 7-9: Main Conference</b>
<input type="checkbox"/> \$450	<input type="checkbox"/> \$575	Early Registration (on or before May 13)
<input type="checkbox"/> \$525	<input type="checkbox"/> \$675	Late Registration (after May 13)

**T-shirt size:**

- S  
 M  
 L  
 XL  
 2X  
 3X  
 4X

**Will you be scheduling a meeting with your members of Congress on Tuesday, June 7?**

Yes  No

Once you have a meeting scheduled please notify NIHSDA by emailing [teri@threefeathersassoc.com](mailto:teri@threefeathersassoc.com)

**Registration fee is non-refundable**

Notify us of **changes or substitutions** as soon as possible at 405-360-2919 or [teri@threefeathersassoc.com](mailto:teri@threefeathersassoc.com)

Persons who require special assistance or meals to participate in this conference should contact Teri Stringer at 405-360-2919 or email [teri@threefeathersassoc.com](mailto:teri@threefeathersassoc.com) by May 27.

Total Amount Paid \$ \_\_\_\_\_:

Method of Payment:  Check made out to NIHSDA  Credit Card

CREDIT CARD # \_\_\_\_\_ EXPIRATION DATE \_\_\_\_\_

Billing Zip Code: \_\_\_\_\_ Security Code: \_\_\_\_\_

**DO NOT MAIL PAYMENT AFTER MAY 20, 2016. PRIOR TO MAY 20, MAIL TO:**  
 NIHSDA, P.O. Box 6058, Norman, OK 73070 FAX: NIHSDA – 405-360-3069  
 Make checks payable to NIHSDA. EIN # 73-1388267

**REGISTER ONLINE AT [WWW.NIHSDA.ORG](http://WWW.NIHSDA.ORG)**

## **Pre-Conference Intensives** **Monday, June 6, 2016**

**9:00 am to 4:30 pm**

### **The Ups and Downs of Teacher Observations**

*Presenter: Tina Routh*

This is an interactive session that will help teachers, supervisors or managers to make the most out of classroom observations that help children learn while playing. The goal of this training is to have FUN and help participates to develop quality services while developing a strong teaching team. This session will also focus on Instructional Support highlighting activities to help understand Concept Development, Quality of Feedback and Language Modeling. We will look at different ways to make observations plus we will practice observations. Participates will have the opportunity to share ideas, practice strategies and develop tools for their tool kit.

### **Self-Assessment Preparation and Planning**

*Presenter: Vince Rinehart*

This session will be designed to walk participants through the full self-assessment process using sample data, scenarios, role play, and original self-assessment tools designed by Early Childhood Analytics. Integrated into the session will be material from the Office of Head Start such as Performance Standards and guidance for the Self-Assessment process. Requirements and best-practices from this material will be referenced and participants will be shown how the presented tools and process directly address this material and fulfill OHS requirements.

**8:30 am to 4:30 pm**

### **SPECIAL: 2016 NMSHSA and NIHSDA Joint Policy Forum**

NIHSDA has had a close working relationship in Washington, DC with the National Migrant and Seasonal Head Start Association (NMSHSA) going back to the last reauthorization of the Head Start Act. Like AIAN Head Start, Migrant Head Start is its own region (Region XII) and shares many issues in common with our programs. During this joint policy session, the two organization will meet to discuss strategy for protecting Head Start as the Congress begins to consider reauthorization of the Head Start Act. The session will allow for the discussion of common problems and provide an opportunity to build further relations between the two organizations. If you are interested in NIHSDA's efforts to educate the Congress, this session will be very valuable to you.

*This session will be held offsite at the NEA building. Transportation to the session will leave the hotel at 7:30 am.*

## **Special Conference Activities**

### **SILENT AUCTION**

Support the NIHSDA Native Child/Family Advocacy Fund by bringing great cultural items from your program to donate to the Silent Auction.

### **ANNUAL MEMBERSHIP MEETING**

We would like to invite those directors who are NIHSDA members to the Annual Membership meeting, Thursday, June 9 2016, 1:30—3:00 p.m. If the director is not able to attend, a substitute may attend in their place.

## **Free for Tribal Leaders!**

### **OHS Tribal Consultation\***

**June 8, 2016**

**12:30 pm to 4:00 pm**

The Department of Health and Human Services invites leaders of Tribal Governments operating Head Start and Early Head Start programs to participate in a formal Consultation Session with the Office of Head Start leadership. The sessions will help to better meet the needs of American Indian and Alaska Native (AIAN) children and families, taking into consideration funding allocations, distribution formulas, and other issues affecting the delivery of Head Start services. You are encouraged to submit agenda items, provide written testimony, and invite observers to the meetings.

#### **Agenda and Testimony**

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**\*Registration for this event is separate through the Office of Head Start. [Register online here.](#)**

## Training Workshops

### **A Demographic Overview of Indian Country**

*Vincent Rinehart, Early Childhood Analytics*

In this presentation we look at key demographic and economic factors that drive the need for Head Start services in Region XI as if it were one contiguous region. What is the poverty rate for young families in Indian Country? How many Head Start eligible children are there? This presentation explores Indian Country, compares it to other Regions, finds outliers, and demonstrates an analytic process that can be applied to Head Start programs and service areas of every size. A demographic overview of each Region XI AI/AN program will be completed and available to individual programs at this workshop.

### **Building Effective Management and Communication Skills**

*Carol Bellamy, ICF International*

In this workshop I will share how Program Administrators can deliver effective training and management sessions with staff. The audience will practice using Bloom's Taxonomy to develop measurable goals and practice documentation of goals. Participants will learn valuable techniques to use during performance evaluations, classroom observations and ways to provide feedback during performance review.

### **Child Engagement in Play and Learning as an Indicator of Program Quality**

*Alan Guttman, Johns Hopkins University Center for Technology in Education*

Monitoring protocols and quality rating systems focus primarily on a program's physical environment and structure; adult-child interactions; staff qualifications; care and education practices; and child outcomes. This workshop will consider the importance of child engagement in play and learning as an indicator of program quality. In this interactive session participants will learn how to define and identify the types and quality of children's engagement with adults, peers, play activities and instructional tasks. Video segments of children involved in typical classroom activities will be viewed, analyzed and discussed to broaden and deepen participant understanding of how best to support and promote high quality child engagement in learning.

### **Classroom, Organizational, and Personal Goal Setting**

*Michael Hubler, Florida College of Missionary Aviation/ Time to Sign, Inc.*

Whether you want to learn to establish goals for yourself, your classroom, or your organization this session is for you. Learn how to write vision and mission statements, goals, objectives, and how to plan to make those dreams a reality! Participants will receive detailed worksheets to help in solidifying goals and the steps necessary to make them a reality. Dr. Hubler teaches a collegiate goal setting class and will be making this knowledge available to all who attend.

### **Communication: The Leader Within**

*Eva Carter, Patty Brown, CDI-NTC*

This workshop is designed to discover your leadership style and strengthen your communication with staff, leaders, and collaborative partners. Skill building will include strength based strategies and reflective practice. During this interactive workshop, you will explore your leadership style, verbal and non-verbal communication, authenticity of your message, and how temperament plays a role in getting your point across with clear expectations. The power of the words you say or don't say make the difference in successful decision making and positive outcomes. You will receive tips regarding outcome based decision making and will practice communicating with others using real life scenarios. Everyone has the potential to lead but it is more than position power. You can make a difference by using what you have in your own authentic way while empowering those around you.

### **Data Management with ChildPlus**

*Carolyn Heyliger-Graham, ChildPlus*

In this session you will learn how to collect data and use reports, setup email notifications, improve data tracking for teacher-child interactions and family goal-oriented relationships, and improve your policies and procedures.

### **Effective Fiscal Management**

*National Center on Program Management and Fiscal Operations*

Effective fiscal management is a key ingredient for successful programs. Consistent with the five-year oversight theme, this three-hour session will interactively explore key fiscal issues including effective budgeting as an extension of program planning. This session will also emphasize the importance of bridging the divide between program staff and fiscal staff for the efficient use of resources to accomplish program goals and objectives. Participants will discuss and share how to manage multiple funding sources, use TTA dollars effectively, slot conversion/reduction and cost allocation.

### **Effectively Engaging the Head Start Policy Council**

*Gilbert Gonzales, Patty Eningowuk, ICF International*

Do you want to learn new strategies to empower your Policy Council members to make the best decisions that will result in positive outcomes for your children, families and community? This session will use a variety of adult learning modules to identify effective strategies to support full engagement of your Policy Council in taking ownership of their responsibilities as guided by the Head Start Act section 642 (c)(2)(D). Topics to support your success as a management team and Policy Council's success as one entity of the Governing Body will include; designing and implementing Policy Council training, supporting ongoing communication, bridging the Policy Council activities with the Parent Committee activities, monthly reports from Head Start management and empowering Policy Council members to be fully engaged in monthly meetings. Targeted Audience – Head Start/ Early Head Start Directors and Policy Council Members.

## Training Workshops

### **Emergency Preparedness**

*Kelly Towey, Laura Brooke, National Center on Early Childhood Health & Wellness*

Programs play an important role in emergency preparedness, response and recovery. Information on resources and materials available to assist programs in preparing, responding and recovering from emergencies and crises will be shared as well as in-the-field perspectives and lessons learned. The importance of social and emotional supports for children and adults will also be covered.

### **Engaging and Goal-Setting in your Role as a Leader: The Process, The Partnership, The Result**

*National Center on Parent, Family, & Community Engagement*

The work you do to build trusting relationships within your program supports growth and development of children, families, and staff members. Come to this session with the National Center on Parent Family Community Partnership (NATIONAL CENTER ON PARENT, FAMILY, & COMMUNITY ENGAGEMENT) and explore a new tool that support your role and competencies as a leader in goal-setting and partnering with families and staff to reach new heights for themselves and your program quality.

### **Five-Year Oversight and Program Planning**

*National Center on Program Management and Fiscal Operations*

This session is designed to give event participants a conceptual foundation of the five-year project period, with an emphasis on program planning, self assessment and the OHS monitoring process. Program planning helps Head Start grantees inform their respective five-year narratives for their children, families and communities. This session will emphasize the role of self-assessment and ongoing monitoring. Participants will also understand how data serves as a key linkage for the planning process, especially in regards to setting and implementing goals and objectives and addressing continuous program improvement.

### **Governance: Structure, Processes and Relationships – Important Elements of Effective Leadership**

*National Center on Program Management and Fiscal Operations*

Strong program leadership (governing body, Policy Council and key management staff) is essential if a Head Start grantees is going to be successful. This session will address how structure, process and relationships are important elements of successful program leadership. In addition, participants will explore key ECLKC resources that can further inform their governance and leadership efforts.

### **Head Bumps Matter: Protecting Young Brains**

*Elizabeth (Betsy) LM Miller, Child Care Health & Safety, LLC*

Head bumps may have long-lasting consequences for a

child. This workshop addresses ways to apply best practice active supervision to reduce the risk of head injuries. Learn the twelve (12) most common play area hazards. Adopt or improve use of Injury Report Forms and Injury Logs. Explore how to accommodate a child, in group care, who has sustained a traumatic brain injury. Discover which age appropriate play equipment is recommended by the CPSC Public Playground Safety Handbook. Receive current resources / handouts which include how to request a Certified Playground Safety Inspector. (ITERS-R, ECERS-R: Personal Care Routines) Workshop written by the Early Childhood Education Linkage System (ECELS)-Healthy Child Care PA, PA Chapter, American Academy of Pediatrics.

### **Head Start-Child Care Partnerships: Digging Deeper-Building the Castle Together**

*Eva Carter, Patty Brown, CDI-NTC*

Working together in partnership with Head Start, Child Care or other partners in a way which more children can be served with comprehensive quality services that promote healthy outcomes. Sometimes, however, barriers appear to be standing in the way of making a true partnership happen. Where do we begin, what is the process, and how do we address the tougher issues with professionalism and respect? This workshop is designed to build on existing partnerships, create new ones, and identify key elements and regulatory requirements need to move forward from cooperation and coordination to a meaningful collaboration. Interactive opportunities will be available to identify the level of readiness to actively engage in partnerships. Participants will be engaged in discussion regarding the importance of creating a joint vision, mission statement, impasse agreement, policies and procedures. Other topics will address family and community engagement, understanding how quality dollars can help support partnership objectives, sharing information, challenges, and successful examples.

### **Health Tracking and Recordkeeping**

*Kelly Towey, National Center on Early Childhood Health & Wellness*

In order to provide quality health services, programs must establish and maintain efficient and confidential tracking and recordkeeping systems. This session will provide information on how tracking systems document health care treatment and follow-up, identify common health problems and gaps in services, and create a comprehensive picture of a child's health. Attendees will also learn about resources, tools, and ideas to help strengthen their tracking and recordkeeping systems.

### **Helping Parents and Caregivers Understand, Prevent, and Respond to Infant, Toddler, and Young Children's Challenging Behaviors**

*Neal Horen, National Center on Early Childhood Health & Wellness*

When young children have significant challenging behavior they are more likely to experience: peer rejection; punitive contacts with teachers; more conflict in

## Training Workshops

their family interactions; and problems in school. Effectively addressing a child's challenging behavior requires an individualized approach to instruction based on a comprehensive assessment of their environment and behavior. In this session we will explore tools and tips for supporting young children with challenging behavior.

### **Lessons from EHS-Child Care Partnerships to Improve Early Childhood Services**

*Jennifer Olson, National Center on EHS-CC Partnerships*  
This presentation provides information gained from Early Head Start-Child Care Partnership Grants across the nation regarding the challenges and successes of collaboration and cooperation. The lessons learned offer insights into the collaboration and partnerships that can be transferred to all AIAN early childhood programs. Specific suggestions for building partnerships and promising practices which increase quality of early childhood services for children and families will be offered. Recommendations specific to increasing safety in facilities, sharing space and increasing professional development opportunities will be included. Finally, strategies for engaging Tribal Council members in planning for collaboration between EHS and Child Care will be discussed.

### **Managing Common Illness**

*Elizabeth (Betsy) LM Miller, Child Care Health & Safety, LLC*

Use games to demonstrate innovative approaches to identify how germs are spread. Recognize criteria and explain the rationale for exclusion of a child who is ill. Identify the six (6) "Modes of Transmission" of how infectious diseases are spread and what tools are necessary to manage infection (germs). Learn when and how to report illnesses. Discover how attitude may prevent or encourage actions to control infectious illness in Head Start. (ECERS-ITERS: Personal Care Routines, Parents and Staff.) This workshop is based on *Caring For Our Children*, 3rd Edition, <http://cfoc.nrckids.org/> and *Managing Infectious Diseases in Child Care and Schools, A Quick Reference Guide*, <http://shop.aap.org> Workshop was adapted from the curriculum for 1) *Managing Infectious Diseases in Early Education and Child Care Settings* at <http://www.healthychildcare.org/> . Written by Susan S. Aronson, MD, FAAP, ECELS Pediatric Advisor, PA Chapter of the American Academy of Pediatrics. 2) *Managing Infectious Diseases in Head Start*, The Head Start National Center on Health, Jonathan Kotch MD, MPH, FAAP, Trish Isbell PhD, MPH, Med, Elizabeth (Betsy) LM Miller, BSN, RN, BC, Child Care Health & Safety, LLC.

### **Optimizing Your Implementation of GOLD by Teaching Strategies**

*Teaching Strategies*

This session highlights the administrator features in GOLD that help you determine the fidelity with which teachers are using GOLD. Explore examples of teacher-

facing technology and learn how these tools can help your teachers build strong digital portfolios, plan for individualized instruction, strengthen family connections, and effect positive child outcomes.

### **Planning for Ongoing Monitoring**

*Stephen Honeyestewa, Leslie Porter, ICFI*

Ongoing Monitoring is the cornerstone to every successful program. This success is supported by data driven decision making, annual self-assessment, and program planning. While seemingly complex, Administrators can make this process a part of the daily routine. Learn how to make continuous improvement an integral part of your program. Discover the linkage and experiences among the elements of effective ongoing monitoring. Leave this workshop with a written plan ready for immediate implementation.

### **Planning: The Key to a Proactive and Productive Year**

*Bonnie Powell, Ron Ransome, ICFI*

As a Head Start Director or Manager, you know that leading and managing your program is complex endeavor. During this session we will explore strategies to help you as a leader move from a reactive "putting out fires" approach to a proactive "prepared for the expected and unexpected" stance. We will explore ways to establish order and predictability in a chronically changing environment through the use of administrative and programmatic calendars built around the program grant cycle and the Head Start Planning Cycle. We will compare the different types of plans that emerge from the grantee planning process. (Five Year Plans, Annual Action Plans, School Readiness Plans, Training and Technical Assistance Plans and Written Service Plans) Our motto is Work Smarter-Not Harder.

### **Promoting Positive, Culturally Relevant Infant Toddler Outcomes through Responsive Caregiving and Continuity of Care**

*National Center on Early Childhood Development, Teaching, & Learning*

This session will focus on the impact of positive adult-child interactions as well as the critical components of responsive caregiving for infants and toddlers within the context of culture. This includes the impact of relationships, language, interactions, schedules and routines, and the environment. Strategies for supporting staff efforts to promote culturally responsive caregiving, including continuity of care, will be explored.

### **S.M.A.R.T. Goals: Creating possibilities for high quality outcomes**

*Janet Humphryes, Gilbert Gonzales, ICFI*

Head Start management staff experience many opportunities for creating, supervising and holding themselves and others accountable for attaining goal outcomes, e.g., Program Goals, School Readiness Goals, Professional Development Goals, etc. Creating goals that are Specific, Measurable, Achievable, Results-Focused and Time-Bound (S.M.A.R.T.) requires a good

## Training Workshops

deal of thought so that success is achieved and recognized within a short period of time, thus providing the intrinsic motivation needed to realize deeper levels of commitment to implementing quality for children, families and staff. Come learn about SMART goals and engage in creating and/or refining a few for your program!

### **School Readiness: Creating respectful learning communities for children and adults.**

*Janet Humphries, Aziele Jenson, ICFI*

The root of teaching lies in the messy business of human relationships. Who we are and how we relate to the world around us makes a difference in our teaching (Palmer, 1998). Rather than telling teachers what to do to change children's behavior, the focus of this session is on learning how to be with children, refining our relationship with ourselves that can lead to cooperative behaviors and high level executive functioning for all. Participants will be guided through self-reflection to generate connection to their inner lives as teachers, resulting in understanding their purpose, discovering their creativity, and embracing their sense of wonder. This session is ideal for teaching staff and Ed Managers as it will encompass the foundations necessary for coaching others.

### **Self-Assessment: Your Annual Journey**

*Bonnie Powell, Dan Stickler, ICF International*

Calling all Head Start, Early Head Start and EHS-CCP Managers, Tribal Council Members, Policy Council Members, Parents, Community Members and Directors! Join this session to learn about a new tool available to help programs design and implement the annual Self-Assessment. This process is aligned with the Head Start five-year grant and builds on a program's ongoing monitoring system. Participants will be introduced to each step in the new process and will receive training materials created to guide programs as they design and conduct their annual Self-Assessment. Learn best practices that link the Self-Assessment to program goals and objectives. Discussions will focus on ways to leverage program strengths while also looking for areas of improvement and innovation. We'll review resources available on the ECLKC to ensure an effective process, and learn to work smarter, not harder.

### **Sensory Processing: It Does Make Sense**

*Cyndi Elliott, I See Ability!/wholehearted, LLC*

Cyndi provides an understanding of the 3 areas (tactile, proprioception, vestibular) that make up the sensory processing system. If a teacher or other caregiver can understand why a child displays sensory characteristics, they can immediately provide practical solutions and assistance. Cyndi's ability to instill knowledge of this complex subject into simple explanations will provide you with understanding and solutions you can put to use the next day.

### **Sign Language and Other Strategies to Enhance Classroom and Behavior Management**

*Lillian Hubler, Michael S. Ed.D., Time to Sign, Inc.*

Participants will learn how to use positive language, routines, visual cues, and great signs to enhance classroom management and have smooth, quiet transitions using American Sign Language in stories, play, songs, games, and mnemonics.

### **Soaring with Eagles: Programs Where Children Lead**

*Janice Jobey, Aziele Jenson, ICF International*

Allowing children to become leaders in your program can be overwhelming and challenging. This session will help Managers rethink the way they plan, use curriculum, and use the environment to stimulate children's curiosity and to honor children's innate motivation and excitement for learning. Temperament, self-regulation, interests, and learning styles are all recognized as important considerations for approaches to learning in the Head Start Early Learning Outcomes Framework. Education Managers can support their teachers in this paradigm shift that is demonstrated through the use of innovative, intentional, and integrated planning while improving CLASS scores. Learn about this approach through actual classroom experiences, pictures, anecdotes, scenarios and hands-on experiences.

### **Social & Emotional Learning of Young Children**

*Lillian Hubler, Michael S. Ed.D., Time to Sign, Inc.*

Participants will learn what the latest on social and emotional research has to say about its importance for successful early childhood development, learning and life. Participants will be provided useful strategies to enhance social and emotional learning for their children.

### **Special Needs Children: The Case for Traditional Foods and Medicine Wheel Teachings**

*Rose Hamilton*

In this very interactive workshop we will explore the roles that indigenous diet and food traditions play in learning, attention, focus, socialization, and emotional inclusiveness. The first part of the session is devoted to how nutrition plays out in behavioral and learning challenges, including how to spot allergies, sensitivities, and nutrient deficiencies. The second part is focused on how integration of traditions around food and other traditions in a Medicine Wheel approach can help children find healthy paths to flourishing in the classroom. We also share wisdom around supporting families using these approaches. Please come prepared to share your experiences, questions, and ideas! The workshop will also offer opportunities to participate in field research and pilot programs.

## Training Workshops

### **Strategies for Supporting Mandated Reporters of Suspected Child Abuse**

*Alan Guttman*

Johns Hopkins University Center for Technology in Education

During this session, participants will learn about, discuss, and develop strategies to ensure consistent, confidential, and effective reporting of suspected child abuse. Participants will also learn how to plan and implement local reporting policies and procedures, overcome obstacles to reporting, and devise strategies to support mandated reporters. Participants will learn and are invited to use and adapt the workshop presentation to implement a training for staff at their agencies.

### **Taking Care of Ourselves**

*Neal Horen, Laura Brooke, National Center on Early Childhood Health & Wellness*

Stress is natural and inevitable, but when our own resources are low and our stress level is too high, it's hard to have patience and support for others. It can take a toll on your health and effectiveness as a director or early childhood care provider. This session will help you consider both your own stress levels and how to support wellness for your staff.

### **Team Building: Essential for Effective Program Operations**

*William Maes, ICF International*

Participants will be engaged through this interactive training activity with rationales, strategies, discussions and visual presentation on effective team building practices.

### **Using CLASS to Improve Preschool Teacher-Child Interactions**

*National Center on Early Childhood Development, Teaching, & Learning*

The presentation will address the Head Start Framework for Effective Everyday Practice (the "House") and the importance of using culturally appropriate, engaging interactions and environments in teachers' work with young children. Use of the CLASS instrument to plan and implement professional development will be covered, as well. Participants will have an opportunity to share strategies about supporting staff who are using an observation tool in their professional development activities to support improved teacher-child interactions.

### **Using Data to Measure Family Progress**

*National Center on Parent, Family, & Community Engagement*

How do you know if your programs' efforts are making a difference for children and families? This session will provide you with the newest resources HS/EHS programs can use in combination with their data to engage and partner with families to measure progress toward the OHS Parent, Family, and Community Engagement (PFCE) Framework Family Outcomes.

### **Using Making It Work! to Take a Closer Look at Instructional Supports**

*National Center on Early Childhood Development, Teaching, & Learning*

Making It Work! is a planning process that supports American Indian and Alaska Native (AIAN) programs to connect cultural learning experiences, skills, values, and beliefs to school readiness and positive outcomes for young children. This session will review the Making It Work! Tool and provide opportunities for participants to plan for how it might be used to support their AIAN teachers in areas of concept development, quality feedback, and language. Strategies for leaders to engage staff in building their skills as they make connections between traditional ways and implementing effective teaching practices will be explored.

### **Using Motivational Interviewing to Have Conversations that Help**

*Neal Horen, National Center on Early Childhood Health & Wellness*

Working with families who are struggling with substance abuse can be very challenging. Motivational interviewing techniques can be very helpful for Head Start and Early Head Start staff in supporting positive, meaningful interactions with these families. In this session, you will learn tips about the kind of conversations and interactions that help encourage families rather than create tension.

## **PLUS workshops on the following topics:**

### **Interagency Agreements**

*Mike Richardson, AIANHS Collaboration Office*

### **Language Preservation**

*Mike Richardson, AIANHS Collaboration Office*

### **CLASS Research Paper**

*Jessica Barnes, Michigan State University*

### **Fiscal Updates and the Role of Grants Management Specialists**

*David Kadan, Grants Management Office*

### **ERSEA**

*ICFI*

# Oneida Business Committee Agenda Request

1. Meeting Date Requested:   5   /  11  /  16 

## 2. General Information:

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

Agenda Header:

Accept as Information only

Action - please describe:

## 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.

# INTERNAL SERVICES DIVISION

2<sup>nd</sup> Quarter FY16  
January, February, March



- MGMT INFORMATION SERVICES (MIS)
- GRANTS
- TSYUNHEHKWA
- OCIFS
- EMPLOYEE ADVOCACY
- KALIHWISAKS
- TOURISM
- PRINT & MAIL CENTER

The 2nd Quarter of 2016 focused on re-evaluating the goals for FY16, ensuring that they are aligned with the Four Directions set by the Business Committee.

It is important to build and share knowledge – with each other, with other tribal communities, with academics, so that we can launch many projects that are in conceptual design. Through the various conceptual projects, such as the aquaponics, the augmented reality, 3-D printing, variable data, we are building a knowledge base that can strengthen our operation and our Nation.

As individual as each department is within the Division, so are their goals. The alignment is tied to the Strategic Direction and they each have individual goals as presented in the last quarterly report. As the individual departments report on their activities, relating to their goals, there are some overarching activities that are tied to the Division Goals. The Division sets some goals that intertwine with a cross-disciplinary approach, and further engages all toward a common goals, while still retaining their individual efforts to contribute. Likewise, the team works across Divisions and programs to support the organization.

It should be noted that there are some areas that have very low unemployment, such as technology with 2%, so it is a strong career opportunity for our tribal youth. We would like to consider, if budgets permit, establishing a year-round internship with the surrounding colleges, so that our youth can engage in a work-study environment that is aligned with their interests. This is being discussed with NWTC for technology.

<b>Goals #1</b>	<b>Enhance Oneida Brand as a Strong Nation</b>
Advancing Onayote?aka Principles	<i>Seek new avenues to visibly expand the Oneida Brand by creating the story within our reservation boundaries, and promoting the brand throughout the region, state, and nationally.</i>
Engaging the Community	<ul style="list-style-type: none"> <li>➤ Now that the snow has ended, we are able to continue to work on projects that can visibly showcase our brand and culture. The tourism group is continuing to work on materializing the longhouse, and it should be ready for our early fall events.</li> <li>➤ The team is working on bus tours to help to generate traffic. The team involves several members from event management to graphics, and organizational wide such as the Radisson.</li> <li>➤ The LPGA is on our chalkboard as another opportunity to build our destination and brand. Several discussions have taken place as to the what, how, and branding.</li> </ul>
<b>Goal #2</b>	<b>Engage the community toward a mindset of healthy foods; increase production</b>
Committing to building	➤ Several additional activities relating to agriculture have transpired

<p>a responsible Nation</p> <p>Create Economic systems</p>	<p>this quarter. Of special recognition is the white corn growers group that is emerging as a community-based effort.</p> <ul style="list-style-type: none"> <li>➤ The aquaponics project, which is anchored at the Veterans, is another effort to increase production so that we can provide healthy food options to our youth in school. We should start to see the framework materialize in April and May.</li> <li>➤ An Augmented Reality book is another project that we have on the concept board. It is costly to develop; therefore we are seeking grant funding, and academic (UW-Madison) participation.</li> <li>➤ The Food Center concept continue to evolve. Our next step is to seek grant funding for a feasibility study, so we are working with the Economic Development Agency for a planning grant. UW Madison has previously done some work on the concept, which was very helpful in our pitch to EDA.</li> <li>➤ We will be bringing the Business in Agriculture Train-the-Trainer in June, as a part of an OAO grant and initiative to develop our agriculture capabilities.</li> </ul>
<b>Goal #3 Strengthen operational performance through technology</b>	
<p>Implementing Good Governance Processes</p> <p>Long Term Sustainability</p>	<ul style="list-style-type: none"> <li>➤ Technology partnership with NWTC is in dialogue. We are looking to revamp the IT youth club, but waiting on NWTC's club to get more developed so that we can have some mentors for the youth.</li> <li>➤ Interaction with other tribes in the Great Lakes to share information on best systems and technology approaches; and to gather information on technology that can benefit this operation. The MIS team is engaging with Shakopee on a quarterly conference call, MIS members are engaged in the InterTribal Technology Council which is just forming with several tribes from Minnesota, and Wisconsin.</li> <li>➤ Meeting with Packers to look at their various technology practices, including the surveillance platforms, security, wireless, and customer engagement efforts. Follow up for potential museum application.</li> </ul>

## MIS Quarterly Report – January - March 2016

### Strategy #1 Deliver Business Technology Solutions

- Implementation of OnBase for Job Training Vocational Rehabilitation system. Provides significant improvements associated with forms handling and client information management.
- Upgrade to critical Gaming systems, EPIC (Bingo) and Keywatcher. The upgrades keep the systems current for better vendor support while providing added features for system users.
- Installation and deployment of the PACS (picture archiving communication system) for digital x-ray and mammography image capture for the OCHD. The project replaces an aging inefficient system with a much more advanced and functional solution.



### Strategy #2 Promote Information Sharing & Collaboration

- Expansion of the SecAwareness program. The program is intended to create greater awareness associated with the protection of the Nation's information assets. Activities included implementation of Infosec Security Tip of the Day and provided more organization and structure to the MIS Security Team.
- Installation of a community member Kiosk within the Records Management department. The Kiosk provides inquiry and retrieval of Oneida archived records.



### Strategy #3 Optimize Use of Resources

- Extended/expanded the Nation's wireless infrastructure into organization facilities such as the Norbert Hill Center and Casino. This activity supports business mobility strategies as well as the Nation's Good Governance

priorities.

- Budgetary Performance – Through the first six months the MIS budget has a positive variance of 10.18%. The variance is due to a number of open positions that are currently posted. The variance is expected to be reduced over the next six months.

## MIS Goals for FY'16

### **Strategy #1 Deliver Business Technology Solutions**

Develop and implement the mobile patron registration system for Gaming. The system will be used by the Fun Club to provide an added service to our customers while expanding customer enrollment in the Casino rewards program.

Extend the use of MDM (mobile device management) tools. This will include the application of AirWatch to all phones provided to Oneida employees. The product provides protections to the user as well as the Nation.

### **Strategy #2 Promote Information Sharing & Collaboration**

Expand the use of Bally Kiosks (Marketing) within the main Casino, Mason Street and IMAC. It is anticipated that the number of customer Kiosks will grow by six creating greater customer access to a wide variety of Oneida Gaming services and information.

Formally introduce MS SharePoint solutions to Oneida business units. New functionality will include in-the-cloud file storage and sharing, web development and collaboration tools.

### **Strategy #3 Optimize Use of Resources**

A project that is intended to provide structure and standardization for the Nation's Surveillance environment will be initiated. The project will include a cross functional team consisting of representatives from OGC, Gaming Security, OPD, Retail and MIS. The scope of the project will include inventory of all current surveillance solutions, selection of a common system, and organization of a system support structure.

## **Grants Office Quarterly Report - April 2016**

- **Strategy 1: Enhance tribal services with external funding(both new and continuation)**
  - ❖ Although we are not quite to the halfway point in our goal of meeting or exceeding last years' total of \$7.3 million in external funding, we are close with a total of \$3.1 million.
    - This quarter is a low funding quarter as it is the grant deadline period, whereas a vast majority of grants are due this time of year. The cycles for awarding grants are past or will be coming back up this later summer and early fall.
    - This office has submitted 8 grants in January; 6 grants in February; and another 8 grant submissions in March for a total of 22 grants. This amounts to \$3,061,127 in pending grants for this past quarter alone.
    - This office also worked on another 16 grants over the past quarter with modifications, amendments, reporting, continuations, or revisions for additional monies.
  
- **Strategy 2: Become a resource for a 1-stop shop for funding/grant data and services.**
  - ❖ Provide on-going training for program requests to enhance their ability to obtain external funding.
  - ❖ Continue to maintain tribe-to-tribe, grantor-to-grantee relationships to increase our opportunities.
  - ❖ Maintain a database that includes all funded, denied, and pending grants.
  - ❖ Maintain a database of all information that relates to grant data including statistical data.
  
- **Strategy 3: Enhance tribal and community efforts in fundraising thru the development of the Youth Leadership Institute (a 7871 fund unit).**
  - ❖ DonorPerfect training is complete, with current trial runs with data input to get used of the system.
  - ❖ 7871 website is currently being worked on with the team meeting to decide what will go up onto website, as well as redrafting the resolution to be presented to OBC next month. 7871 work is continuing with the draft rack card, charter, and by-laws with a team effort.

### ***OCIF (Oneida Community Integrated Food Systems) Achievements:***

➤ **Strategy #1 Educate the Oneida community about food, agricultural opportunities, nutrition and health risks**

Continue to meet with the Oneida Farmers Market Activity group to review the activities that were created to increase the customer turnout at the 2016 Oneida Farmers Market.

Participated in the FM SNAP & WIC Program Sub-Committee to discuss how to expand this program in the Oneida, Green Bay and neighboring Farmers Markets.

\* **Promote education through Agri-Tourism efforts** - Met w/ Kirby Metoxen re: working together on creating a 'Breakfast on the Farm' event for the Current Young Professionals group from Green Bay.

Met with UW-Extension Brown and Outagamie County to discuss how to get youth more involved in entrepreneurship and healthy foods on the 4-H Educational Farm.

\* **Share through educational forums** – 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 Gardening workshop, Compost Bin workshop, and the Worm Bin workshop.

Researched the Agricultural Lesson Plans that LIVE54218 created and put on their website and downloaded each one to use as sample for Oneida.

**Strategy #2 Integrate Oneida and locally produced foods into the Oneida community and institutions**

Created a Fruit and Vegetable Prescription Program (FVRx) project sheet to see if we can work with the Oneida Health Center doctors to increase health.

Assisted w/ the future of the Local Oneida Food Promotions, White Corn Growers workshops and Farm to School projects on Saturday, March 19.

**Tsyunhehkwa Quarterly Achievements:**

*Playing a pivotal role in the reintroduction of high quality, organically grown foods that will ensure a healthier and more fulfilling life for the On^yote a ka, Oneida People of the Standing Stone.*



White Corn Growers Workshop,  
March 19, 2016



### January 2016 Highlights:

Grant Pursuits reviewed using First Nations Development Institute, Blooming Prairie Foundation, USDA National Institute Food & Agriculture, USDA SARE Farmer & Rancher, USDA Farm to School, Harvard Honoring Nations, and the National Endowment of Humanities.

To help with our Program's role within our Community, we worked with Terry Hetzel, HRD Mediator to help review our overall program and help each of us to understand the role and responsibilities each position in the going process.

Hands-On Tour and Work Site for St Norbert's College Martin Luther King Service program. We had about 15 Students & Professors help in cleaning Greenhouse, and cleaning, shelling and winnowing the White Corn.



St. Norbert's College –  
Service Day January

### February 2016 Highlights:

Cannery Workshops provided to Community, concentrating on Hulling process. Attended by youth to elders, and required to them to participate learning the process to the finish.

Social Studies Methods Class from UWGB began hands on process of learning about First Nations Studies Focus. The Professor wants her students to learn about First Nations with direct contact and learning experiences. About 20 students spent 10-15 hours with us throughout the Semester.



### March 2016 Highlights:

Cannery continued workshops with Corn Bread, and had the attendants make smaller loafs, including Strawberry Corn Bread. Cannery helped out with the processing the Maple Syrup collected by the Community and the Oneida schools.



Cannery Workshop:

### Fiscal Year 2016 Strategies & Goals:

#### Strategy #1 Increase Local Food Production

- Creating a Positive Organizational Structure

- Review if entire Tsyunhehkwa Program and personnel with Oneida Expert in team building and strategic planning.

### **Strategy #2 Improve Food Security**

- Advancing On^yote?a.ka Principles
  - Planting 10 acre of white corn annually on site with target of increasing and improving yield.
  - Community Workshops provided around entire process

### **Strategy #3 Increase Interaction with Community**

- Committing to Build a Responsible Nation
  - Increase the number and variety of Community Workshops in all areas we provide.

Social Studies Methods Class from UWGB February and March 2016:



## **Kalihwisaks : Achievements**

- Printed six issues – January 6, January 20, February 4, February 18, March 3 and March 17.
- Changed to tabloid format after customer input indicated it would be preferable. Most feedback about the change has been positive. (Creating a Positive Organizational Culture).
- Started highlighting volunteers in the community (Advancing On^yote?a.ka Principles, Committing to Building a Responsible Nation ).
- Moved to the Print Shop to converge like services (Creating a Positive Organizational Culture).
- Covered news and events such as prescription abuse in the community, updates on the Secretarial Election, and GTC meetings (Advancing On^yote?a.ka Principles).
- Staff trained on new website. Kalihwisaks stories will appear on main page of website (Creating a Positive Organizational Culture, Advancing On^yote?a.ka Principles).
- Printed Oneida Business Committee meeting minutes, board postings, public hearing notices, and legal notices. (Implementing Good Governance Process)
- Worked with other departments such as SEOTS, OCIFS, Adventures, Culture and OFF to create monthly pages to share their news and events. (Advancing On^yote?a.ka Principles)
- Worked with Communications to produce weekly "This Week in Oneida" video. (Advancing On^yote?a.ka Principles)

### Goals for FY2016

- Create High School Senior Graduation section for June
- Community Picture page featuring submitted photos from Oneida citizens. (Advancing Onkayote'a.ka Principles)
- Work with tourism to purchase new digital camera. (Creating a Positive Organizational Culture)
- Expand our media platforms to include phone apps, online payments, more online content



New Kalihwisaks digs above Print Shop.

Tree tapping



## EMPLOYEE ADVOCACY DEPARTMENT

The Employee Advocacy Department (EAD) continues its efforts to create a positive organizational culture through increased communication. We aim to work toward a healthy respectful environment; rather than a litigious culture.

The number of cases progressing to the Personnel Commission continues to decline.  
 2014 saw 11 cases at OPC,  
 2015 had 4 cases,  
 2016, to date, had one case appealed to the OPC.

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January-March 2016 brought (20) new employment issues (in addition to those carried over from the previous quarter.) Much effort is placed on working with the employee to determine root causes and factors leading to the employment issues. The issues are investigated, materials gathered, dialogue with supervisor for their perspectives, and further discussions to make every effort for a win-win resolve.

EAD strives to mediate/settle cases; effectively saving the Tribe time/costs associated with formal litigation before the Oneida Personnel Commission and/or the Judiciary.

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*Due to the nature of personnel matters, the detail information on the incidents remains confidential.*



## Oneida Printing

The following report is to give a brief update on the strategies and status of Oneida Printing since the managerial transition to Michelle Danforth in November 2015.

The overall financial performance continues to improve, primarily with the investment of the team in mastering variable data to bring some Casino print jobs in-house. Previously, the Print Center did not have the capability of fully executing variable data jobs. They are working to bring in several pieces as they build up this capability. Additionally, the GTC petition mailers are large jobs for the print center. The booklets of information take anywhere from 6 full production days of 5 FTE, to 11 production days of 7 FTE.

Sales increased 25% over budget; with the net loss reduced by at least 50% for this quarter.

### Strategy 1 – Improve Print Shop Infrastructure

1. Continue to improve pricing with current PrintSmith software
2. Continue to improving the production schedule to service Gaming Marketing
3. Weekly Customer Service meetings
  - a. FY15 – Job Tickets Created – 576 (Note Gaming jobs outsourced, Oneida Printing would process the order including the bids, writing job ticket, and processing of the invoice when the job was finished. Since March 1, 2016 we no longer will track monthly jobs that are being outsourced to Graphic Comp. Printing will however bid on jobs that could be

completed in-house before we outsource the work. So, this will make the total number of job tickets decline overall)

b. FY16 – Job Tickets Created –

**Strategy 2 – Sales – Continue to master Variable Data to service the needs of Oneida Casino & look for other revenue opportunities in first printing and then future other media services.**

Level 1	Casino	Recouped 4-6 standard monthly variable data jobs outsourced
Level 2	Tribe/GTC	Continue to work and improve customer service
Level 3	Existing Corporate	Very small %
Level 4	Other Tribes	Leads with Mole Lake Casino on possibly being their printer. Other focus is on tribes/forms.
Level 5	Other Corporate	Future plans to explore

4 Color Press	6.21%
Bindery	5.20%
Prepress	0.04%
B & W Copy	27.80%
X1000	8.38%
Merch	1.05%
Misc	0.31%
Typesetting	0.02%
Graphics	4.05%
Plotter	1.35%
Out-Sourced	40.20%
Plates	0.83%
1 Color Press	4.55%
2 Color Press	0.00%

**Sales by Type** – Currently, the black & white copiers have resulted in the highest revenue for the Print Center followed by the Presses. Future projections will close the gap between the black and white and color digital press.

**Sales Ranking by Customer**

1. Casino – Marketing
2. Casino – Operations (Forms/Bingo/etc)
3. Consolidated Health
4. Self-Funded Health Insurance
5. Internal Services (Ag Summit, other grants)
6. Tourism (Annual rack cards etc)

**Strategy 3 – Improve the Print Shop Image**

**Strategy 4 – Improve Department Efficiencies** – Communication and employee work reports are the biggest improvements. The staff has been phenomenal to step up and take on larger jobs as we work towards sustainability.

**Highlight** – Printing prints largest GTC packet ever. 1.6 million copies, 886,000 sheets of paper in a span of 11 working days.



## Tourism Quarterly Report – March 2016

### Strategy #1 Develop Cultural Tourism

**Long House** - Conservation completed a 2016 time-line for final construction of the long house. Props are being purchased and logged. (Furs/baskets etc) The goal is to have the long house open in the middle of August.

**Amphitheater/Visitor Center** –Meetings with Governmental Services and Cultural Heritage in regards to the amphitheater. Tourism will be putting this project on hold for the upcoming summer season. Tourism has met with ONVAC about the visitor center and they like the design for the veterans wall area.

**Veterans Wall** – in the summer of 2016, Tourism will turn their focus on fixing and finishing the wall with DPD's assistance, including an accessible sidewalk for veterans with walkers and wheel chairs.

### Strategy #2 Build Partnerships

- Rich Figueroa continues to work with Radisson/CVB on bus tour shows.



Oneida  
Judicial Wall #3



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

- Bus Tours continue to be booked for the summer of 2016
- Planning started on BIG Apple 2016 (Traffic control #1 issue with OPD)
- Kirby Reservation Tours Continue
- 2016 No Info Available due to server move and file is missing
- 2015 2899 people (YTD)
- 2014 1259 people
- 2013 920 people

### Strategy #4 Maximize Media

- Student worker continues to post on Facebook for tourism and has developed calendar of events.
- Puppet Video completed on Native Homes & Museum video.
- Graphic Phase III B is complete at the Judicial Court.
- Oneida touches completed at the Skenandoah Complex.
- Assistance will be provided to help re-brand the farmer's market and apple orchard.
- Packer Wall complete at the Radisson.
- Additional touches to enrollments windows to continue to polish up our buildings to get ready for LPGA.



The staff continues to make improvements and build efficiencies in their operations. Some operations are making changes to strengthen their performance. Others are changing their models to combine talents, better share resources, and collaborate. All are changing to better address the present needs of the organization and the community.

# Oneida Business Committee Agenda Request

1. Meeting Date Requested: 05 / 11 / 16

## 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 Ombudsman FY '16 2nd quarter report

## 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

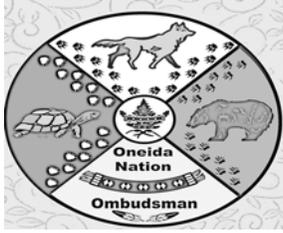
## 5. Submission

Authorized Sponsor / Liaison:

Primary Requestor/Submitter: Dianne McLester-Heim, Tribal Ombudsman  
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

P.O. Box 365

Oneida WI 54155

Phone: (920)-490-3717

Toll Free: 1-888-490-2457

Cell: (920)-609-1290

**Office of the Ombudsman**  
**Quarter 2 Report/Update FY16**  
**January, February March; 2016**  
 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, the OoO is a designated neutral working in the pursuit of just, fair, and equitable administration of process and delivery of services for all.

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.

### Actions and activities:

The OoO works on initiatives and activities which fall within the four strategic directions of the Oneida Nation 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. Case Activity

- **Comprehensive Health Division: 9 case contacts- 8 closed, 1 open**
  - 7 contacts re: Purchased Referred Care: 6 closed, 1 open
    - 4 appeal for denial of payment current notice of denial
      - Assistance provided in drafting and submitting appeal
    - 2 payment of old medical bills that had been denied (2+ years old)
      - Facilitated meeting with PRC and individual to address matter
    - 1 system fact finding due to identified community concerns

- Ongoing interactions with PRC staff to complete informal information gathering and identify potential next steps for positive improvement
  - 2 contacts re: Pharmacy services: 2 closed
    - 2 medication dispensing
      - Discussed policy related to classification of medications, some governed by external sources, some governed by Oneida's policy
- **Governmental Services: 6 case contacts- 5 closed, 1 open**
  - 1 contact re: Elderly Services: 1 open
    - Discussed and prioritized concerns, provided resource and contact information for what visitor wanted to explore, and provided referral for potential internal formal investigation.
  - 2 contacts re: Oneida Transit: 2 closed
    - 2 concerns/questions regarding customer service actions of specific program employee
      - Discussed options available to visitors, follow up with program supervisor regarding identified complaint process, provided information to visitors for possible formal complaint with program.
  - 3 contacts re: Economic Support: 3 closed
    - 3 questions regarding the availability of services and program guidelines. Referral provided to direct contact with specific programs to obtain requested information
- **Internal Services: 3 case contacts- 2 closed, 1 open**
  - 3 contacts re: Employee Benefits: 2 closed, 1 open
    - 2 contacts referred to specific benefit sources for answers to questions
    - 1 contact open case to discuss situation, obtain information from external related sources, and identify options available. Action planning done and additional resources provided to visitor
- **Environmental Health and Safety: 3 case contacts- 3 closed**
  - 3 contacts re: Community services: 3 closed
    - General questions regarding the provision of services. Information obtained and provided to visitors
- **External Service Related: 6 case contacts- 6 closed**
  - 6 contacts re: services not under the authority of Oneida: 6 closed
    - 3 contacts related to some sort of health related service activity. Education provided to visitor and referral to entity with which visitor could more appropriately address issue. Service of action planning and drafting a concern offered to all visitors. Shuttle diplomacy used where appropriate for situation
    - 2 contacts related to "community support" services that are not part of Oneida. Provided resource information regarding county information entities
    - 1 contact related to request to collaborate on an educational service project. Referral contact information for Higher Education provided to contact

**Totals: 27 case contacts: 24 closed, 3 open**

**2. Collaborative Interaction within the Organization**

- Work with areas and departments within the organization to assist in collaborative initiatives for organizational growth, development and positive improvement.
  - Participating with the work group between Elder Services and the Health Division regarding ongoing changes with Long Term Care
  - Member of the Community Service Team via Oneida Behavioral Health
  - Working with the Health Division and HRD regarding recruitment and retention matters
  - Working with Governmental Service Division in the ongoing identification of potential gaps of service and service improvement for the Oneida Community

**3. Promote improvement in organizational administrative processes**

- Attendance and participation with LOC open meetings to provide prospective input on the development of legislative process and action
- Work with a specific service provider within the Oneida Organization to review and assess current process, policy and procedure for potential improvement and maximization of the fair and equitable administration of service to all its consumers
- Work with a specific division within the Oneida Organization to assess, identify and review potential gaps. This will include moving into drafting recommendations and potential solutions for reducing service gaps, increasing service collaboration, and promoting community holistic wellness

**Identified actions going forward:**

- Revisit and review the overall complaint management process utilized by Oneida as an Organization and bring back recommendation for a streamlined process that could be used by the organization to assist in increasing concerns being addressed and resolved at the lowest level possible

### Oneida Business Committee Agenda Request

1. Meeting Date Requested: 05 / 11 / 16

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 Human Resources Department FY '16 2nd quarter report

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:

*Geraldine R Danforth* 5/2/16

Primary Requestor:

Submitted by: Maureen Metoxen, Executive Assistant/HRD

Additional Requestor:

Additional Requestor:

**HUMAN RESOURCES DEPARTMENT**  
**2nd Quarter Report January-March, FY2016**  
**Geraldine R. Danforth, HR Area Manager**

**ADMINISTRATION**

• **STRATEGIC WORKFORCE PLANNING**

Strategic Workforce Planning (SWP) is the process for developing a strategic workforce plan. Strategic workforce plans are used to anticipate the future demands and needs of the organization and how the employees will meet those demands. By understanding what skills and talents the current workforce has and comparing that with the future skills and talents the organization will need, the workforce can be shaped to position the organization for success.

This is a 5+ year project and the planning phase has revealed some systemic changes and milestones that must be met in order for SWP to work in the Oneida Nation. The Strategic Workforce Planning Core Team is working on completion of a charter to outline all of the steps that are necessary for this project to be a success. We anticipate that the 1<sup>st</sup> draft of the charter will be ready for the BC to review in June, and would suggest that maybe it goes first to the BC Work meeting on June 14<sup>th</sup> before final consideration at a regular BC meeting.

Critical Success Factors:

- HRD needs to have a talent management database or software to track, understand, and manage the skills, capabilities, and qualifications of the employees we have within the organization
  - The draft Employment Law needs to be passed by the General Tribal Council
  - Internal staff and/or resources need to be allocated to this project
  - Each Division (business unit) needs to have a clear, updated, quality Strategic Plan before beginning the SWP process
  - Ownership of the SWP needs to reside in the Business Units, not with the SWP Core Team and not with HRD
  - Strategic Workforce Plans developed need to be broken into operational activities and implemented
- **SUCCESSION PLANNING.** The planning meetings have been established. **PURPOSE:** A succession planning process helps prevent the loss of vital organizational history or knowledge due to retirements, vacancies, and/or resignations. The succession planning process will assess all employees. See age charts on page 5.

It's important to follow a succession planning process to ensure employees are recruited and properly developed so they have the competencies, skills, education, certifications/licenses, and experience necessary to fill vital positions. The HR management team will look at the following:

- Identifying critical positions which are instrumental to achieving strategic and operational goals.
- Anticipating gaps in those positions due to retirement and other factors.
- Defining the qualifications and competencies required to perform successfully in the position.
- Implementing focused strategies to attract and develop pools of qualified candidates who will be ready for emerging opportunities.

- Ensuring that support for the strategies and processes are in place to retain and fully engage employees.
- **BUDGET COMMUNITY MEETING.** On April 2<sup>nd</sup> the “Showcase: Improving Employment Programs” was held for the community at the Three Sisters Community building. HRD presented a session titled, “Enhance Employment Systems Initiatives.” Some topics covered were:
  - Workforce Development employment initiatives
  - Employee insurance offerings
  - Proposed wage chart with 5% increase
  - Pending exempt/non-exempt changes
  - Proposed hiring process changes
  - Proposed disciplinary/appeal process changes
 Thanks to all who came to learn about the many current services and proposed changes HRD is involved with!



- **EMPLOYMENT LAW.** The Human Resources Department (HRD) continues to assist the Legislative Operating Committee (LOC) with the development of the draft Employment Law which was originally added to the LOC’s Active Files List on September 17, 2014. The draft Employment Law will provide a fair, consistent and efficient structure to govern all employment matters of the Oneida Tribe.
  - HRD was also given the responsibility to draft the Rules that will provide expectations and standards for implementing the draft Employment Law.
    - The information includes recommended changes to the hiring process, disciplinary process, performance evaluations, holidays, paid time off, etc.
  - The draft Employment Law and Rules have held the Public Meeting on March 31, 2016.
- **DONATION OF HOURS.** HR has communicated to the employment base about the changes, along with the new standard operation procedure, and the required form. Since the implementation of the new rules, HR has received 20 requests, 18 were approved and 2 denied.

Currently we have 57 employees which are down by 22 employees from the previous quarter numbers of 79 employees. Total hours are at 881.77 which are down 815 hours the previous quarter hours of 1,697.

- **EXEMPT STATUS CHANGES.** The Department of Labor is revamping the federal overtime laws. One of our main goals is to not wrongly classify a job/position to avoid paying overtime. There are five categories of exempt positions: Executive, Administrative, Professional, and Computer professional.
  - Weekly earnings threshold is going from \$455 to \$970/\$1000.
    - Duties test
      1. Exempt duties will be 50% of the employee’s time devoted to managerial duties.
  - There are approximately, 623 exempt employees.
    - The impact may be as many as 344 employees being changed to non-exempt employees.
    - HR will review all job descriptions from Grade E01 to E05.
    - Determine criteria for consistent application across the Tribe.
  - **DEPARTMENT OF LABOR**
  - President Obama directed the Labor Department to update who qualifies for overtime protection.
  - Reasons why it is changing. In 1975, 62% of employees were paid overtime for hours worked over 40. Today, only 8% of employees are eligible for overtime.

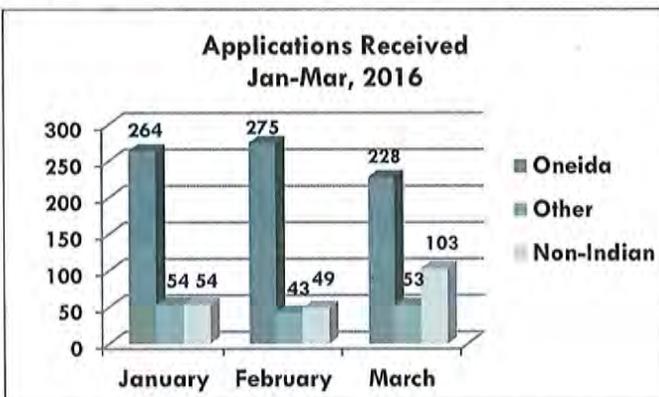
- The overtime rules have not kept up with the cost of living. Exempt from overtime if they make more than \$23,660.
- The Republican congressional leadership introduced a bill in March 2016 that is aimed to block the proposed overtime rules. They are looking to rewrite the law with businesses in mind.
- **WAGE INCREASE SOP.** The human resources department drafted a SOP for implementing wage/salary increases. This SOP is attached and will provide guidance in how HRD will implement the increases moving forward. This SOP will not impact the .99 cent increase that was approved in September 2015. Some of the highlights include:
  - No increase for new hires, contracted-based on language, temporary employees, etc.
  - Employees over the maximum of their pay grade will be frozen. However, they will receive their increase in a one-time lump sum payment.
  - No increase for those employees who ranked unsatisfactory on their annual evaluation.

**Budget:** HRD submitted the following budget for FY 16:

Department	Budget Amount	Funding Source	Spending YTD	Variance
Human Resources	\$2,099,123	Indirect Cost	\$ 1,042,583	\$ 1,056,540
Employee Assistance	\$ 188,285	Tribal Contribution	\$ 96,359	\$ 91,926
Workforce Development	\$ 322,618	Grant 79% & TC	\$ 118,249	\$ 204,368
Student Intern Program	\$ 122,686	Tribal Contribution	\$ 8,857	\$ 113,829
Employee Incentive & Testing	\$ 12,707	Tribal Contribution	\$ 6,353	\$ 6,354

This year, Human Resources (HR) added the Employee Incentive and Testing budget. This budget will be used to recognize employees who have 25, 30, 35, and 40 years of service or more with a Years of Service gift. This past year, the Tribe had employees who reached their 40<sup>th</sup> year of service with the Tribe. We do not have the funds to retro gifts for employees from previous years. The Human Resources Department decreased the budget by \$276,392 from FY 14.

**EMPLOYEES:** Human Resources Dept. has 33 employees, Workforce Development has 3 employees and EAP has 2 employees. Three positions were eliminated in the budget process.



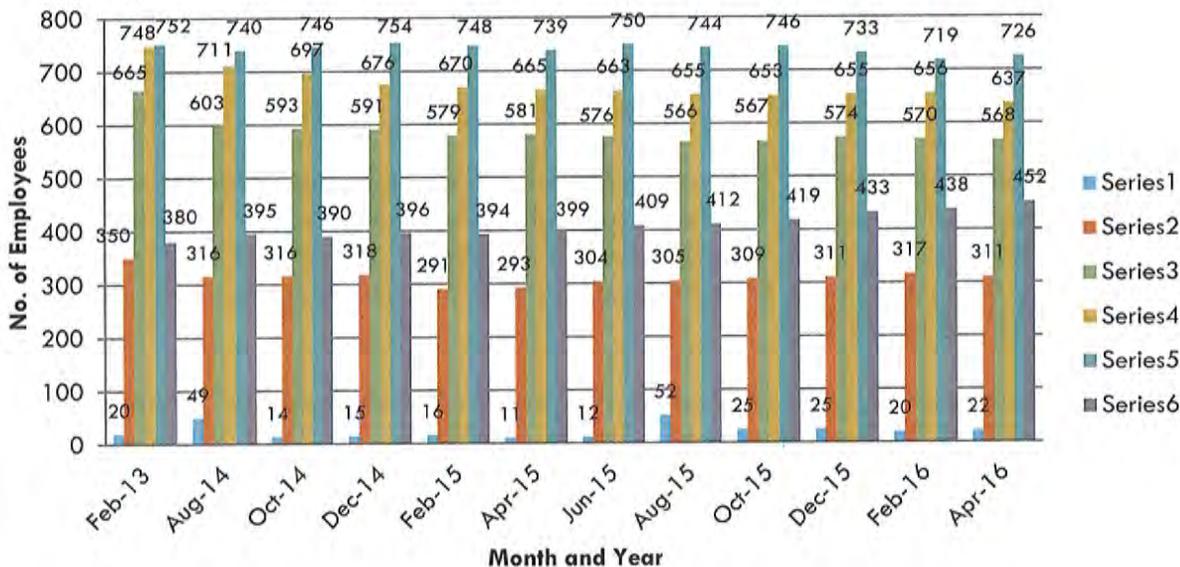
Reception Staff at Skenandoah Complex Left to Right: Yasiman Metoxen and Olivia Danforth



Human Resources' signage. HR has worked with Oneida Printing to develop a "Now Hiring" sign. The sign is intended to attract more people to apply for employment with the Oneida Nation. The sign is placed on the front lawn of the Skenandoah Complex. We will be working on similar signage to place in various locations throughout the Nation. Stay Tuned we are working on a new look for the "job openings" bulletin board in the lobby of the Skenandoah Complex.

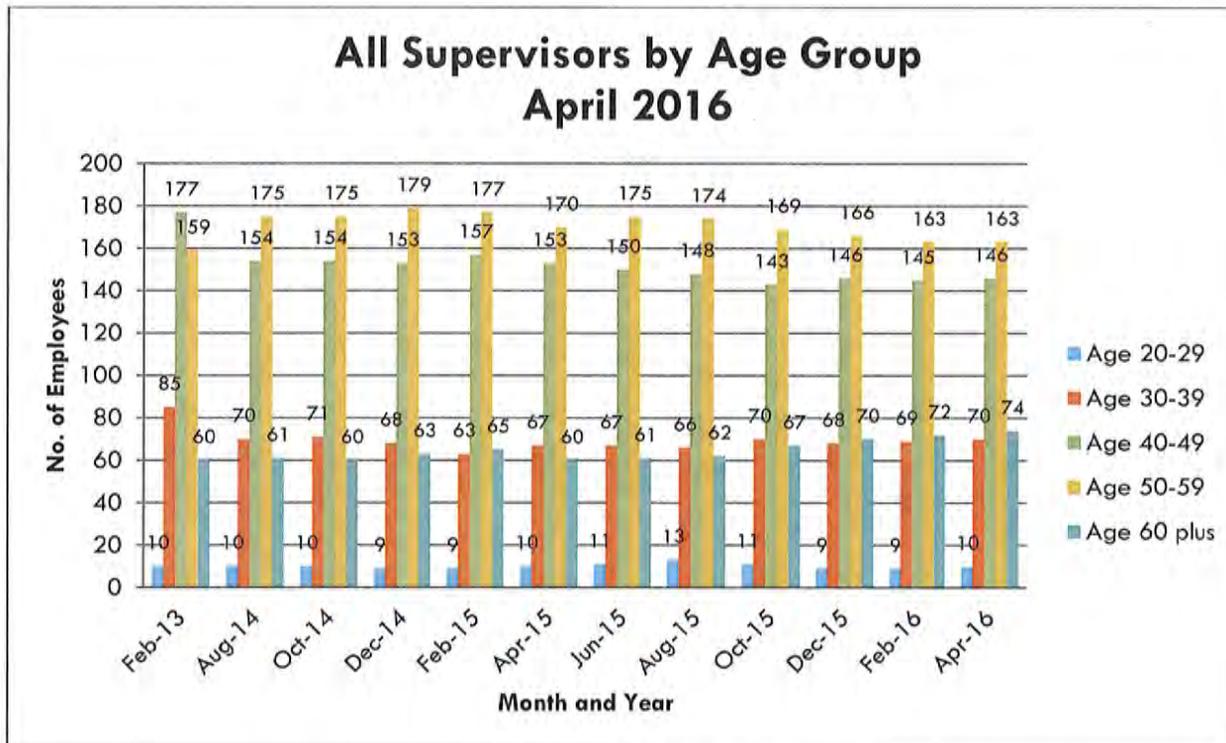


### All Employees by Age Group April 2016



The largest number of employees falls in the 50-59 age range at 26.73% based on 2716 employees. The second highest is 40-49 age range at 23.45%. There are 452 employees who are in the age group of 60

and over who could potentially retire or leave the workforce in the immediate future to 15 years. Human Resources is working on a Succession Plan to present to the OBC in the near future to address filling any critical positions that may become vacant as a result of an employee retiring.



Currently, there are 463 supervisors. Of the 463 supervisors, Oneida supervisors account for 379 or 81.86% of these supervisory positions.

#### **HUMAN RESOURCES INFORMATION SYSTEMS (HRIS)/RECORDS DEPT.**

The team consists of Melinda K. Danforth-HRIS Manager, Terry Skenandore-HRIS Specialist and Vicki Cornelius-Records Technician.

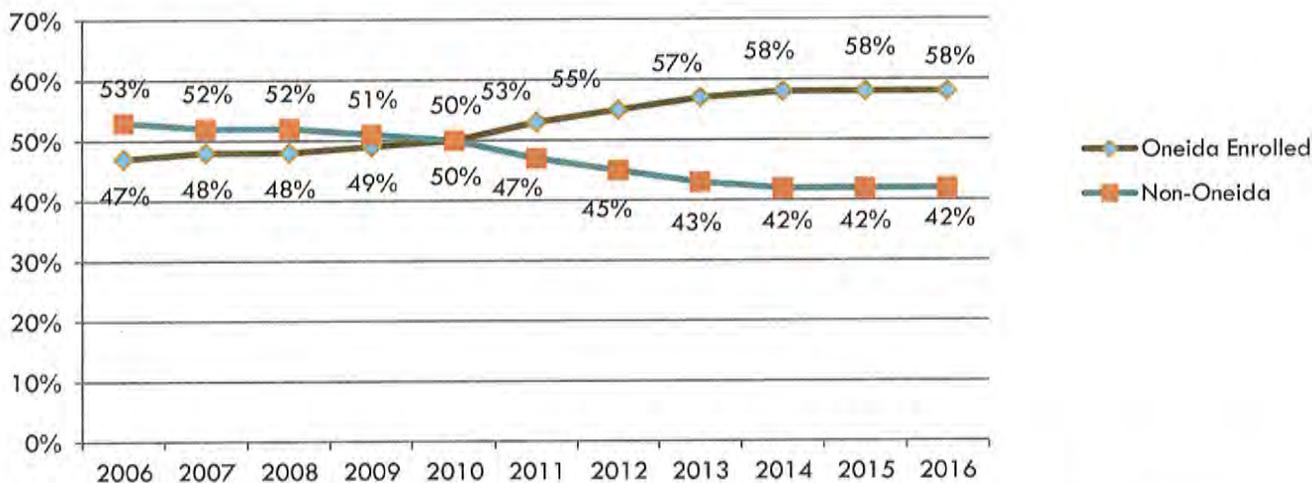
We ensure the HRIS Systems and applications, such as Supervisor Inquiry, Self-Service, Internal Reference Directory and Workforce Detail support the needs of the Human Resources Department. Enter all personnel data into the HR/Payroll System (Infinium), provide personnel data reports (Cognos) to management, complete verification of employment and unemployment requests and oversee the Human Resources personnel files (OnBase).

Assisted with the internal changes regarding the Employee Benefits 1095 reporting, Oneida Judicial garnishment process and data breach.

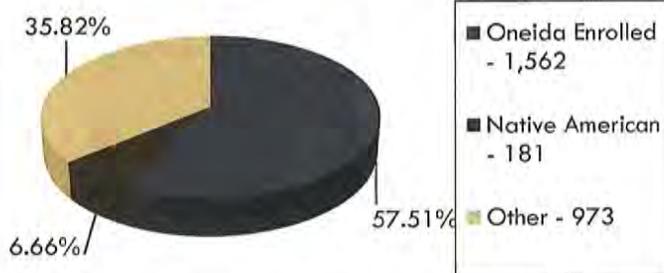
Functions	Jan	Feb	Mar	Total
HR/Payroll Entry Transactions	463	407	542	1412
Employee Self-Service Entries	60	37	38	135
Employment Verifications	227	208	219	654
Unemployment Requests	45	28	24	97

**COMPENSATION, HIRING AND WORKFORCE DEVELOPMENT DEPTS.**

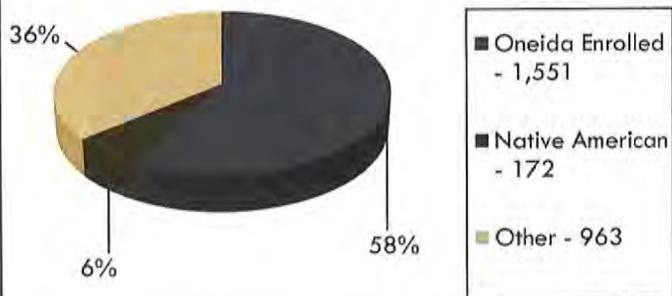
**Ethnicity Report 2006 through 2016**



**Ethnicity Report - March 2016**



**Ethnicity Report - March 2015**



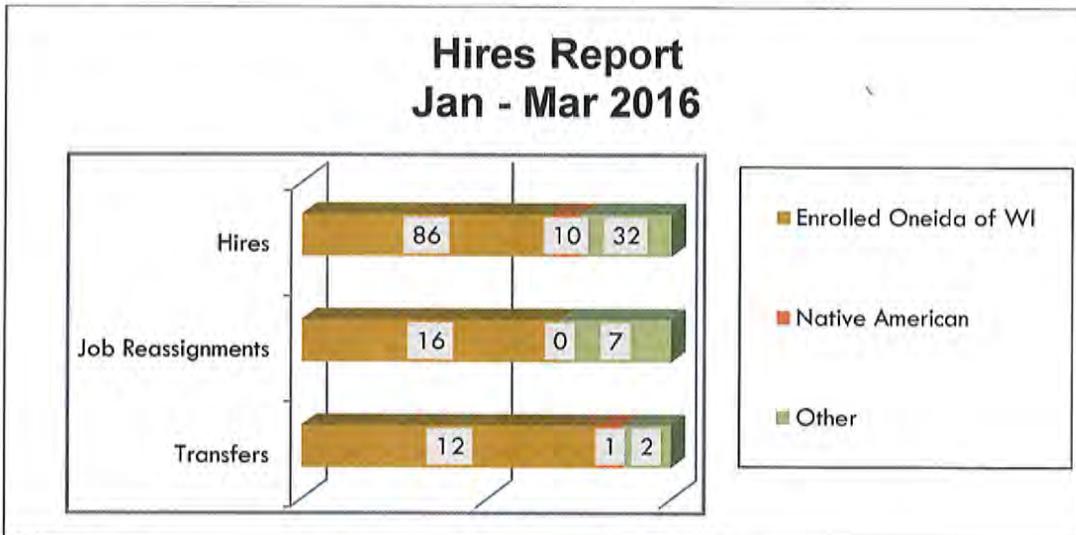
The Ethnicity report percentages remained the same as March 2015 for employees who are Enrolled Oneida which is 58%.

Increase in Number of Employees in comparison to the previous year. There were 2,686 employees in March of 2015 and 2,716 employees in March 2016. This is an increase of 30 employees in comparison to the previous year.

## Hires Report

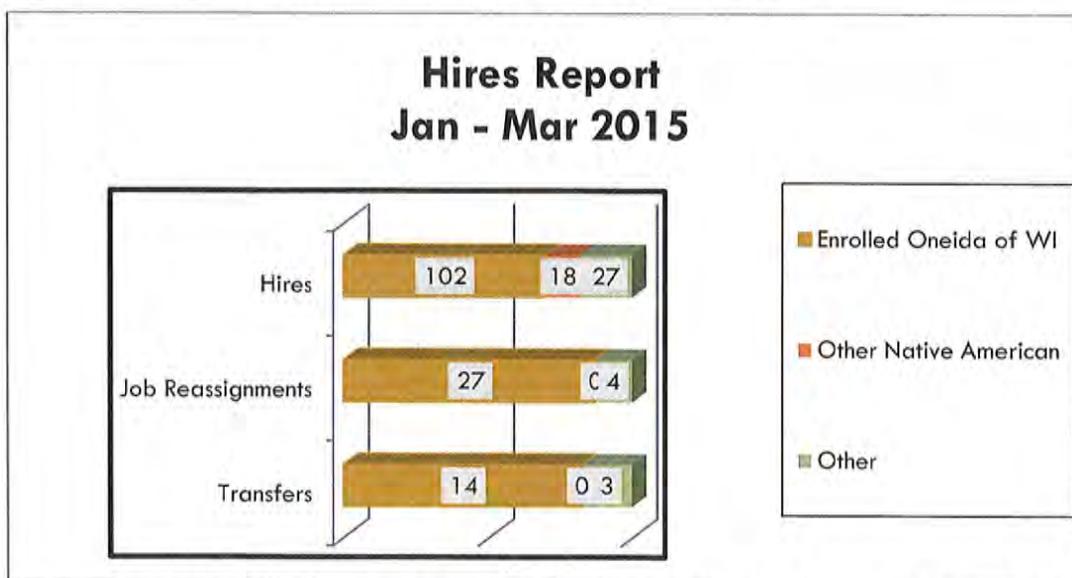
For January – March 2016

- 67% of all hires were filled with enrolled Oneida Tribal members.
- 70% of all job reassignments were filled with enrolled Oneida Tribal members.
- 80% of all transfers were filled with enrolled Oneida Tribal members.



For January – March 2015

- 69% of all hires were filled with enrolled Oneida Tribal members.
- 87% of all job reassignments were filled with enrolled Oneida Tribal members.
- 82% of all transfers were filled with enrolled Oneida Tribal members.



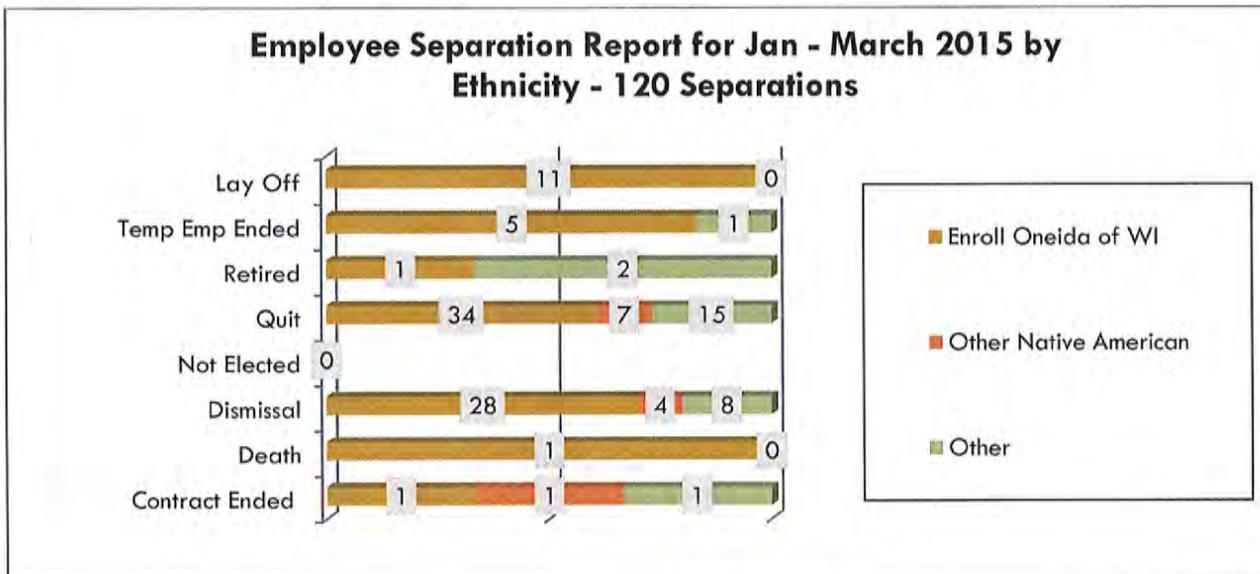
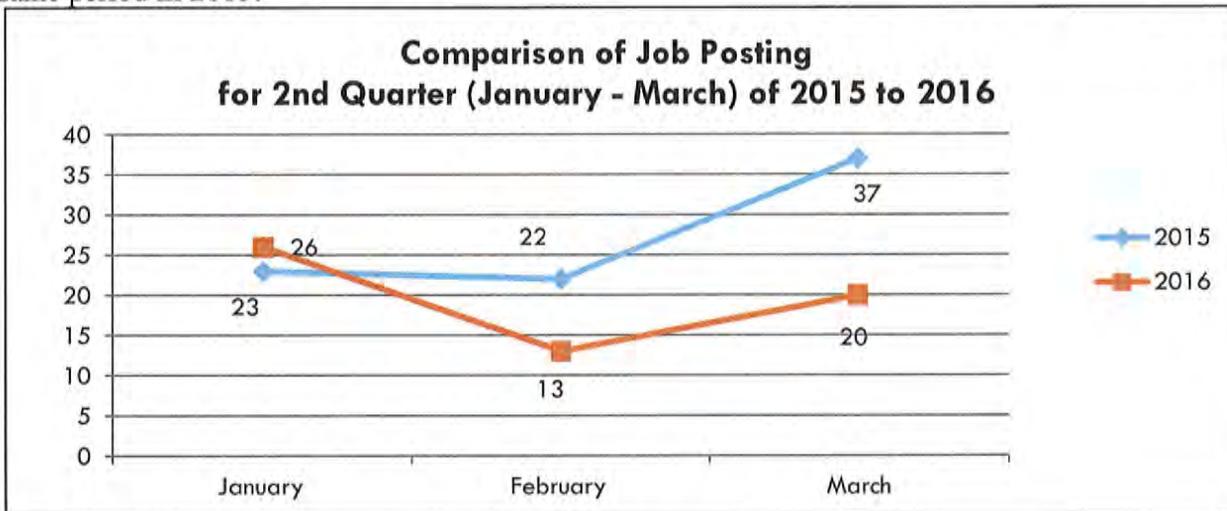
**NOTE:** There were more hires last year in January through March 2015. During this time we were coming out of cost containment. According to the Business Committee directive, Enterprises could hire in February and March. Programs were not approved to hire for positions until April 1, 2016, unless it was approved by their direct report to the BC.

## Job Postings

<b>Job Postings by Division for January, February and March 2016</b>				
	Jan	Feb	March	TOTAL
Gaming	8	2	6	16
Comprehensive Health	1	3	3	7
Development	1	1	2	4
Land Management	0	0	0	0
Environmental, Health & Safety	1	1	0	2
Internal Services	5	3	2	10
Enterprise	0	0	1	1
Finance	2	0	2	4
Non-Divisional	2	1	2	5
Governmental Services	6	2	2	10
<b>Total</b>	<b>26</b>	<b>13</b>	<b>20</b>	<b>59</b>

<b>Job Postings by Division for January, February and March 2015</b>				
FY15	Jan	Feb	March	Total
Gaming	12	12	7	31
Comprehensive Health	2	2	8	12
Development	0	0	3	3
Land Management	0	0	0	0
Environmental, Health & Safety	0	0	0	0
Internal Services	2	3	1	6
Enterprise	1	1	2	4
Finance	0	0	0	0
Non-Divisional	4	0	9	13
Governmental Services	2	4	7	13
<b>Total</b>	<b>23</b>	<b>22</b>	<b>37</b>	<b>82</b>

A total of 59 positions were posted from January through March in comparison with 82 job posted for this same period in 2015.



There were a total of 104 employee separations for the period January through March 2016 in comparison to 120 employee separations for January through March 2015.

## WORKFORCE DEVELOPMENT DEPT.

<b>Workforce Development Report for January, February, March 2016</b>				
	Jan	February	March	TOTAL
TrANS	3	15	16	37
Work Certified	16	0	0	16
Outstanding Applicant	1	4	2	7
NWTC	8	14	9	31
CMN	0	0	0	0
Supportive Services	4	4	2	10
Mock Interviews	7	3	3	13
Presentations	37	23	8	38
Client Outreach	106	130	60	26
Collaboration with partners	3	5	12	20
<b>Total</b>	<b>185</b>	<b>198</b>	<b>112</b>	<b>495</b>

During the 2nd Quarter, Workforce Development did outreach to a total of 495 clients. Our Vision is to ***Build a Strong Oneida Workforce.*** Our project has two objectives:

Objective 1: By October 2018, we will build an Oneida workforce by providing classes and training that will increase the knowledge, skill set, employability and earning potential for 180 Oneida community members

Objective 2: By October 2018, build both internal and external partnerships with employers and colleges to help 120 program participants obtain full-time employment within the community.

For this past quarter thirty-seven (37) people (this includes our partnership numbers) applied for TrANS and thirty-seven (37) participants were chosen and completed TrANS. Ninety percent 90% of the participants are currently employed. This program has given these participants confidence and some building tools to start a career in the trades. Some of the instruction/certifications received were OSHA-10, Flag Certification, CPR/AED & First Aid Certification, Blue Print Reading Certification and Fork Lifting Certification. We recruited sixteen (16) people for Work Certified however 14 were chosen and due to lack of interest, class was cancelled and rescheduled for January, are currently taking class.

WFD has partnered with NWTC and CMN and has provided CDL training, Forklift training, and assistance for assorted classes to get in good standing with Higher Education.

WFD has sponsored 2 Forklifting classes. Thirty (30) people signed up and fifteen (15) have completed and received Forklift Certification.

We have reached out to all our clients to assess where they are now and what their current needs are.

WFD provided Soft Skill training three (3) times a week for the months of February and March. We will be collaborating with Community Services Area and the WIOA program to hold Soft Skills training in February.

## **EMPLOYEE INSURANCE DEPT.**

During the second quarter of FY16, the Employee Insurance Department worked on completing 1095-C forms. These forms are required to be completed as part of the Affordable Care Act and had to be mailed out to employees by March 31, 2016. This was a new and labor intensive process. The Employee Insurance Department completed and mailed out 3,039 forms.

Compliance with the Affordable Care Act is an ongoing task. The next compliance piece is the 1094-C form. This form must be completed and electronically filed with the IRS by June 30, 2016. The Employee Insurance Department will be working on completing the steps necessary to meet this deadline.

January 2016 saw the successful transition from Unum to The Hartford as the insurance carrier for the following benefits: Short and Long Term Disability, Voluntary Term Life, and Basic Life. The disability claim process switched from a paper application to a telephonic process. Employees who need to file a Short Term Disability claim can call The Hartford at 1-800-549-6514.

The Employee Insurance Department provides benefit administration and employee assistance for: medical, dental, vision, disability, retirement plans, voluntary benefits, flex spending, orientation, and workers compensation.

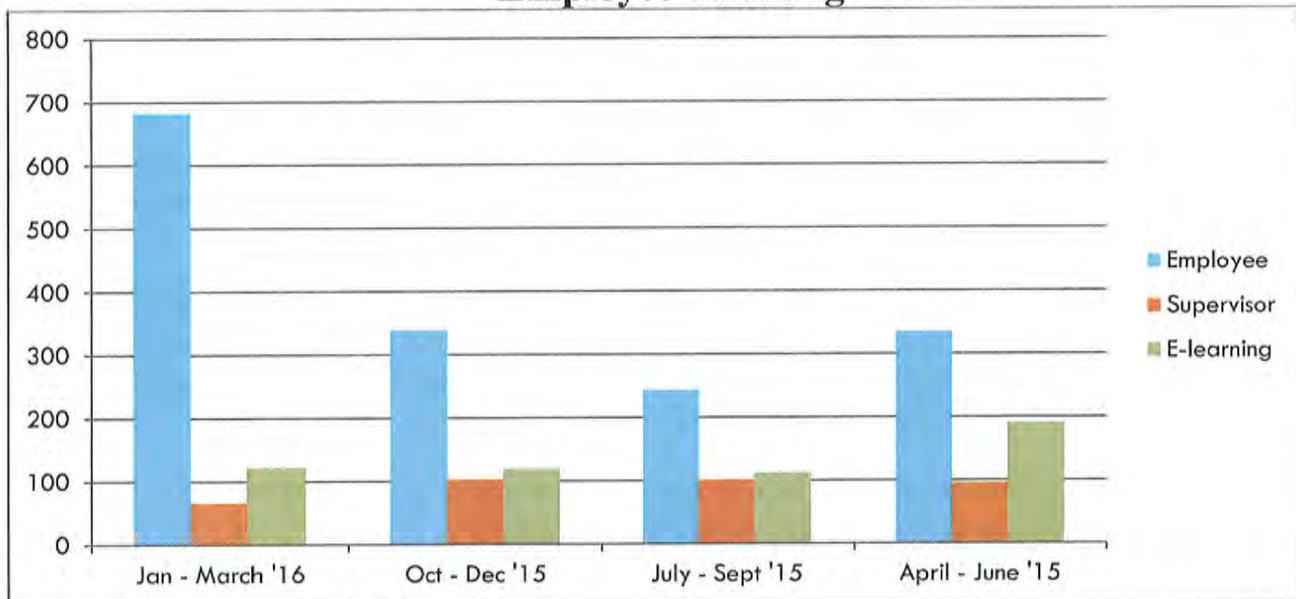
### **MONTHLY INSURANCE COUNT – March 2016**

<b>Breakdown</b>	<b>Employee Count</b>	<b>COBRA count</b>	<b>Breakdown</b>	<b>Employee Count</b>	<b>COBRA count</b>
401K	1,685		Medical – Single	866	3
LIF52	2,510		Medical - Limited Family	483	
Short Term Disability	2,118		Medical – Family	626	
Long Term Disability	2,092				
Delta Dental – Single	689	7	Vision - Single	810	4
Delta Dental-Limited Family	468	1	Vision - Limited Family	543	1
Delta Dental - Family	638		Vision - Family	730	
Dental Associates – Single	131				
Dental Associates – Limited Family	77				
Dental Associates - Family	96				

The Insurance team consists of: Christina Blue Bird, Kimberly Schultz, Kristin Jorgenson and Josh Cottrell

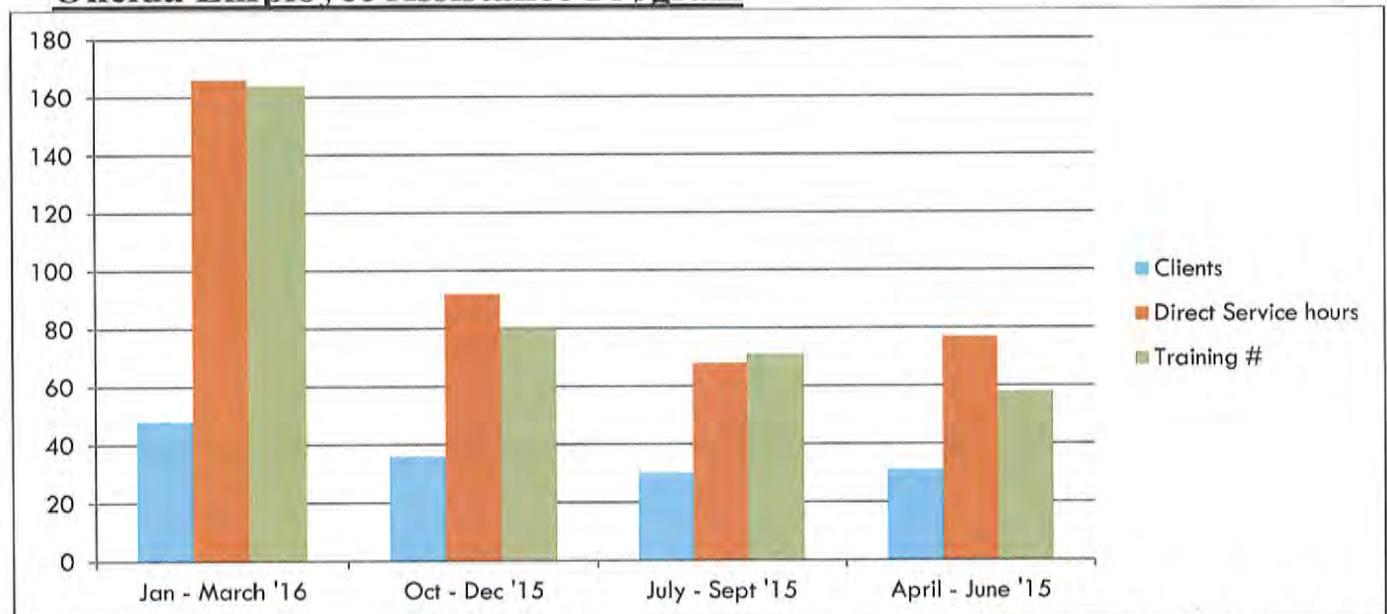
**TRAINING & DEVELOPMENT DEPT.**

**Employee Training**



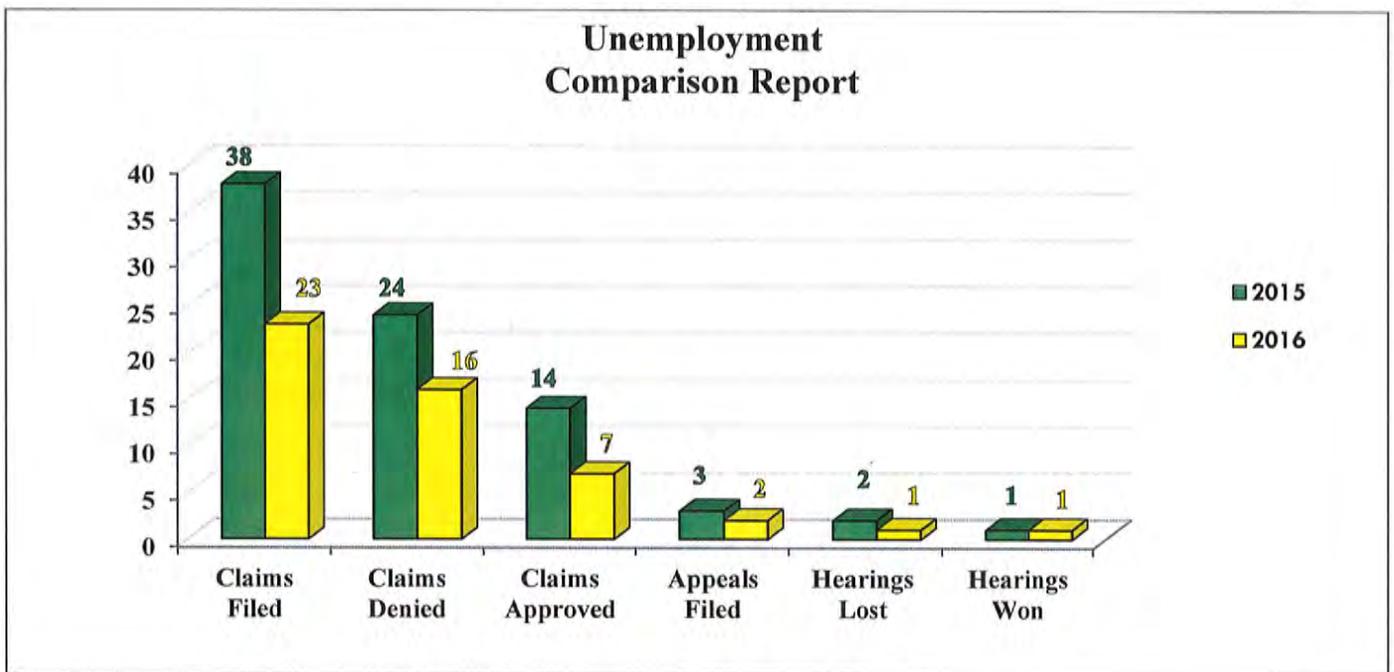
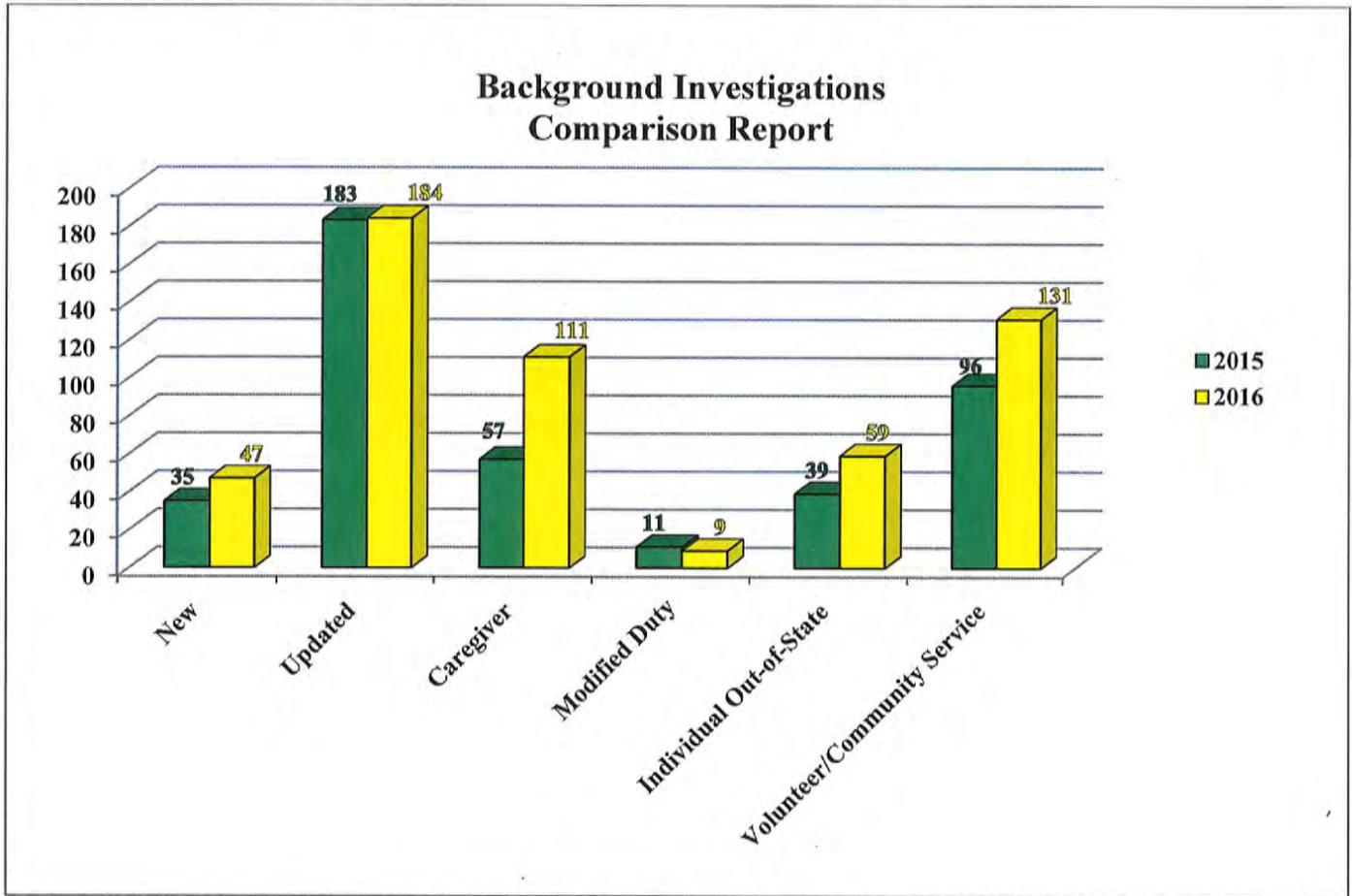
- \*Conducted organizational development assessments with Surveillance, Gaming Accounting, and Dental.
- \*Conducted Annual Customer Service for Health Division Jan – Feb 2016
- \*Conducted special Customer Service Training for Gaming Accounting employees Feb 2016
- \***COMING SOON:** Active Shooter training for all employees (excluding Oneida Nation School System employees they have a specific safety training on intruder and will be transitioning to “ALICE” format.)
- \*Weekly meetings to establish new training for management: History and Culture of the Nation
- \*Entering Health Division employee training data (new process). That data is not reflected above.

**Oneida Employee Assistance Program**

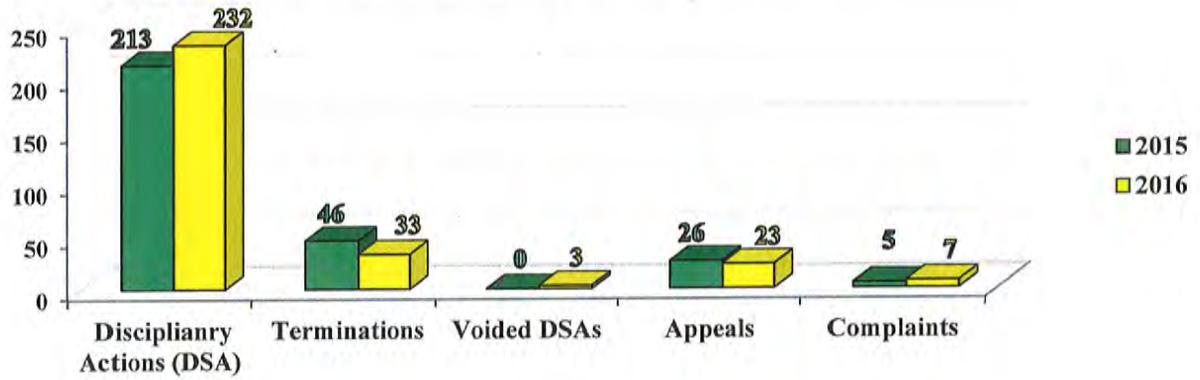


EAP Training includes: Book Clubs, Brown Bag lunch topics, Stress Management. \*There were four (4) DAFWP Return to Work Agreements this quarter.

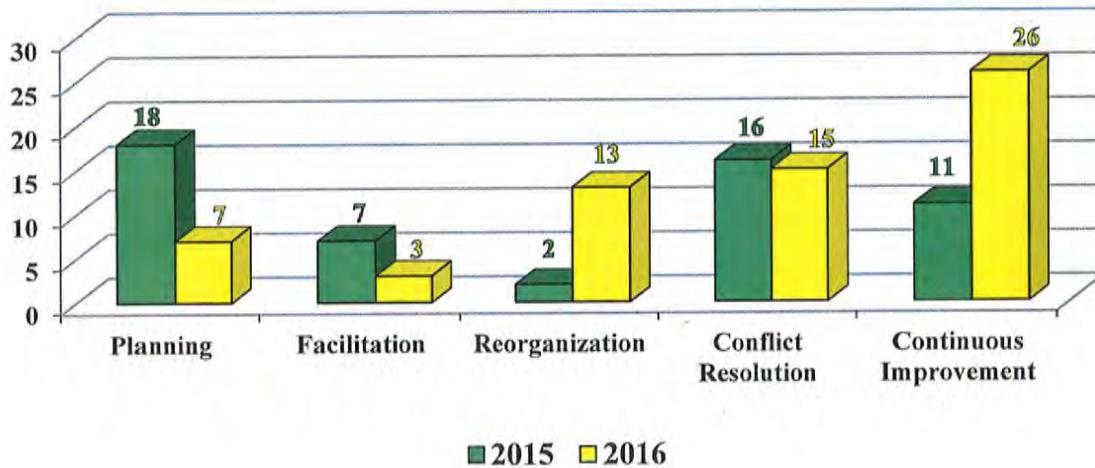
**EQUAL EMPLOYMENT OPPORTUNITIES (EEO) DEPT.**



### Equal Employment Opportunity (EEO) Comparison Report



### Continuous Improvement Mediation (CIMS) Comparison Report



# Oneida Business Committee Agenda Request

1. Meeting Date Requested: 5 / 10 / 16

## 2. General Information:

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

Agenda Header:

Accept as Information only

Action - please describe:

GSD 2nd Quarter Report

## 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/Submitter: \_\_\_\_\_  
Your Name, Title / Dept. or Tribal Member

Additional Requestor: \_\_\_\_\_  
Name, Title / Dept.

Additional Requestor: \_\_\_\_\_  
Name, Title / Dept.

## Oneida Business Committee Agenda Request

### 6. Cover Memo:

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

Attached is the second quarter report for Governmental Services Division (GSD)

- 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)

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# Governmental Services Division

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FY16 Second Quarter Report

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## Executive Summary

### Division Executive Summary

This report reflects a detailed communication from each department within GSD. Each department was asked to respond to the following questions:

1. What is the Base number of customers served.
2. Utilization of services. How many times has each customer used a service you provided.
3. Identify 1<sup>st</sup> and 2<sup>nd</sup> quarter initiatives to achieve customer outcomes.
4. Identify customer trends that service operations are responding to.
5. What is the customer or service forecast for each department.
6. Explanation/summary explaining customer information/statistics.
7. Identify performance targets for the 2<sup>nd</sup> quarter.
8. Based upon the 2<sup>nd</sup> quarter performance, identify the 3<sup>rd</sup> quarter performance target/s for the department.
9. What is the customer satisfaction score for the 2<sup>nd</sup> quarter?

The following information submitted to the Business Committee can be used to obtain a snapshot of department operations in the Governmental Services Division. This information is submitted to enable the Business Committee Members to take a quantitative and qualitative look at the range and effectiveness of human development services to the Oneida Nation Community.

Information contained in this report will be used for continuous improvement initiatives during the 3<sup>rd</sup> quarter. Under performing departments will submit performance improvement plans, in line with 3<sup>rd</sup> quarter performance targets to achieve planned customer outcomes.

Thinking about Division performance for the 3<sup>rd</sup> quarter, GSD, will be developing and continue to develop three (3) important initiatives. First, GSD will be requesting most, if not all the Divisions in the tribal organization, to assist in the development of system to address Holistic Wellness for the Oneida Nation. This initiative will start with a global vision of Holistic Wellness, and result in inter-disciplinary teams, working through their specific areas of expertise, to provide service/s aligned with the Vision, to achieve Holistic Wellness Outcomes. A facilitator for the visioning session has been selected and members of the Business Committee are welcome to participate. Notifications for the visioning will be sent out during the month of May.

Initiative two (2).

The Division Office will be hosting a global meeting of Oneida Culture Leaders to discuss the improvement of the Oneida Culture System and to develop a collaborated approach to implementation. The intended outcome is to construct a plan for societal development, with an “Oneida Ways” foundation. This would include cultural education, roles and responsibilities, norms, standards, training and education for “key” roles and responsibilities within the system.

Initiative three (3).

The Three Sisters Project. This is the pyramid design that outlines knowledge, skills and abilities that must be achieved as one matures through human development stages. The Three Sisters methodology also walks a similar developmental path found in native traditional education processes. This initiative can and will be utilized to achieve functionalism in Oneida Cultural and mainstream life.

To conclude this 2<sup>nd</sup> quarter report, the Governmental Services Division request Business Committee support to transfer Major Home Repair Services to the Land Division. After previous discussions with the current Division Director, the Division of Land Management provides similar services to its customer base. In addition, the Land Division also has qualified staff in construction trades, which Elder services does not have

## Cultural Heritage Area

FY16 Second Quarter Report  
Oneida Cultural Heritage

Cultural Heritage serviced 7914 individuals 15150 times during the 2<sup>nd</sup> quarter. The goals for Cultural Heritage are to increase a positive cultural identity and Oneida language speaking ability. Initiatives to meet our goal are TsiNiyukwalihot<sup>^</sup>, Tw<sup>^</sup>hatenis, and On<sup>^</sup>yote'aka Tsi nitwaw<sup>^</sup>not<sup>^</sup>. All departments provide assistance to other Divisions and Areas like Social Services (SEOTS), Comprehensive Health and the Oneida Nation School System to develop their culture components, language development, and training in health and wellness. Monthly presentations are provided to the community on significant Court decisions, Treaties, Land issues, and laws. Other services include classes on traditional arts and crafts. Youth involvement is encouraged through an art auction and afterschool programming. A major communication system being worked on includes the development of a broadcasting station.

So far this year Oneida Language is approved as an accredited class through St. Norbert College. The museum staff agreed to take on the elder interview with the idea of working with youth from the Oneida Nation School System as assistance. A new initiative includes a History Department to continue presentations, collecting historical documents and providing information on families.

Language development is occurring throughout the nation by employees and volunteers in various pockets of the Nation. There are public school personnel taking the responsibility to teach using various methods including the On<sup>^</sup>yote'aka Tsi nitwaw<sup>^</sup>not<sup>^</sup> curriculum

Information used for planning activities or programming is obtained through the 2005-2025 Comprehensive plan, surveys and planning strategies at various events. 71 individuals completed a survey at the April 2016 General Tribal Council meeting. The top answers were put into categories to the question of why Cultural Heritage is important. The categories are:  
Identity,

### Education and Information

Assessments were conducted of Cultural Heritage during this time period. The result shows our strength and our weaknesses. The documents are used to make corrections and build a stronger area to provide the best service for our community.

Scorecard Statistics:

## a. Base Numbers

Month	Culture	EI/History	Language	Library	Museum	Healing & Wellness	THPO
January	910	25	289	1527	280	33	387
February	478	50	400	1628	79	54	62
March	1037	18	397		151	109	
Totals	2425	93	1086	3155	510	196	

\*\*Culture numbers include: Administrative staff, Cultural Advisor, Language/Culture Archivist/ Educator

## b. Customer Utilization:

Month	Culture	EI/History	Language	Library	Museum	Healing & Wellness	THPO
January	4001	27	289	1527	380	48	387
February	1632	58	736	1628	230	36	62
March	2743	126	726		304	210	
Totals	8376	211	1751	3155	914	294	449

Identify any 1<sup>st</sup> and or 2<sup>nd</sup> quarter operation initiatives to achieve customer outcomes:

Culture	Found an individual to coordinate Tw^hatenis (Rites of Passage-Mentorship group) Held strategic planning session during the 2016 Decolonization - Began the 2 year intense adult language/culture Tsi?niyukwalihot^ with 15 individuals ranging from infant to 89 years old.
EI/History	Held Hoyan event at Cottage II. People visited and told stories about our history and other traditions. Presented "Missing Land" to teach about treaties and land base. Video filmed and edited on Oneida History by Randy Cornelius. Video uploaded to youtube. <a href="https://youtube/69sQyrGrVM">https://youtube/69sQyrGrVM</a> . Hosted PL 280 presentation to teach knowledge of historical events, treaties and laws.
Language	1 <sup>st</sup> Quarter: Worked with St. Norbert College to provide On^yote'aka Tsi nitwaw^not^ curriculum for credit; Started Kaliwiyo Class 2 <sup>nd</sup> Quarter: Started Monthly Language classes/activities; Collaborated with ONSS to apply for an ANA grant
Library	January was Native American Heritage month. Rising Nation motorcycle group along with Resurrection car club donated \$200 to provide snacks
Museum	Offered an array of presentations regarding history and culture. Conducted annual Young Artist Auction promoting tribal youth.

	<p>Installed a new Basket Exhibit at the casino to promote tribal artists.</p> <p>Installed a new hands-on exhibit in the museum.</p> <p>Offered a variety of workshops and presentations by tribal members were offered to promote language, culture and history.</p>
Healing/ Wellness	Hired a Healing Facilitator.
THPO	Austin Strauble archeological survey on 50 acres resulting in one isolated find to be curated to the Museum.

Customer trends:

Culture	<p>Tsi?Niyukwalihot^ participants are bonding and volunteering. They are gaining confidence in the information provided to promote a positive self-esteem. 8 out of the 15 work with Tw^hatenis as aunts and uncles. The group took initiative to start Tuesday and Thursday sewing circles at Redstone to complete their ceremonial clothes. One day may change to a beading circle once they learn raised beadwork. In May the schedule will change to Thursday evenings for the sewing circle, community members are invited to join.</p> <p>Postcards were sent out to youth ages 12-13 to participate in the Rites of Passage. Older youth and their family are encouraged to attend, however our target group is ages 12-13. The group meets Sunday afternoon from 1-3pm.</p> <p>During the April 13, 2016 GTC meeting a survey was completed to measure the successes and areas of concern for Cultural Heritage. 71 individuals completed the survey. Answers indicate the majority see Cultural Heritage as a form of learning identity. The next popular answer is education and the third providing information. Other answers include family, spiritual and language.</p>
EI/History	Requests for presentations throughout the Nation.
Language	Collaboration with other GSD departments working more smoothly & a trend toward using On^yote'aka Tsi nitwaw^not^ in ONSS
Library	
Museum	Customer Trends - We survey our customers to obtain an understanding of their needs/requests. As a result, we repeated classes that were offered last year, conducted presentations regarding the culture and history. Several classes were highly attended to include our scarf making class, beaded earring class and beaded ornament class.
Healing/ Wellness	<p>The Healing Facilitator is working with Tw^hatenis as a part of his duties and responsibilities.</p> <p>The Wellness Facilitator works closely with Behavioral Health, Domestic Violence, Environmental and others to provide presentations, training, and grant writing assistance.</p>

THPO	Presentations and training continue for Local, State, Federal and First Nation agencies. Certifications are presented after training sessions.
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Operations forecast for Area, Department/Program, based upon customer information:

Culture	Based on the Decolonization SWOT Analysis and the April 13, 2016 GTC meeting a survey Cultural Heritage will be reviewing the Mission Statement Tsi?Niyukwalithot^ could be expanded if adequate room and work area was available. A Cultural Center would be an ideal place. The indication for activities included fitness activities like: Dance exercise class. Hannaville is used as an example Acknowledging all our current language learners throughout the community scheduled for the 3 <sup>rd</sup> quarter. Invitations will be going out soon.
EI/History	
Language	More collaboration with ONSS & other tribal youth programming specifically Headstart, Childcare and YES; expanded services; community wide language survival day and a language bowl
Library	Obtain relevant and reliable information for First Nations studies.
Museum	We are currently working with a museum in Madison regarding a traveling exhibit to promote tribal raised beadwork artists. We plan to offer additional beading classes as well as other hands-on activities. We continue to obtain gift shop items based on customer requests. We are also working on more interactive exhibits to include technology
Healing/Wellness	A healing /wellness workshop is planned for the near future.
THPO	Continue presentations, site visits and training. Customers are receiving pay schedule well. After a short lull in requests they are now picking up again. Continue work with agencies to develop a radio station or broadcasting service for Oneida.

Per Department/Program, narrative summary explaining or clarifying the above statistics:

Culture	All of the information used for Tsi?Niyukwalihot^ was provided by the Cultural Heritage staff , Oneida Community members and local colleges or universities through discussions, informal interviews and professional planning techniques.
EI/History	A teacher at the Oneida High School submitted a paper on Oneida Education for her class at the University of Wisconsin-Milwaukee. The Environmental Resources Board required help with some maps to determine future walking paths across Oneida Creek. Tourism requested assistance with the photos and

	artifacts in the Judiciary. Presentations at Seats are well attended. However, the March presentation was cancelled due to a snow storm. The Historian presented at the Elderly Meal Site for three hours. The Elders attending were very enthusiastic and requested her to do another discussion soon.
Language	The above statistics were gathered over the past 6 months via the number of people in attendance at language learning opportunities and return attendance at the same opportunities. Additional, customer counts include people benefiting from our staff providing a service in the language such as ten day feasts, tobacco burnings, speaking at funerals and other ceremonial participation. The initiatives in the 1 <sup>st</sup> & 2 <sup>nd</sup> Quarters were in response to community requests. Trending recently is partnering with tribal entities that provide youth programming. From the continuing trends we envision a forecast where more work with ONSS will be a benefit to the community through an ANA grant. We seek to expand our services by hiring new staff and starting an annual language survival day and language bowl.
Library	Follow public museum standards
Museum	Our customers have requested: cultural and history presentations. Therefore, we offered presentations to include Randy Cornelius, Becky Webster, Artley Skenandore, Loretta Metoxen and Loretta Webster. Survey results indicated that the community was interested in a variety of classes. Therefore, we offered raised beadwork picture frames, beaded ornaments, beaded earrings, scarf making, and a painting class. The classes were highly attended
Healing/ Wellness	Suicide and other harmful behaviors are an issue. Tw^hatenis will provide our youth with mentors to help guide them through rough patches in the growth and development.
THPO	Any and all activities are conducted using the grant applications for Tribal Historic Preservation and Broadcasting. Other activities are upon request and follow the Reservation Comprehensive Plan from 2005-2025.

Challenges to your and continuous improvement efforts to meet the challenge:

Culture	Cultural Heritage staff is located in various buildings. A Cultural Center would be ideal to keep everyone together. Not all of our information is in Onbase so research isn't easy. A group was formed a few years ago to identify roles and responsibilities of our knowledge keepers. We are planning to begin meeting again to regain cohesiveness. The Oneida Nation would benefit from having apprentice positions for the Cultural Advisor and Language/Culture Archivist/Educator
EI/History	There are 30,000 photos in the possession of the History Department that need to be handed over to the Museum for proper care. After the move of the Historian six months ago to this facility, (Cottage II), there are about 20 boxes of

	materials that are not yet filed. Travel would be required to collect other historical documents from such places as Haskell Junior College and other colleges, archives and museums to further develop our own Oneida Nation research center
Language	Gaining Support financially via operations Gaining Support in general  We are developing a better way of communicating our financial needs within the budgetary process & applying for more grants. Support for our department in general is low due to misunderstandings, miscommunication and general lack of understanding. To address this challenge we will continue to collaborate with others and respond proactively to requests.
Library	Tribal contributions funds Library functions and identifies as a public library.
Museum	Customers preferred the evening classes in the winter. They stated that Wednesday evenings worked best for them. We also had repeat visitors to the Gift Shop based on clothing and jewelry selections.
Healing/ Wellness	Additional funding is needed to adequately meet the needs of the Oneida Nation. At least 3 additional staff are needed. A manager another healer and herbalist.
THPO	The Tribal Historic Preservation Officer works alone. She could use at least 2 additional staff members, an Administrative Assistant and Apprentice. This position takes care of the bones of our ancestors and uncovered remains from constructions sites.

Performance targets achieved at the end of the 2<sup>nd</sup> quarter:

Culture	Actively conducting daily classes in Language and Culture for 15 individuals from infant to 89. A strong inter-generational group is formed to foster a positive Oneida identity. The participants learned how to introduce themselves, their clan, their nation and different forms of prefixes. The Creation story was told. They made rattles, syrup, learned how to read a pattern, and offer tobacco for various activities. Tw^hatenis pilot is starting with 6 nieces and encouraging others to participate. The classes so far informed the value of tobacco, how to use it and made their own pouch. Cultural Heritage staff works with Comprehensive Health to develop their curriculum and provide e-learning information to meet the Nation's strategic plan. Met with Headstart to begin implementing language training for staff and provide additional support staff for the next school year.
EI/History	The Archivist and Historian have completed the research on twenty-five

	individual family requests for genealogical research. The Archivist has moved from the east end of Cottage II to the west end so to accommodate the scanning process of the thirteen filing cabinets of Land Claims records and to additionally scan historical records for accessibility in On Base. The scanning process is estimated to take from eight months to one year. The Multi-Media Specialist developed and designed a tripartite brochure of the monthly presentations of the History Department. The Research Assistant has made regular presentations at Elementary Schools and the Neville Museum.
Language	Increasing language proficiency in staff and students; curriculum accreditation; collaboration to apply for ANA grant
Library	Meeting the needs of the community.
Museum	We modified some of our plans to better meet the needs of the community. We invited and hosted more presenters. We changed the Young Artist Auction from December to February so that second semester students could participate. We hosted several tribal artists to offer classes expanding our class opportunities.
Healing/ Wellness	Hiring a Healing Facilitator Training with Behavioral Health and Social Services by Wellness Faciliator
THPO	Conduct site visits for broadcasting station.

Performance targets for each Department/Program for the 3<sup>rd</sup> quarter:

Culture	Tsi Niyukwalihot^ participants will learn kinship terms, and begin putting words together to make sentences. The participants will make waterdrums and learn social dance songs and planting songs.
EI/History	The Research Assistant and the Historian will be working with the Museum in the development of the Travelling Exhibit sponsored by the Great Lakes Culture Keepers. The theme of this exhibit is: <u>WE ARE STILL HERE.</u> A completed Memorandum of Understanding between the Oneida Nation governing body and the Governance of the Brothertown Nation regarding the Brothertown Collection. The Historian, as one of the Cadre' will be one of the trainers of U. S. Department of Agriculture employees. The training is titled "Working Effectively with American Indians". She will address Oneida Nation Treaty Rights and relationship to the land. The Veterans would like wording to placed on a Memorial for Dr. Josiah Powless. The presentation in June at SEOTS will include The Hall of Fame and Genealogy.
Language	A. Speaking assessment tool created B. Assessment of staff's speaking ability C. Language Camp Event

Library	Enrich cultural and recreational use of time
Museum	Our performance targets included offering one hands-on activity per month. We more than doubled that amount. Another performance target pertained to presentations. We tripled that amount.
Healing/ Wellness	Host a Healing/Wellness workshop for community members.
THPO	2 <sup>nd</sup> visit to broadcasting station and meet goals of Grants

Customer satisfaction score for each Department/Program for 2<sup>nd</sup> quarter:

Culture	85%
EI/History	100%
Language	98%
Library	75%
Museum	93%
Healing/ Wellness	Healing services began in March 100% is the score for Healing and Wellness
THPO	98%

Culture	An ET Admin will be completing their term in June. Working with HRD to get a job description in place. Web statistics are not included in this report. However over 47757 hits were monitored in the 2 <sup>nd</sup> quarter
	There are 14 Cultural heritage staff advancing in Language acquisition according to the monthly report information
	There are 14 advancing in knowledge of the foundational elements of Tsi?Niyukwalihot^
	There are 15 Staff development plans on file
	There are 15 staff meeting their development plan

## Education & Training Area

The following is the scorecard information for the Education & Training Area for the 2<sup>nd</sup> quarter:

### Base Number of Customers:

Program	January	February	March
Child Care	65	67	65
YES	453	453	453
Job Training	66	63	95
Higher Education	748	790	814
Early Intervention	74	75	80
Arts	1212	2606	1574
<b>TOTAL</b>	<b>2618</b>	<b>4054</b>	<b>3081</b>

### UTILIZATION:

Program	January	February	March
Child Care	1300	1407	1430
YES	7901	15989	14516
Job Training	419	385	407
Higher Education	3440	2203	2158
Early Intervention	775	950	600
Arts	4513	5984	5000
<b>TOTAL</b>	<b>18348</b>	<b>26918</b>	<b>24111</b>

### CUSTOMER SERVICE:

Program	January	February	March
Child Care	100%	85%	80%
YES	96%	96%	95%
Job Training	100%	100%	100%
Higher Education	70%	100%	100%
Early Intervention	99%	97%	97%
Arts	94%	96%	93%
<b>Average</b>	<b>93.1%</b>	<b>95.6%</b>	<b>94.1%</b>

### Summary:

The base numbers for most of our programs are fairly consistent due to the fact we serve the same customers every day. The exception would be the Arts Program which varies due to the classes/workshops at different times of the year. One program which is not included in the charts above for 2<sup>nd</sup> quarter is CEC, which is currently getting re-established or re-organized and will have numbers to report in the 3<sup>rd</sup> quarter.

The utilization rate for the program again stayed pretty consistent. Youth Enrichment Services did have some variation during 2<sup>nd</sup> quarter due to staff on leave or a vacant position. In Early Intervention there was a drop in March due to school children being on spring break.

Overall for 2<sup>nd</sup> quarter our customer service rated at 94.2% which meets and exceeds the Division Office goal of 85%.

During 2<sup>nd</sup> quarter our departments were involved in a variety of activities for the community and membership. Some of the activities included: Lunch & Learn presentations, Financial Aid Workshops, Job Fairs, SEEDS Program, Radio Hour, Music from Our Culture, High School visits at area schools, and computer classes.

One major change that happened during our 2<sup>nd</sup> quarter was the addition of the Arts Program to the Education and Training Area. During this time the Arts Program Director got the Community Education Center up and running again. The Center was able to start offering some classes to the community toward the end of the 2<sup>nd</sup> quarter and more are being offered during the 3<sup>rd</sup> and 4th quarter. A course offering flyer was sent out to Oneida households advertising class offerings.

Due to the vast amount of information for all the programs, I have attached the reports from each program which goes into more detail on the services, accomplishments and challenges.

## **FY16 Second Quarter**

### **Arts Program**

#### Statistics

Base number of customers is 1,500

Customer Utilization is 3,500

Operation initiatives: SEEDS Program, Board, Art Classes, Artist in the School, Music from Our Culture, Community Guilds, Arts Workers, Fiscal Sponsorship, DAP, Radio Hour.

Customer Trends: We are seeing a healthy rise in community initiated projects. For example the basket guild, the beading circles, the Woodland Indian Arts Board, and the Writer's Project are stable and well received.

#### Operations forecast:

Our base number of customers include school-aged children who are audiences in our SEEDS program,

DAP audiences, audiences to any of events, children in the band program at the Tribal school, people taking art classes, MOC students, KLU students, different community groups we work with, and 1,000 listeners on the WPNE radio weekly program. An interesting thing with our utilization is that some of our most significant programs – such as our KLU which pairs Arts Workers and students together to learn the Thanksgiving Address, meet weekly. The number involved is 8 \* 4 times a month for a total of 32. However, the impact of the number is significantly higher than the radio hour that reaches approximately 1,000 people each week for a total of 4,000.

#### Challenges:

Our biggest challenges in our department is marketing of events. We address this challenge through strategically marketing using many different formats: web page, newspaper, email, mailers, facebook, and twitter.

As a multi area program, we have many targets. One of our targets is promoting the Music from our Culture program through “Friendship Concerts.” We realize that our participants attend many different schools that do not have access to Oneida music. To help our children share their culture at their schools, we are presenting “Friendship Concerts.” We presented 2 concerts this quarter.

For the 3<sup>rd</sup> Quarter we will be working on our summer camps. Specifically marketing the camps, registration and setting up the camps. We will use the children’s satisfaction as a measurement.

We use evaluations of the SEEDS program. Our rate is collectively 99%.

### **FY16 Second Quarter Community Education Center (CEC)**

#### Statistics:

Base number of customers is 270

Customer Utilization is 2,730

#### Narratives:

Operation initiatives: GED/HSED, Computer Usage, Partnership Usages (Workforce Development), Computer Classes, Community Classes, Meeting Space, and Tutoring.

Customer Trends: The CEC was scheduled to close. Four of the 6 staff accepted other jobs. The remaining two staff kept the building open. CEC usage and data collection had stopped when it was announced that the building was closing. When it was official that the building would be opened, it was

Operations forecast: The CEC is beginning a new era of service to the community.

Our base number of customers includes: tribal members that come in to use the computers, that number represents about 15 – 30 people daily; people working on their GED/HSED; other programs

using our building; meeting space; and tutoring. Starting in February, we began offering classes. The classes have been very well attending and are also represented in our numbers.

Our biggest challenge is starting up programming after the assumed closure of the program. We are reworking job descriptions, updating programs, updating policies, and marketing the new center.

Our target for the second quarter was getting the CEC up and running. We have hired a program director, establishing quarterly classes and are in process for expanding programming.

For the 3<sup>rd</sup> Quarter we will continue to work on community programming and reworking job descriptions..

We have not evaluated programming yet.

## **FY16 Second Quarter**

### **Oneida Child Care Department**

#### Scorecard Statistics:

Base number of customers: 65

Customer Utilization Number: 1,340

Operation initiative to achieve customer outcomes: Post teacher positions at comparable wages as area child care centers.

Customer Trends: Child Care currently has a waiting list of 75 with Oneida's working for Oneida at 50. Largest age group is 1-2 year old age group.

Operation forecast for Child Care to achieve customer outcomes: Hiring more qualified teachers will increase child care's children enrollments.

#### Detailed narrative summary:

The base number of customers along with the utilization numbers are governed by the number of Teaching staff employed. Child Care has had 8 teacher resignations due to staff returning to school full time, interdepartmental transfers to higher paying positions and teachers retiring. State licensing mandates that we keep within ratios according to the ages of the children.

Child Care has instituted several initiatives to achieve higher staff recruitment. The Teacher position's wages have been adjusted to be comparable to Brown County child care wages. Four of the vacant have been adjusted to Teacher Trainee positions to allow trainees the opportunity to receive work experience in a child care center. Several applicants have had the required education but lacked the Child Care experience and were screened out.

Challenges to Child Care:

Hiring qualified teachers to increase child enrollment.

Continues improvement to increase child enrollments are the increase of teacher wages, reinstating teacher trainees and adjusting classroom age groups.

Child Care has achieved the following performance targets:

- a. Adjusted classroom age groups to 1 year increments which allow the additions of another 2 – 3 year old classroom.
- b. Adjusted wages of teachers to meet area child care wages.

Child Care's 3<sup>rd</sup> quarter targets:

- c. Attendance: Increase enrollment by 5 children
- d. Education: 75 % of teaching staff will complete 6.25 CEU's
- e. 1 child who needs to be screened developmentally will be screened by June 1<sup>st</sup> 2016.

Child Care customer satisfaction average score for the 2<sup>nd</sup> quarter is 88 and is considered excellent customer service.

## **2<sup>nd</sup> Quarter Performance Report**

### **Early Intervention**

Identify any 1<sup>st</sup> and 2<sup>nd</sup> quarter operation initiatives.

- For 2<sup>nd</sup> quarter our initiatives were to hold four Lunch & Learn events for parents, employees and Tribal members on various subjects pertaining to disabilities and early childhood education. Another initiative was presenting at three different Early Childhood Conferences. The presentation was entitled, Community Collaboration: Bringing Services to Families with Young Children.

### **Customer Trends**

- Slight growth in student numbers, however we are serving many more community children on site rather than at collaborative sites such as Head Start and Childcare. This is an indication that there are not enough slots available at Oneida preschool programs. Early Intervention usually provides therapy to children in their natural environments but because of waitlists for other programs we are providing therapy services in the afternoon at our site. Children are usually seen in their childcare programs but since there is a lack of availability and waitlists for these programs we are serving children on our site.

- Customers want evening events with quality childcare and light meal. I will be working with JoAnn Ninham and the YES program to develop some of these events next year. We anticipate offering 3-4 events during the 2016-17 school year.

Narrative:

Although we held 4 Lunch & Learns, the public just seems to be tired of these events so we are moving ahead and will collaborating with other agencies to have evening events so that both parents and grandparents can participate. Since we are seeing more children in our building we understand that the Oneida Childcare and Head Start programs are at capacity. I expect this trend to continue but we are prepared for this trend and will continue to develop afternoon programming for children who are not in an early childhood program on the Oneida Reservation. We anticipate serving 10-12 children each week.

The audience attendance at the three Early Childhood Conferences was approximately 45 participants at each session and the reviews averaged 4.7 out of 5.

Challenges:

The challenges to our program are time. We see the majority of our students at Oneida Head Start and their program only makes children available for therapy between the hours of 9:30-11:30. Most children receive 2 therapy sessions each week of 30 minutes, it's hard to get all children their time, especially if they are absent.

Performance Targets:

Our target is increasing developmental screens for children 4 months old – 5 years. Currently we screen 150 children annually; however we would like to screen an additional 50 children each year through collaborative agreements with Brown and Outagamie Counties and the seven surrounding school districts.

A new initiative for our 3<sup>rd</sup> quarter target is to provide summer services for our most needy children receiving 3-4 different therapy services. If a child just has speech therapy they would not qualify, but severely disabled children usually receive, speech, occupational, physical and early childhood special education services and therapies. The neediest children are served by the public school district or other outside agencies and they provide summer services to these children but we anticipate serving 3-7 children each summer with additional services so they don't fall behind their peers when entering 4K or 5K.

## 2<sup>nd</sup> Quarter Report

### Job Training Programs

Scorecard Statistics	Voc. Rehab.	WIOA	Total
Base Number of Customers	66	29	95
Customer Utilization Number	261	137	301

Identify any 1<sup>st</sup> and 2<sup>nd</sup> quarter operation initiatives to achieve customer outcomes. Schools were in session during the 1<sup>st</sup> and 2<sup>nd</sup> quarter of the program operations which meant that Transition (school-to-work initiative) activities were aggressively pursued after the summer break. VR and WIOA staff are actively involved with development and participation in job fairs. Job Fairs are an integral aspect of job training programming since the primary goal of job training programming is providing access to employment opportunities. While not all job fairs are sponsored by Job Training staff it is important that we attend as many as we can. Job Fairs serve two purposes: first they put employers face-to-face with job seekers, and secondly, staff become more familiar with the needs of the employers in the region. “Work First” is the trumpet call of WIOA. To address that pairing job seekers with employers is key.

#### Customer Trends:

As the temperatures begin to climb we find an increase in the number of potential customers coming to the WIOA program seeking employment or, after having secured employment, looking for program support in securing needed clothing, work shoes and/or tools. Most of these jobs will be seasonal and participants will be advised that they are expected to retain their employment for a minimum of 90 days.

Operations forecast for Area/Department/Program, based on customer, and labor market, information. We expect, based on the latest Labor Market Information (LMI) that the WIOA customer base will remain quite level over the next quarter, with perhaps a slight increase in numbers becoming noticeable in June and increasing slightly throughout the remainder of the summer months. Construction trades, residential home building and highway construction labor will probably lead the field as far as employment opportunities are concerned.

#### Narrative:

Both of the Programs under the Job Training Programs umbrella are federally funded grant programs with specific participant eligibility criteria and regulations governing allowable services and service delivery. Beyond counseling of participants, making referrals to training venues, and assisting with job search and other employment enhancement efforts there is little that can be done by project staff, however what can be provided is labor intensive. While the number of participants on the Job Training Programs caseload appears to be few the amount of time required to work with each consumer, to take them from their skill level at the point of program entry to a successful employment outcome averages between six to nine months, depending on the skill level at time of entry. The Vocational Rehabilitation Project has an additional element to deal with in addressing the employability of a consumer that being that eligible applicants must have a clinically diagnosed disability, and that disability must be the barrier to that applicant’s employability. Once eligibility is confirmed the counselor’s primary role is to provide guidance to the participant as the participant takes the steps laid out in the Individualized Plan for Employment. Again, because these consumers have uniquely identified conditions the length of time from intake to successful employment outcome can be anywhere between six months and a year. The same is true for the WIOA participants, with the exception that the WIOA participants do not have to have an identified disability as a barrier to employment. In both programs the counselor serves to support the efforts of the program participant.

### Challenges:

One of the biggest challenges to the programming of the Job Training Programs is the identification of the numbers in the population that could potentially be serviced by our programming. No statistics exist, for example, that identify the numbers of persons with disabilities that may be experiencing employment limiting conditions due to their disability. Population data is not broken down to the point of identification of persons living below the poverty-income levels. Availability of this data would go a long way in assisting program staff in identifying unmet needs in the area of disability and of those living in poverty. A second challenge is funding, or lack thereof. The lack of any financial support for WIOA, especially in the summer youth programming, leaves many of our young people without an opportunity to explore the world of work. In adult programming this level of financial support means we are not able to adequately assist consumers with needed training activities because of the high cost of the training. Finally, a limiting force in the Job Training Programs is the “cost of doing business”. Programs in the Job Training area are labor intensive, meaning most of the costs are personnel costs. With fringe benefit levels of 40%, or more, funding that quite possibly have gone to training support, etc. is used to cover increased personnel costs. Over the past couple of years positions in both Job Training Programs have been lost because the available funding cannot support the increases in fringe benefits and indirect costs.

### Performance targets:

The primary targets for the Job Training Program is the placement of participants into employment. The proposed outcome numbers are an annual number but can be broken down into quarters. For the Vocational Rehabilitation Program that annual proposed number for successful outcomes is thirteen consumers, which correlates to three to four successful closures per quarter. The Vocational Rehab program experienced four successful closures in the 2<sup>nd</sup> quarter of the year. Similarly, the WIOA has an annual proposed successful closure number of 16 consumers, or four per quarter. In the 2<sup>nd</sup> quarter of operations two participants had successfully entered employment but there were several others who were nearing the ninety days of employment requirement. The WIOA Program target goals were traditionally supported by two full time workers. Challenges identified in the prior question (loss of staff) are directly impacting the proposed number of successful consumers projected.

### Performance targets for 3<sup>rd</sup> Quarter:

The performance levels for the Job Training Programs for the third quarter are as follows: for the Vocational Rehabilitation Project three to four consumers will have successfully completed the requirements for entering employment, and for the WIOA Program four adult consumers will have successfully entered employment.

### Customer Satisfaction:

The Customer Satisfaction score for both the Vocational Rehabilitation Program and the WIOA Program during the 2<sup>nd</sup> quarter was 100%.

## FY16 Second Quarter Higher Education

### Scorecard Statistics:

- a. Base number of customers: Funding for the 2<sup>nd</sup> quarter totals 632 students disbursing approx. \$ 9,401,162.
- b. Customer utilization number: 7,801 (*Per monthly activity report*).
- c. Identify any 1<sup>st</sup> and or 2<sup>nd</sup> quarter operation initiatives to achieve customer outcomes: Provide student support during the 2<sup>nd</sup> quarter by contacting Oneida Higher Education (OHE) students on academic probation to assist with retention, visiting area schools and high school students, hold 2 community financial aid workshops, provide college/career planning and increase OHE social media presence through Facebook, OHE web page and the Kali.
- d. Customer Trends: The number of students awarded has been declining from the 2010 to the past 2015 school year by approximately 6.08%.
- e. Operations forecast for department/program based upon customer information: Based on past trends, projections show a minimal increase in students. The rate of high school graduates attending college has not made up for the reduction due to the aging population (*per Oneida Higher Education Projections dated January 2016, Melissa Nuthals, Statistician's annual report*).

### Narrative:

- f. A decline in the overall tribal contribution budget. However, the average student funding has continued to increase. For example, from 2010 to 2015 it has increased by 14.9% resulting in the average of \$11,639.91 per student. Final 2016 school year data/numbers will be available after August 2016 (*Oneida Higher Education Projections report, January 2016*).
- g. During the 1<sup>st</sup> quarter our office initiated on "on-call" procedure where incoming calls go directly to the OHE Advisors or Assistant Manager for direct one to one customer assistance who can address their Higher Education questions/concerns.

### Challenges:

- h. It's a challenge to develop an annual budget due to the hundreds of post-secondary institutions student attend throughout the United States; budgeting for two school years within the tribal fiscal year timeframe, The number of students seeking higher education funds is unpredictable and unknown each year (average student age is 29; most frequent age is 20), and annual changes in federal and state financial aid. Will continue to work with our Statistician to create an annual projection report and the Quality of Life Survey may add data to assist with improvements.
- i. It's a challenge to make changes or improvements to the Higher Education Scholarship program due to internal politics. Will continue student funding as usual until directed otherwise.

Performance targets:

- j. Disburse the Oneida Higher Education Scholarship per GTC Resolution: 632 Higher Education students.
- k. Provide student support: Contacted 75% of students on academic probation to assist with retention. Visited 5 area school schools and spoke with 21 high school students. Held 2 community financial aid workshops approx. 22 individuals (including parents/guardians). College/career planning with 15 applicants.
- l. OHE social media presence through Facebook, OHE web page and the Kali.: Monthly average FB likes is 471.

Performance targets for the 3<sup>rd</sup> quarter:

- m. Disburse the Oneida Higher Education Scholarship per GTC Resolution.
- n. Provide student support: Contacted 100% of students on academic probation to assist with retention.
- o. Counsel 20 clients through advisement and/or assessments.
- p. New student contacts 80% of students who receive our funding for the first time.

Customer Satisfaction: 90%

## Fitness, Adventure, Recreation & Parks Area

The Fitness, Adventure, Recreation and Parks Area is focused on healthy lifestyles and healthy habits and hobbies for our membership. We utilize the Growth and Development model for determining appropriate physical, cognitive, and emotional needs are for each age group. Our scorecard data is included in the report and is used for determining scheduling and programming for our departments. The Fitness Center saw an increase in membership since the membership fee has changed. The Parks Department worked closely during the Second Quarter with Elder Services on snow-plowing for our Elders during “named storms”. The Adventure Department was working closely with the local school system to help with transitioning schools, and provided an Identity program through collaborating with the YES Program.

Customer Satisfaction	Jan.	Feb.	March
<b>Fitness</b>	97.0%	97.0%	97.0%
<b>Experiential</b>	97.0%	97.0%	97.0%
<b>Recreation</b>	100.0%	100.0%	100.0%
<b>Average</b>	98.0%	98.0%	98.0%

Base Number	Jan.	Feb.	March
<b>Fitness</b>	4,796	4,652	4,599
<b>Experiential</b>	410	450	445
<b>Recreation</b>	259	334	422
<b>Total</b>	5,465	5,436	5,466

Utilization	Jan.	Feb.	March
<b>Fitness</b>	4,796	4,652	4,599
<b>Experiential</b>	216	700	1,323
<b>Recreation</b>	2,348	2,402	2,695
<b>Total</b>	7,360	7,754	8,617

**FY16 Second Quarter Report  
Oneida Recreation**

**Second Quarter**

Month	Attendance – Visits	Current Members
January 2016	2348	259
February 2016	2402	334
March 2016	2695	422

\*NOTE: all memberships will need to be renewed beginning 1/1/16.

**Service Development Outcomes and Customer Results:**

- **Birth to 18 months:** No results  
0 membership
- **Toddler – 18 mo. – 3 years :** No Results  
0 membership
- **Pre-School – 4-5 years:**  
5 memberships (1%) (3-Male/2-Female 3-Oneida/Desc./0-Other Tribe/2-Other)
- **School Age – 6-12 years:**  
194 memberships (46%) (113-Male/81-Female 118-Oneida/Desc./36-Other Tribe/40-Other)  
NOTE: Youth need to be 7 years of age to attend the Recreation after-school program.

***Physical Development Needs:*** This age group is finally learning to master gross and fine motor skills. They have lots of energy and enjoy physical activities and structured games with rules. Our Sports & Fitness area provide ample opportunities for school-age children to expend their extra energy. We encourage all school-age children to participate in 60 minutes of physical activity daily (the recommended amount according to the President’s Council on Fitness). We also provide youth with opportunities to participate in structured leagues such as flag football.

Month	Outcome	Civic Center Result	Clifford E. Webster Result
January 2016	Each member completes 60 minutes of physical activity/day.	51%	75%
February 2016	Each member completes 60 minutes of physical activity/day.	37%	67%
March 2016	Each member completes 60 minutes of physical activity/day.	31%	53%
TOTAL		40%	65%



**Emotional Development Needs:** School-age children begin to form longer lasting friendships with the same-sex peers as they become more interested in identifying with the likes and dislikes of a group. They are self-conscious about their abilities and need to be acknowledged and encouraged by adults. Our Social Recreation area focuses on the emotional needs of our youth. Girls and Guys Groups provide opportunities for school-age youth to interact with peers and learn new skills. Character Club provides this age group with opportunities to build their character and get involved in the community. For example, Character Club participants made Christmas cards for the Elders, homemade birdseed ornaments to hang in outside trees and went Christmas caroling. These activities allow the youth to practice the character traits they learn about all year long during Character Club.

Month	Outcome	Civic Center Result	Clifford E. Webster Result
January 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	44%	37%
February 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	41%	31%
March 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	53%	41%
TOTAL		46%	36%



**Cognitive Development Needs:** Children this age have longer attention spans and are interested in discovering things for themselves. They like intellectual challenges and reading about things they like. The Learning Centers at each facility are filled with books to read on various subjects. The youth are encouraged to build their reading skills daily. Before youth are allowed to use the computer or gaming systems in the rooms, they are required to read for 15 minutes. Activities such as Brain Food also encourage youth to complete their daily homework assignments and read for enjoyment. When the youth have completed their assignments, they are rewarded with a healthy meal prepared by the staff. The Art Rooms also provide school-age youth with opportunities to explore new and exciting ways to express themselves creatively. Youth at the Clifford E. Webster Building enjoy art journaling, upcycled craft projects, music and pottery. Youth at the Civic Center enjoy drawing, photography and completing native American art projects such as beading and music.

Month	Outcome	Civic Center Result	Clifford E. Webster Result
2nd Grading Period	Complete homework assignments daily and increase GPA.	10 Report Cards Collected	7 Report Cards Collected
	Average GPA	3.41	3.24



Month	Outcome	Civic Center Result	Clifford E. Webster Result
January 2016	Participants will be exposed to a variety of art mediums & techniques	29%	5%
February 2016	Participants will be exposed to a variety of art mediums & techniques	58%	35%
March 2016	Participants will be exposed to a variety of art mediums & techniques	0%	25%
TOTAL		44%	22%



- **Adolescent – 13-18 years:**

67 memberships (16%) (39-MALE 28-FEMALE 53 – Oneida/Desc. 6 – Other Tribe 8 – Other)

*Physical Development Needs: This time of rapid growth (the most since infancy) can lead to a lack of coordination, loss of self-esteem and feeling awkward. Our Sports & Fitness areas offer teens opportunities to play sports and games in a relaxed non-competitive setting. This age group enjoys interacting with staff during games and leagues.*

Month	Outcome	Civic Center Result	Clifford E. Webster Result
January 2016	Each member completes 60 minutes of physical activity/day.	7%	20%
February 2016	Each member completes 60 minutes of physical activity/day.	9%	22%
March 2016	Each member completes 60 minutes of physical activity/day.	9%	13%
TOTAL		8%	18%



**Emotional Development Needs:** Adolescents are very self-conscious about their bodies and physical appearance in general, which can lead to psychological vulnerabilities. They have a strong desire to conform to their peers and form close one-on-one relationships. Our Social Recreation areas work hard to provide opportunities for our youth to increase their social skills. Social skills such as character development, verbal and non-verbal communication, etiquette, and personal hygiene are stressed in activities such as Bingo, Girls Group and Guys Group.

Month	Outcome	Civic Center Result	Clifford E. Webster Result
January 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	7%	10%
February 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	5%	2%
March 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	13%	11%
TOTAL		8%	8%



**Cognitive Development Needs:** Adolescents are developing abstract thinking. They are beginning to think about social issues and future goals in life. They can plan with little or no help from adults. The Learning Centers are available for all teens to complete their homework assignments and for computer use. The Arts areas also encourage teens to express themselves creatively in a variety of activities and programs such as pottery, traditional native arts, journaling and upcycled art.

Month	Outcome	Civic Center Result	Clifford E. Webster Result
2nd Grading Period	Complete homework assignments daily and increase GPA.	3 Report Cards Collected	4 Report Cards Collected
	Average GPA	3.06	3.09



Month	Outcome	Civic Center Result	Clifford E. Webster Result
January 2016	Participants will be exposed to a variety of art mediums & techniques	3%	10%
February 2016	Participants will be exposed to a variety of art mediums & techniques	7%	10%
March 2016	Participants will be exposed to a variety of art mediums & techniques	0%	2%
TOTAL		5%	7%



- **Young Adult – 19-35 years:**

34 memberships (8%) (25-MALE 9-FEMALE 29 – Oneida/Desc. 1 – Other Tribe 4 – Other)

*This stage is a continuation of the adolescent phase, as young adults continue to separate themselves from family and focus more on friendships. It is an exciting time of new opportunities for education, careers, and other life experiences. The young adult must develop into a mature adult and face their new responsibilities.*

Month	Men's Basketball – Noon Hour, Sunday, After 9 pm at Civic Center
January 2016	42
February 2016	85
March 2016	42
TOTAL	169

- **Middle Age – 36-64 years:**

48 memberships (11%) (22-MALE 26-FEMALE 37– Oneida/Desc. 1– Other Tribe 10– Other)

*This time is a period of reflection, family and career. This self-reflection is the time for a person to become content with their life and who they are as they prepare for retirement. It is a time for a person to enjoy their family life – children, grandchildren, extended family, etc.*

Month	Number of Rentals Clifford E. Webster Building	Attendance
January 2016	15	310
February 2016	14	381
March 2016	16	330
TOTALS	45	1021

- Average # of rentals per month = 15. Average Attendance per month = 340. Community rentals range from events such as holiday parties, birthday parties, family reunions, baby showers, etc. The Clifford E. Webster Building is rented out on weekends and holidays.
- During the second quarter, the number of rentals increased by 15% and rental attendance increased by 3% compared to FY15.

- **Elder/Older Adult – 65 plus:**

74 memberships (18%) (26-MALE 48-FEMALE 47- Oneida/Desc. 4- Other Tribe 23- Other)  
NOTE: Elders age 55 and older can attend the Recreation elder activities.

*The elder adult stage is no longer considered “old age.” There are some who have to suffer the illness and discomfort of growing older, but the majority of elders are healthy and active. Retirement is a time for people to pursue the interests that they did not have time to before. It is important to stay active and involved after retirement; many find this involvement in community, social, political and personal activities and projects. Although, this stage is a time for preparing for death, it is also a time to enjoy life and do many exciting, worthwhile things.*

Month	Bingo Attendance	Bowling League Attendance
January 2016	207	0
February 2016	148	0
March 2016	220	0
TOTAL	575	0

- Bingo is held every Wednesday from 1:30 – 3:00 pm at the Clifford E. Webster building. We average 48 elders per session. No Elder Bowling league due to staff turnover.



**Dartball League**

Each winter we hold a dart ball league at the Civic Center. This year we had 8 teams – 71 registered players. 70% of these participants are male and 30% are female. Teams compete against each other each week and the league ends with a tournament and potluck meal. This year the winners were the VETS. This activity spans four age groups:

Adolescents (ages 13-18)	7 participants	10%
Young Adult (ages 19-34)	27 participants	38%
Adult (ages 35-64)	27 participants	38%
Elder (ages 65 +)	7 participants	10%

NOTE: 4% of participants were not current members and we didn't have age information on them.

Attendance for this activity is as follows:

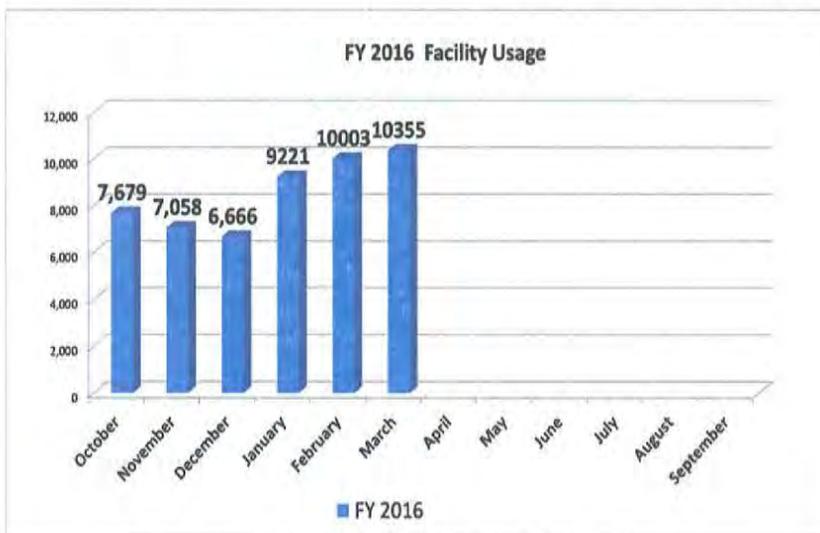
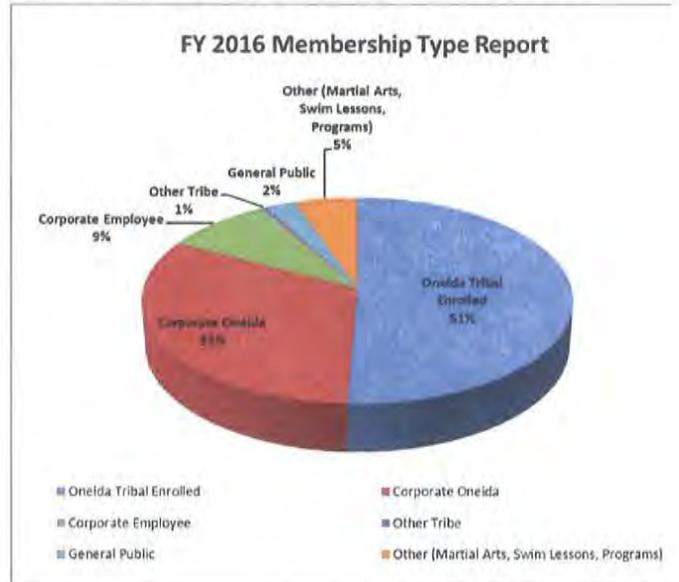
	January	February	March	Total
Players	89	140	147	376
Guests/Fans	13	25	24	62
	102	165	171	438

## FY16 Second Quarter Report Oneida Family Fitness

This quarter, Oneida Family Fitness focused on maximizing fitness and wellness programs to improve the health and wellness of our membership, employees, and the Oneida community.

### Second quarter statistics

Membership total: 4,599  
Facility usage: 29,579



Pool usage: 6,579  
Martial art attendance: 1,399  
Group fitness attendance: 10,848

2 <sup>nd</sup> Quarter Focus – Increase engagement		
Initiative	Activities	Outcomes
Provide fitness and wellness programs for all ages and abilities	<ol style="list-style-type: none"> <li>1. Fit Kidz – Headstart program</li> <li>2. Swim lessons returned</li> <li>3. Increased pool hours</li> <li>4. Increased operating hours</li> <li>5. Held a weight loss incentive challenge</li> <li>6. Provide Tai Chi &amp; Chair Yoga services for elders at Elder Services.</li> </ol>	<ol style="list-style-type: none"> <li>1. 124 Headstart kids</li> <li>2. 5 levels offered; 27 youth attended</li> <li>3. Extended evening hours and Saturday hours</li> <li>4. Extended hours to close at 9:00 p.m. Monday – Friday</li> <li>5. Approximately 100 participants; with a total weight loss of (females – 428.6 lbs); (males – 98 lbs)</li> <li>6. Provide exercise class 1x a week at Elder Services.</li> </ol>
Increase participant's KSA's of physical fitness and healthy lifestyles to reduce health care costs	<ol style="list-style-type: none"> <li>1. Offered stress management 6 week program - RAS Point eligible</li> <li>2. Reward members who engage in the recommended physical activity (3-5 days/week)</li> <li>3. Conducted pre-fitness assessments for participants in the Oneida Exercise Pilot Program</li> </ol>	<ol style="list-style-type: none"> <li>1. 21 attendees</li> <li>2. 10% of membership</li> <li>3. 78 employees participated in pre-assessments (post assessments to be completed in May)</li> </ol>



Oneida Family Fitness conducts quarterly customer satisfaction surveys. 71 members completed our 2<sup>nd</sup> quarter survey; with a 97% satisfaction rating. The surveys give us feedback on our program and services, staff, as well as the facility.

Plans for FY 2016 3<sup>rd</sup> quarter is to continue to provide quality programs and services for the Oneida Community and Employees and use the feedback and usage to increase engagement in our services.

Some of the challenge we see that prohibits our membership to be more engaged is:

- No evening day care
- Lack of space to provide programs
- No weight management program

We will also focus this quarter on researching ideas to provide evening day care. We submitted a CIP plan for facility updates, to include ventilation issues. Lastly, we have staff attending training so we can bring back our Weigh of Life weigh loss management program for members, as well as Oneida employees which is part of the RAS point program.

## **FY16 Second Quarter Oneida Experiential & Adventures**

### Scorecard Data:

Customer utilization number 2<sup>nd</sup> Quarter= 1,323 -programs varied between an hour to multiday programs.

Customer Satisfaction = 97%

Customer registration for Individual signup programs has increased by 60%

### Narrative:

We have had excellent attendance for our RAS & Diabetic noon and evening classes, with attendance being at or exceeding capacity. Tribal members and employees are looking for ways to improve their mental and physical health. **Our mission is to reduce stress! We create outlets and opportunities to reduce the stress experienced by those who are living with diabetes, or helping to avoid diabetes, by providing recreational, experiential group activities and outlets.** Our RAS programs have been an excellent way to expose employees to positive ways to improve their health. By offering RAS points it gives the incentive for the employee to try new activities that changes their mindset on living a healthy lifestyle. Through these new discoveries we have had many participants share that they are partaking in these activities with their families as well. This creates healthier individuals and healthier family units, by having them spend quality time connecting to the outdoors and to each other.

The Experiential department collaborates with the Health Center to provide more than bi-weekly programing targeting diabetic prevention and reduction, these programs are offered at noon, in the evening, and on the weekends to meet the client's needs. Programs include: Depression Prevention, Snow Shoe Tying, Mindful Programs, Nature Hikes, Biking, and overnight retreats.

Programs Served 2<sup>nd</sup> Quarter:

Depression prevention	Family Enrichment Programs	AODA- Journey & IOP Groups
Domestic Violence	Alternative HS	Lombardi Yes Boys Group
Lombardi Yes Girls Group	Face Program	External contracts
Wise Women Gathering Place	Native Crossroads	Title VII
Conflict resolution-	Family Fun Night	Employee Health
Veterans Program	Teen Parents Support Group	Kayak Pool – 2 classes
JMIO- Events	Hunter Safety- Survival skills	Behavioral Health
Oneida High School –Archery, Snow Shoe, Biking Units		
RAS- Program- Snow Shoeing, Mindful, Biking, Hiking		

Challenges:

The department even though understaffed, continues to work evenings and weekends to meet customer's needs and convenience. We have had a position open or unfilled for over a year due to the wage being low compared to the qualifications and expectations of the position. The staff has done an amazing job, covering the duties and programs of this position but this is not sustainable. I have been cross training employees from other departments and people from outside the tribe in efforts to mitigate this deficit, this is only a temporary fix. These people have a primary function or role that is their priority when

The wage line in the budget should be adjusted to hire a fulltime seasonal position along with sub-relief staff that is scheduled when program demands reflect the need. This would allow more programing options that would enable our department to serve more clients, larger groups, continue convenient hours, and increase program venues.

Goals:

Continued programing for the above programs with a customer satisfaction rating of 94% or better. Provide three week long youth camps that focus on character development by utilizing the Climbing, Paddling and Adventure venues to teach the youth lifelong social and interpersonal skills.

Customer = 97%

Customers are stating on the post evaluations that the programs that attended are helping them make needed life changes. These programs are designed to help community members and employees to improve their health by making real behavior changes and discovering and overcoming road blocks that has prevented them from making these changes previously.

Below are just a few comments that represent the purpose and the outcomes of our programing:

“This class was instrumental in teaching and enforcing patience. Good time management and relaxing time great behaviors learned for life long lessons.”

“I believe this class is a great opportunity. Although it was frustrating for me at times I felt like giving up but with the help and support of from others I was able to finish my shoes. I learned some valuable lessons in regards to my personal life style and choices I make that affect my health.”

“This class was great! There are many parallels to life situations and dealing with stress. The sense of accomplishment was great.”

“ I have been to a ton of teambuilding trainings and this one by far was the best. It has given or reminded me behaviors I need to incorporate or change to be the best me that I can be.”





## Social Services Area

Social Services programs highlight 2<sup>nd</sup> quarter continuous efforts to increase customer service delivery and staff development capacity building and performance reporting. All programs are working on providing client needed resources ranging from fresh food and food cards, to crises management, child support and child placement and child education. Food Distribution program continues to focus on generational healthier lifestyle and balanced eating approach.

The Child Support demographic continues to work on case transfers from counties with the typical population at low-income. It is anticipated the services will continue to increase with the case transfer as in most cases maintained by the county the workers don't have the time to spend with their clients whereby the tribe is able to engage further with the client base. The SEOTS program has experienced a challenge in engaging tribal membership in dialogue around health and participation in activities in overall wellness. The program is at level II. of their community Health survey initiative to survey and assess community health measures. Under Quarter II, staff begins to receive training and processing in identifying critical areas from that survey. Unfortunately the community has experienced two youth suicides within a one month period resulting in the department reaching out to local agencies to increase efforts in awareness and suicide education. Child attendance for the Head Start program continues to average at 87% with a goal to rise to 90% and level out as regular attendance equates to overall school success. Duplicate count of family activity is dependent on additional resources the families may need and provided.

Overall performance targets for Quarter 3 are to continue to increase overall client interaction at a 3 to 4% rate.

Challenges: Ongoing assessment of program staff capacity, looking at succession planning efforts to date, forecasting and balanced budget preparation and reviews. Management continues to review manager to employee ratios, efficiency of personnel management, and continued training and development needs within program areas.

## FY16 Second Quarter Food Distribution

### Scorecard Statistics

- a. Base number of customers: (J) 340, (F) 353, (M) 358, Avg = 350
- b. Customer utilization number: (J) 740, (F) 747, (M) 740, Avg = 742
- c. **Identify 2<sup>nd</sup> quarter initiatives to achieve customer outcomes**: WELLNESS OUTCOME.  
Making customers more aware of the benefits of healthy eating through proper diet and preparation of their meals. Providing meaningful information thru pamphlets, brochures, DVD's, and hands-on menu preparation utilizing our USDA food products.
- d. Customer Trends: Seems to be more of the younger generation within our customer make-up that is seeking assistance and information in pursuit of a healthier lifestyle and a more balanced eating approach.
- e. Operations forecast for Program based upon customer information: Continuation with USDA to provide healthy/nutritional values in our food products that provide our clients with a food package that meets or exceeds the USDA requirements in the national food pyramid matrix.

### Program Narrative Summary:

Our partnership with USDA thru established Grant contracts continues to provide the needed resources in the form of various food products, both fresh, frozen, and canned, that sustain our Native community by providing sustenance and a balanced approach to healthy eating habits, both for the individual as well as an entire family. The numbers that are generated reflect a continuing effort to meet the food necessities required by the populace we serve, and to ensure that future generations get the provisions that make for a healthy/vibrant Nation.

### Program challenges/efforts to overcome them:

To spend in its entirety authorized Grant contract monies in line with USDA/Tribal directives that meet the overall needs of the department with regard to its customers. Solution: Closely monitoring of monthly R & E statements that reveal current balances in each separate PRT within the approved Budget, and making adjustments accordingly.

### Program performance targets achieved in 2<sup>nd</sup> quarter.

Delivery services for the 2<sup>nd</sup> quarter indicate a slow but consistent rise in the number of customers utilizing our delivery service as a direct benefit. (J) = 68, (F) = 73, (M) = 85 Avg. = 75 VS. 41 of last quarter statistics.

Performance target(s) for 3<sup>rd</sup> quarter achievement: To apply our best efforts in meeting the sustained base/utilization numbers that reflect our customers dependence upon our Program continuing to provide the needed resources being available for their benefit and overall welfare.

Identify customer satisfaction score: (J) = 100%, (F) = 90.7%, (M) = 95.2% Avg. = 95.3% An overall excellent rating IAW rating scale utilized.

**FY16 Second Quarter****Head Start/Early Head Start**Score card statistics:

Base number of customers: 358 is the monthly average

Customer Utilization number: 485 is the monthly average

1<sup>st</sup> and 2<sup>nd</sup> quarter operation initiatives to achieve customer outcomes:

Monthly child attendance for the Head Start program is as follows: January 86%, February 88%, and March 89%. During our recent federal review the program was praised for not falling below the federal requirement of 85%. It is a goal of Head Start to make sure children are getting to school.

Customer trends:

The participation of parents and other family members has been high during the quarter. In March the numbers were lower but the number of contact days was less due to spring break. In Early Head Start participation in monthly socializations and family events remains consistent.

Operation forecast for Department/Program based upon customer information:

In the next quarter there will be a decrease in the utilization and base numbers because the Head Start program's last day is May 18<sup>th</sup> and school will resume at the end of August.

Narrative summary explaining or clarifying the above statistics:

The base numbers and utilization numbers are based on the participation of families in the program. Daily the children receive services from the Head Start program but families will participate in various ways increasing or decreasing the numbers. Duplicate services also depend on the needs of the family and what additional resources they require.

For families in the Early Head Start program weekly participation for the parent and the child is required. The numbers in this program vary based on parents who make their weekly home visits and participate in socializations and family events for the month. In Early Head Start duplicate services are also dependent on the additional resources that families may need. In addition, this program will also transport families for required appointments for the child or parent.

Identify challenges to your Program and continuous improvement efforts to meet the challenges:

The Head Start program's goal is to keep attendance above 90%. Research shows that there is a direct link to ongoing school success and regular attendance. Children who have poor attendance can fall behind in developmental milestones, have poor relationships with peers, and are more likely to be held back a grade in elementary school.

Head Start has made a conscientious effort to improve attendance using these methods:

- Talking to parents at the orientation home visit about the importance of attendance and the consequences of chronic absences from school. The strongest consequence is removal from the program to allow another child who will utilize the services to attend.
- Monthly certificates go out to children with perfect and good attendance.
- Family Service staff work with parents whose children have low attendance right away and develop a contract to improve attendance.
- The director meets with families to discuss the possibility that this program is not meeting the family's needs and suggests placing child on the wait list until circumstances change and the family can get the child to school on a regular basis.
- Teachers report perfect attendance in the monthly newsletter

The federal lead for the recent federal monitoring review stated that Oneida Head Start is "magical". She went on to clarify that in the many years that she has monitored programs she could only remember one other time that the attendance did not fall below 85% during a school year. The fact is that this Head Start program has not fallen below 85% since January of 2013 when extreme cold prevented families from sending the children to school.

The Early Head Start program has a goal of increasing the number of children who get ongoing dental care. In recent years the state of Wisconsin put into their "Early and Periodic Screening, Diagnostic, and Treatment" (EPSDT) plan that first tooth is the time for the first dental visit.

Getting parents in Early Head Start to agree to this time frame has been a challenge. Many people believe that these are only baby teeth and that the child will eventually lose them. Research shows that ongoing issues with baby teeth are a strong predictor of the same issues with the child's permanent teeth based on the bacteria present in their mouth. Approximately 10 percent of the Head Start students have major dental surgery every year.

In collaboration with the Oneida Dental Department every other Monday is set aside for Early Head Start families to bring their children in for care. This has increased the number of children getting dental care by 11% from last year.

Performance targets each Program achieved at the end of the 2<sup>nd</sup> quarter:

*Head Start*

Percentage of children reaching or exceeding developmental milestones:

Social Emotional	80%
Large Motor	86%
Fine Motor	88%
Language	75%
Cognitive	85%
Literacy	87%
Math	61%

*Early Head Start*

Social Emotional	92%
Large Motor	86%
Fine Motor	100%
Cognitive	98%
Literacy	85%
Math	58%

Identify targets for each Program for the 3<sup>rd</sup> quarter:

Head Start and Early Head Start continue to target children's math skills to increase the number of children who meet or exceed those milestones. The goal is to increase the percentage to above 85%. The federal regulations require children to reach 85% or above in their developmental milestones. Both programs have increased activities in the area of math and have included parents in working with their children on these skills.

Customer satisfaction score for each program for the 2<sup>nd</sup> quarter:

The average customer service score for the past quarter is 96.6%

**Second Quarter Report****Southeastern Oneida Tribal Services (SEOTS)**Scorecard Statistics:

Base Number of Customers: 473

Customer Utilization Number: 1383

Operation Initiatives: In Quarter 1, SEOTS completed a community survey to assess many measures of health. The critical areas identified were obesity, diabetes, and depression. In Quarter 2, SEOTS staff started receiving training on the critical areas.

Customer Trends: The SEOTS community experienced two suicides.

Operations Forecast: SEOTS is strategizing with local agencies to increase awareness and education and provide direct services. SEOTS is also working to develop strategies to address the critical areas identified in the 2015 Health Survey.

Narrative:

During January, February, and March, 473 different people visited SEOTS for various activities and services. Many of the customers visited more than once, resulting in a total of 1,383 visits during the three month period. The most utilized services during that time frame were medication distribution and Elder activities.

Challenges:

Challenges during Quarter 2 include the ability to engage Tribal membership in dialogue around health and to establish high levels of participation in activities that improve overall wellness. In January we offered quality instruction on living with diabetes, however, participation was low and we had to discontinue the offering.

SEOTS performance targets revolve around client interactions, which not only includes utilization rates, but also includes phone calls received. The phone vendor is currently having difficulty pulling the data report for calls received. We are continuing to work on the problem. Utilization rates are up slightly over previous data, signaling we are in line with increasing interactions at the desired rate.

The performance target for Quarter 3 is to continue to increase client interactions at a rate of approximately 3%.

Average Customer Satisfaction Score: 90%

## FY16 Second Quarter

### Elder Services

1.	Increase in program Participation	<u>Yes</u>	95%
2.	Increase in Congregate Mealsite Participation	<u>Yes</u>	98%
3.	Increase in Home Delivered Meals Participation	<u>Yes</u>	97%

### Increased participation in Evidence Based activities

a. Activities	<u>Yes</u>	88%
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### SOCIAL FUNCTIONING/HEALTHY LIFESTYLE

4.	Increase in Transportation	<u>Yes</u>	77%
5.	Increase in Standard of living with Home Repairs	<u>Yes</u>	62%
6.	Increase in Family Caregiver Program	<u>Yes</u>	92%
7.	Decrease in Elder Abuse cases	<u>Yes</u>	50%

(Interpersonal relations, communication, verbal non-verbal communication, dressing for success, grooming, personal hygiene, negotiate, etiquette, philosophical discourse)

### MOBILITY

8.	Increase in general rider-ship	<u>Yes</u>	86%
9.	Increase in special needs rider-ship (persons with disabilities)	<u>No</u>	.....%

(wheelchairs)

### ONEIDA CULTURE AND LANGUAGE

10.	Increase in acquisition, utilization and retention of Oneida Language	<u>Yes/</u>	88%
11.	Increase in practice and participation of Oneida culture	<u>Yes/</u>	.....%
12.	Increase in cultural events	<u>Yes/</u>	.....%

### BENEFITS

15.	Decrease in Benefit Specialist usage (education, financial, housing, disability, pension)	<u>Yes/</u>	39%
16.	Increase in Home Chore Services	<u>Yes/</u>	42%

17. Increase in In Home Chore Services	<u>Yes/</u>	52%
18. Respite Care	<u>Yes/</u>	80%
19. Increase in Outreach services	<u>Yes/</u>	86%

#### ECONOMIC STATUS AND CONDITION

20. Decrease in homelessness (no vacancy in Apartments)	<u>Yes/</u>	
21. Increase in housing request (56 on waiting list)	<u>Yes/</u>	88%

#### EMPLOYMENT

22. Decrease in volunteerism	<u>Yes/</u>	....%
23. Increase employability		
a. Title V Program (pending available funds)	<u>No</u>	....%
b. Career development	<u>No</u>	....%

FY16 Second Quarter  
Family Support Services

*\*Please note that the data in this report will be reflective of Family Support Services which includes:*

- Oneida Child Support Enforcement (OCSE)
- Indian Child Welfare (ICW)
- Parenting
- Foster Care
- Prevention
- Domestic Violence (DV)
- Yethiyatanunha.

#### Score card statistics:

Base number of customers: 3652 monthly average

Customer Utilization number: 8100 monthly average

Identify any 1<sup>st</sup> and 2<sup>nd</sup> quarter operation initiatives to achieve customer outcomes:

Customer trends:

In review of the data from January through March of 2016, caseloads and customer contacts have been fairly consistent in the 2<sup>nd</sup> quarter, with a slight increase from January to March.

Operation forecast for Department/Program based upon customer information:

ICW will anticipate an increase in reports and potential case load for ICW as the school year comes to an end, which is when the program usually receives an increase in Child Abuse and Neglect reports from local schools. There has also been a rise in ICW cases related to opiate use. Department recently began tracking specific drugs types when reports are coming in. Current on-going case load 49% are related to opiate use.

Child Support should remain fairly consistent as Brown and Outagamie County cases have transferred over and Milwaukee County has been slowly transferring their cases to Oneida Child Support.

Prevention and the DV youth advocates will move from providing services in the schools to having a summer youth program on-going through the week (June 13-July 28). So, the number of programs offered and frequency will begin to taper in the upcoming quarter due to the school year ending.

Narrative:

The base number of customers is collected by the number of cases each worker in the different areas manages. This number is actually higher if considering that one case has multiple family members and collateral contacts, in many cases. This varies between the different programs and from the families.

Utilization is data is collected by collecting on customer contact throughout the month related to each particular case. We have been working to improve this documentation for the Intake worker in ICW. This role is consistently moving from one case to another on a very short term basis and documenting utilization has been an initiative the department has been working to improve related to this one particular role.

Identify challenges to your Program and continuous improvement efforts to meet the challenges:

The Child Welfare Department has not been able to keep up with the number of Investigations each month. The Intake/Investigation worker attends as many as she can but often there are numerous investigations happening at one time. For example, we received 167 referrals during the months January, February and March, 80 of which were children Oneida enrolled /eligible for enrollment. The Intake/Investigation worker does paperwork (such as enrollment verification and notifying the County) on all 167 referrals. For the 80 that are eligible for services, the worker would participate in Investigation activities for those that are screened in. The efforts taken to manage this high case load are On-going, staff will help out (although this takes time from their own caseload) and the Intake/Investigation worker works to prioritize as best she can. An ultimate solution would be to create a second Intake/Investigation position with upcoming Title IV-E funds.

ICW department has also had increased trending in the number of reports related to opiate use (prescription pill and heroin). Department staff will continue to seek education and training in response to the trending issues within the community.

Our Prevention department is hosting an educational community awareness event May 23rd to discuss the opiate issue. Aside from education, we have limited resources to assist in remedying the issue for

families as most AODA and medical professionals will confirm, it is highly addictive and difficult to get off of. This is not just Oneida, it is the entire community.

Departments continue to struggle with lack of participation in the groups offered to family groups and adults. There is usually not a challenge with youth participation. The Prevention program is continuously seeking new program curriculum that will better appeal to the community to increase participation. In addition, the program provides transportation, child care, meals, and incentives to increase family participation. Lack of funding presents a barrier in always being able to provide these different services.

Programs are also in need of new vehicles to transport youth and families. This will present an issue in the near future as the both the Prevention and ICW van are over a decade old and have had numerous mechanical issues.

Yethiyatanunha is faced with funding barriers. Program and leadership are working to plan/resolve.

Identify what performance targets each Program has achieved at the end of the 2<sup>nd</sup> quarter:

For months January through February, 78% of children receiving ICW services achieved permanency.

This is a performance objective set for by the funding unit with a goal of reaching 80%.

Parenting began and ended their 12 week Parenting Education Class during the 2<sup>nd</sup> quarter, with 80% of their parents completing the class. This is another performance objective set forth by the funding unit.

The goal was 75%, so the department has surpassed their goal for this quarter.

Staff from all departments sought additional training via a webinar offered in March to identifying what opiate use looks like in the customers we serve. Staff also attended Active Shooter training in March for safety awareness in the workplace. There have been on-going efforts since January to improve workplace safety for staff and customers.

Programs have been working toward becoming more trauma-informed to better serve our customers. ICW was selected for the Wisconsin Trauma Project in January of 2016. This initiative requires the training of two staff to learn the Trauma Informed Parenting Curriculum and for another clinical staff person in the department (ICW Supervisor) to train in Trauma Focused-Cognitive Behavioral Therapy (TF-CBT). This training will be ongoing throughout the year and the families we serve along with the community members and staff will benefit during the training phase.

Child Support has rolled out their program video which is playing on a video feed in the main reception area which aims to educated customers on their program and the services they provide but to also be inviting to customers so they feel more welcomed (This is also a piece of the Strategic Plan for the year).

Identify targets for each Program for the 3<sup>rd</sup> quarter:

ICW will continue to work towards increasing the permanency for children.

In response to community needs the program staff will continue to work on receiving additional education and training.

Child Support introduced their Strategic Plan in March to staff and the goal is to increase collections to 70% by the end of FY 2017 through a series of service initiatives; which include but are not limited to:

- Improved communications
- Customer referrals to community resources and services
- Additional Training and education for customers & staff
- Improving internal processes

Domestic Violence, Prevention and ICW have worked on completing a new spreadsheet to capture customer contact and utilization of services offered. Accurately capturing data to reflect the extensive work done by the programs is continuously improving to meet the reporting needs of leadership. This is in addition to striving towards consistency of data reporting.

\*\*Also, important to note that with the official merge of all the programs under one department, Family Support Services programs have been working internally to achieve more cohesiveness and collaboration in programming. This will be done and through quarterly staffing of the programs to keep each area informed of services being provided and updates, as well as internal training opportunities. In addition programs have been working on cross-over collaboration.

Examples:

- Trauma Informed Parenting is being offered to families first and then to staff and community
- Conscious Discipline will be offered in the summer to staff as well as other Tribal staff
- Prevention and youth DV staff who provide the summer program for youth
- Child Support and Parenting offer a Co-Parenting workshop to parents

Customer satisfaction score for each program for the 2<sup>nd</sup> quarter:

Customer Service surveys distributed to Child Support customers as well as group participants for Prevention and Domestic Violence: January 98%, February 99%, and March 98%.

**FY16 Second Report****Transit**Narrative:

Public Transit has experienced a 2.7% increase in utilization for the second quarter for FY2016. It is also experienced lower customer service satisfaction resulting in the loss of 2 drivers on medical leave creating shortages in daily shift staffing creating longer than expected pickup/dropoff requests.

Challenges:

2 drivers lost to: 1 termination and 1 retirement. 2 drivers on Medical Leaves for 5-7 weeks.

Performance target achieved: 2.7% increase over 1<sup>st</sup> quarter.

Performance target 3<sup>rd</sup> quarter: 2.0% utilization. Transit will be going live with new auto-dispatching system at end of may beginning of June. Vendor has indicated that Oneida should experience about a 20% increase in system performance within the first 12 months from going live.

Customer Satisfaction is down to 98.0 overall. Staffing of shifts to cover operating hours has been difficult creating higher than normal overtime hours to keep system running.

Possible solutions:

- a. Hire 2 Drivers.
- b. Re-assign driver to vacated Supervisor position.
- c. See how overall system improves with new auto-dispatching software going live.
- d. Create a Driver "Pool" for Public Transit
- e. Increase staff both administratively and front-line utilizing new FTA funds received (\$607,609) during FY2016-2017.

**FY16 Second Quarter  
Veterans Department**

Scorecard Stats:

- Base and Utilization # - 1761
- Homeless veterans initiatives which is one of the depts. Outcomes
- No real trending issues, except for 1<sup>st</sup> qtr in Nov. due to hunting season
- Customer feedback is Positive

Homeless veteran's initiative is achieved thru the HUD/VASH program, which is a voucher for rentals and the veteran paying 30% of the rent. Veteran must be enrolled with VA Healthcare and have an assigned Case Worker to qualify for HUD/VASH. DOLM is taking the lead on project.

A challenge is always with budget/grant issues and dept. continuities to apply for Wis. Indian Veteran Grant.

3<sup>rd</sup> qtr initiative is working with Environmental on the Aquaponics project

Department average customer satisfaction score is 83.3%

### Oneida Business Committee Agenda Request

1. Meeting Date Requested: 05 / 11 / 16

2. General Information:

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

Agenda Header:

Accept as Information only

Action - please describe:

Request approval of the required ONCOA Quarterly 2 Report to the OBC.

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:

Melinda J. Danforth, Tribal Vice Chairwoman

Primary Requestor/Submitter:

Wesley Martin, Jr., ONCOA Chairman  
Your Name, Title / Dept. or Tribal Member

Additional Requestor:

Lois Strong, ONCOA Coordinator  
Name, Title / Dept.

Additional Requestor:

Name, Title / Dept.

**ONCOA QUARTER 2 REPORT TO OBC****MAY 2016****Period: January, February, March 2016**

**MISSION: ONCOA ADVOCATES FOR ALL SERVICES THAT PLACE  
PRIORITY ON THE WELL BEING OF OUR ELDERS**

**ONEIDA NATION COMMISSION ON AGING**

Wesley Martin, Jr., Chairman  
Arlie Doxtator, Vice Chairman  
Marlene Summers, Secretary  
Shirley Barber, Member  
Carol Elm, Member

MaryAnn Kruckeberg, Member  
Patricia L. Lassila, Member  
Lois J. Powless, Member  
Dorothy J. Skenandore, Member

**Melinda Danforth, OBC Liaison, and Lisa Summers, Alternate OBC Liaison**

**Primary Focus Areas for ONCOA**

- **Long Term Care Services & Support** -- Personal Care Agency; Aging & Disability Resource-Specialist (ADR-S); Affordable & Accessible Elder Housing; Adult Day Services; Alzheimer's & Other Dementia Diseases
- **Communication** with Tribal Elders, Elder Service Staff and Community
- **Training & Education** for ONCOA and staff

<b>ONCOA Meetings January February, March 2016</b>		
January 12	February 9	March 8
January 21	February 23	March 22

**PROJECTS/TRAINING/EDUCATION****Alzheimer's Awareness and Research Initiative**

- In **December 2014**, ONCOA connected with the Wisconsin Alzheimer's Disease Research Center after meeting representatives at the Annual Wisconsin Alzheimer's conference. The UW-Madison's Alzheimer Disease Research Center is one of the Nation's leading research centers providing scientific research, resources, and expertise in Alzheimer's disease and related illnesses. ONCOA supports Oneida tribal members to expand their awareness of Alzheimer's Disease and other dementias and to participate in the national effort to end Alzheimer's.
- In **May 2015**, Dr. Dorothy Farrar-Edwards, Dr. Carey Gleason, Fabu Carter and Carol Hutchinson from the University of Wisconsin School of Medicine and Public Health Alzheimer's disease Research Center (ADRC) met with Oneida elders and others at the mealsite to provide Alzheimer's Disease information. Invitations to attend the presentation were sent out tribal-wide. There were forty-six participants at this meeting.

## ONCOA QUARTER 2 REPORT TO OBC

MAY 2016

Period: January, February, March 2016

- At the **October 2015** National Inaugural Conference on Alzheimer's Disease in Indian Communities, we learned there is a great need to gather research in Indian country in order to address health concerns with Alzheimers and other dementias.
- After the conference, ONCOA held a follow-up meeting with Dr. Dorothy Edwards and Dr. Carey Gleason to discuss the potential collaboration between Oneida and UW-Madison's Alzheimer's Disease Research Center. Potential areas of collaboration are: Training Dementia Care Specialist; Community Education; Promoting Timely Recognition of Memory Disorders; Connecting to Oneida Health Center and Anna John RCCC. The Green Bay area has a large Native population and would be ideal for a satellite center for a UW-Madison Alzheimer's Resource Center.
- **Next Steps: Memory Screening in Oneida.** In February several meetings were held with representatives from ONCOA, Elder Services, Oneida Health Center and UW-Madison Alzheimer's Research team. A memory screening date was set for **April 12, 2016** to be held at the AJRCCC Mealsite. Members from the Oneida based team learned how to administer the AD8 screening tool which attendees at the memory screening event could volunteer to take. This simple tool helps to discover very early dementias. This is not a diagnostic tool. On **April 20<sup>th</sup>** community members were invited to take a 30-40 minute full memory test. The Madison Research group were available to administer these tests at Elder Services. Medical resources were provided to the volunteer after the test as needed.
- **Alzheimer's Clinical Trials--** ONCOA continues to work on encouraging tribal members to become participants in Alzheimer's clinic trials. There is very little information on Native Americans that would indicate how prevalent the disease is in Indian country. We can fight this disease by becoming research volunteers who provide critical data needed to move science forward. Several Oneida volunteers have already signed up and are encouraging others to participate.

### **Tribal Budget Planning – FY2017 and FY2018**

- Monthly meetings have been held to gain understanding of guiding strategies: Vision, Mission, Core Values, Four Strategic Directions, Seven Practical Visions and Value Based Budgeting.

### **Elder Village – Cottage Neighborhood**

- Affordable and accessible housing for our elders is a priority need in our community. To address this need, ONCOA played a major role in identifying the Elder Village Concept as a neighborhood that would enhance "Quality of Life" principles for elders.
- The immediate plan is to schedule the building of 10-12 elder cottages. The entire project of the first group of homes is projected to be in move in ready by December 2015. Dale Wheelock explained that 32 elder cottages is the final goal in about three years. The Elder Village homes will meet the minimum ADA standards.

## ONCOA QUARTER 2 REPORT TO OBC

MAY 2016

Period: January, February, March 2016

- Collaborative efforts continue with OHA, Oneida Planning, ONCOA and others throughout the various phases of development. ONCOA and Project Team Status meetings are held monthly to stay informed on the progress at various stages of development. Project Team Meetings are held at the Elder Services Conference Room and OBC members are invited to attend any of the meetings.
- An open house for the first home completed was held on January 5, 2015. There is a consideration of privacy in the design with ample green space surrounding the homes. The cottages are unique with materials, varied layout, in a park-like setting. There is a trail connection to other Oneida areas like Site I, Turtle School, and eventually Site II. There are 8 cottages available for tenants.
- Discussion on the next phase of 8-10 cottages has occurred.

### **Adult Day Services and Garages for Tribally Owned Elder Service Apartments**

- ONCOA has identified the need for Adult Day Services and garages for the Tribal Elder Apartments. The Adult Day Service was deleted from the original ORCCC project and slated for a future development CIP. These projects are related to the development of the Lee McLester II Complex. ONCOA will be working with Elder Services to support moving these projects forward.
- At this point, the Adult Day Care program needs to be defined. Once the program is defined, then we could engage from a facilities standpoint. The best location to start to define the program would be at Elder Services. ONCOA will start researching adult day care programs.
- In **February 2005** Elder Services started the plans for a capital improvement project request for garages for tenants occupying the Elder Service apartments. Project justification is because the existing building is located on top of a hill and it can be extremely windy with harsh weather conditions. Elders are especially susceptible to health problems caused by these conditions. Also, it can be very difficult for elders to get to and from their vehicles during strong winds.

**Current Status Apartment Garages:** The CIP package (#05-013/May 31, 2007) for the Elder Services Apartment Garages was deleted from the CIP list but it was reinstated on the CIP list for FY2015. This is now an active CIP for these garages. There have been several meetings held to move this project forward.

**Current Status Adult Day Services:** ONCOA and Elder Services continue to work with Leanne Doxtator, Planning Office, to prepare a concept paper and CIP. We took a tour of

Curative Connections to learn about the various levels of adult day services they run. They volunteered to continue to be a resource to us as we develop our plans.

### **Ageing and Disability Resource Specialist (ADRS)**

- An Ageing & Disability Resource Center (ADRS) is a one-stop shop for accurate, unbiased information on all aspects of life related to aging or living with a disability. The ADRS provides information on a broad range of programs and services; helps people understand the various Long Term Care Options available to them; helps applicants apply for programs and benefits; and serves as the access point for publically funded Long Term Care.

## ONCOA QUARTER 2 REPORT TO OBC

MAY 2016

Period: January, February, March 2016

- Elder Services has been working on establishing an Oneida Aging and Disability Specialist Office where information specific to Oneida Services as well as services in the surrounding communities can be provided.
- The State will provide funding for the ADR-Specialist Positions (2) in the amount of \$106,000. A representative from the Long Term Group has been delegated to serve on the Brown County and the Outagamie County ADRC Governing Boards.
- The ADRS Grant Proposal was submitted by Elder Services. The grant was approved by the OBC at the February 26, 2014 meeting. In May the grant, to fund the latter six months of 2014 in the amount of \$51,000, was approved by the State. Elder Services has received approval to post the ADRS Position. An open house for the ADRS in Oneida was held at Elder Services on October 23, 2015 and opened for business on November 2, 2015.
- **Current Status:** The ADRS program continues to grow. Mallory Patton, ADRSpecialist, has received a letter from the state acknowledging her job performance. **\$38,000** has been reimbursed to Elder Services for the Medicaid related marketing and advising services through time reporting to the State.

### Long Term Care Group

- A Long Term Care (LTC) group consisting of representatives from Oneida Health Center, Governmental Services, and ONCOA has been formed to develop a strategic LTC-Services and Supports plan for Oneida. Out of this large a core team has been formed.
- Lately the core team (Health Center, GSD, Elder Services, ONCOA, Law) have been meeting to deal with the **Tribal Only Waiver**. The Tribally operated Medicaid (low income) Home and Community Based Services (HCBS) waiver is an option for Wisconsin American Indian Tribes to provide long term supports for adults with long-term care needs in Wisconsin. This waiver is important because it aligns administration with the unique authorities of Tribal Governments, and assures that services will meet the unique needs of tribal members when meeting their long term care needs.
- During the past months the waiver plan was changed to Tribally Operated Waiver. It is expected that solutions will be developed to narrow the health care gap in critical risk areas experienced disproportionately among American Indians.
- The Tribal Only Waiver will allow for 100% reimbursement at the federal level directly to tribes. The State will then not have to pay a percentage of the eligible service. We have not received any notification that the Tribal Only Waiver has been approved.
- **Current Status:** The State and Tribal representatives continue to work with CMS to get the Tribal Waiver approved through CMS. At the April 22<sup>nd</sup> meeting for the Long Term Care Study Committee four options to meet the long term care need of Wisconsin Tribes were reviewed. The plan is to have final Tribal Waiver Proposal ready to submit to CMS no later than early November 2016.

### Money Follows the Person (MFP) Tribal Initiative

- The Centers for Medicare and Medicaid Services is offering states and tribes between \$850,000 and \$1.93 million in grant funding in order to build sustainable community-based Long Term Services and supports specifically for Tribal Members. Wisconsin must have an active partnership with the participating tribes or tribal organizations in order to be eligible for the grant. Oneida submitted a letter regarding our willingness to move forward with the State in developing systems to address tribal member needs. Each tribe selects an option that is most appropriate to the tribal needs.
- The project Oneida has selected to develop is a **Tribal Personal Care Agency** along with needed infrastructure to deliver Long Term Care services to Oneida Tribal Members. Having

## ONCOA QUARTER 2 REPORT TO OBC

MAY 2016

Period: January, February, March 2016

a Personal Care Agency will allow **Elder Services and Oneida Health Center** to obtain Third Party Billing Payments through Medicaid for In-Home Care and Home Chore Services. Currently, Oneida provides In-Home Care and Home Chore Services that are paid through Tribal Contribution. In the future, Elder Services could potentially increase these services utilizing the third party reimbursement received by the Tribe.

**Up Date:** The Tribal Personal Care Agency application was to be submitted to the State on June 1, 2015. Unfortunately more work needed to be accomplished and the revised deadline to submit is in September 2015. The LTC Core team needs to meet to learn what is needed to be able to submit the application. ONCOA supports having a personal care agency to **help defray Tribal Contribution costs to the Elder Service budget**. The reimbursement will come from those services provided to clients who meet low income eligibility (Medicaid).

### Great Lakes Native American Elders Association (GLNAEA)

- GLNAEA meetings are held quarterly and membership is comprised of elders from the eleven tribes in Wisconsin. Each tribe takes a turn at sponsoring a meeting on their reservation. Tribal news and current issues in Indian country are discussed at the meetings. Social interaction between the tribes is an important aspect of the association that keeps members participating in the meetings. The March meeting was held in Lac du Flambeau.

### Webinars and Training

- ONCOA attends webinars that are held monthly in the Elder Services Conference Room. These webinars pertain to services for Elders. The webinars are sponsored by GWAAR Health Promotion Team and Long-Term Care Services and Supports Technical Center. Efforts are made to seek local training offered in Oneida and in Wisconsin to keep training expenses to a minimum.
- Topics covered: ADRS Policy, Music & Memory Program, CMS Technical Assistance, and Financial Protection for Elders & Falls Prevention.

### Wisconsin Tribal Aging Directors Association

- ONCOA members participate in these monthly meetings along with Elder Services Director, Florence Petri. All eleven tribes belong to this association and meet to discuss Aging Issues in Indian Country and to formulate ways to best meet the needs of our Native Elders.
- This is a collaborative relationship that ONCOA has maintained with Elders Services and the other tribes since the inception of the organization.

### Elder Service Staff Meetings

- Elder Service Staff Meetings are held on the first Tuesday of each month... Updated monthly calendar of events, speakers, and staff information comprise the agenda. There is at least one ONCOA Representative in attendance to provide a status of ONCOA Activities.

### Title V – Senior Community Service Employment Program (SCSEP)

- SCSEP is Elder job training funded through a grant from the U.S. Dept. of Labor.
- ONCOA has employed Title V staff for the past 8 years and we have always had great success working with the Title V program. We currently employ an elder in an administrative assistant position. Since our budget is limited we seek out resources to assist us in meeting our administrative needs.

**ONCOA QUARTER 2 REPORT TO OBC**

**MAY 2016**

**Period: January, February, March 2016**

**Other Activities/Projects**

- Tribal-wide Snow Removal Collaboration
- Major Home Repair Budget and SOP Development
- ONCOA Orientation
- Sustain Oneida Retreat
- Elder Tree – A website just for older adults in Wisconsin
- SEOTS – Visit Milwaukee program, collaborative event

**Meeting Requirements**

ONCOA meets on the second and fourth Tuesday of each month at 1:00 p.m. in the Elder Services, Conference Room. Other Special Meetings are held during the month to address specific topics related to the goals and objectives of ONCOA. Meetings are open and community members are encouraged to attend.

**GOALS**

<b>GOAL I</b>	<b>ONCOA will create policies and work together with Elder Services in an effort to improve the quality of life of our Elders.</b>
<b>GOAL II</b>	<b>ONCOA will communicate with Elders on issues, policies and services in order to increase their awareness and participation.</b>
<b>GOAL III</b>	<b>ONCOA will advocate at all levels (tribal, local, state, national) for resources to provide for elder services</b>

**COMMENTS**

Each commissioner, along with the ONCOA staff, brings with him/her a varied background of employment, life experiences, education, and community/state/national involvement to work toward a common goal of advocating for services that place emphasis on our elders. The following list demonstrates the extent of current community/state/national involvement for the ONCOA commissioners and staff:

- |  |  |
|--|--|
| Oneida Nutrition Board   | Anna John RCCC Board                     |
| GLNAEA – Elder Abuse Task Force  | National Indian Council on Aging (NICOA) |
| Oneida Personnel Commission  | Oneida Child Protective Board            |
| Veterans of Foreign Wars (VFW) Auxiliary   |  |
| Oneida Police Commission   |  |
| National Indian Child Welfare Association  |  |
| Greater Wisconsin Agency on Aging Resources (GWAAR), Board of Directors              |  |
| Oneida Trust/Enrollment Committee (Elected)  |  |
| National Indian Child Welfare Association (NICWA)                                    |  |
| Great Lakes Native American Elders Association (GLNAEA), Board of Directors/members. |  |

# Oneida Business Committee Agenda Request

1. Meeting Date Requested: 05 / 11 / 16

## 2. General Information:

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

Agenda Header:

Accept as Information only

Action - please describe:

Approve

## 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 ELECTION BOARD QUARTERLY REPORT**  
**January - March 2016**  
**April 19, 2016**

**Report Submitted By:** Racquel Hill, Chairperson  
[Election\\_Board@oneidanation.org](mailto:Election_Board@oneidanation.org)

**Board Members:** Racquel Hill, Vice Chairperson  
Teresa Schuman, Interim Vice Chairperson  
Melinda K. Danforth, Secretary  
Constance Danforth

Lori Elm  
Vicki Cornelius  
Sunshine Wheelock

**BC Liaison:** Melinda J. Danforth, Vice Chairwoman  
Alternate Lisa Summers, Tribal Secretary

**Meetings:**

	Regular Meeting	Special Meeting	GTC Meeting
January	1	1	1
February	1	1	1
March	1	1	0

**Highlights for the quarter:**

1. Two (2) vacancies occurred. Both resulted from resignations. One (1) vacancy has a remainder of 2 years and the other ends August 2016. Filling the vacancies through the appointment process.
2. Amended bylaws continue to move forward in the Legislative Operating Committee (LOC) process. The Comprehensive Policy Governing Boards, Committees, and Commissions is being amended as well, and it is understood that the bylaws will be sent to the Business Committee for approval in conjunction with the approval of the Comprehensive Policy.
3. Standard Operating Procedures continue to be reviewed and prioritized for amendments, development, and updating.

**Goals and Objectives:**

- ❖ Conduct Tribal Elections in compliance with Tribal law.
- ❖ Develop, adopt, and review applicable standard operating procedures.
- ❖ Strive to serve the Oneida membership fairly while being fiscally responsible.

**Meeting requirements:** The Oneida Election Board is required to meet once per month with special meetings scheduled as needed. The Oneida Election Board has had monthly special meetings to review, amend, develop, and update the SOPs before the preparation of the 2016 Special Election cycle takes precedence.

The 2016 Special Election recommended date of July 9, 2016 has been submitted to the Business Committee meeting of March 30, 2016 for approval. The focus of the Election Board will now be on the special election as much needs to be done which includes but is not limited to: developing the timetable, hosting the Caucus, review of applications, determining number of alternates needed and alternate selection, notification to candidates and those who may be deemed ineligible, possible hearings, drafting notices, memos and ballots, ordering all necessary materials, conducting travel arrangements for Milwaukee polling site, etc.

# Oneida Business Committee Agenda Request

1. Meeting Date Requested: 05 / 11 / 16

## 2. General Information:

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

Agenda Header:

Accept as Information only

Action - please describe:

Motion to accept the report as submitted

## 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/Submitter:

Mark A. Powless Sr, OGC Chairman  
Your Name, Title / Dept. or Tribal Member

Additional Requestor:

Submitted by: Shannon Davis, Executive Assistant/OGC  
Name, Title / Dept.

Additional Requestor:

\_\_\_\_\_  
Name, Title / Dept.

# **ONEIDA GAMING COMMISSION QUARTERLY REPORT**

FY 2016 Second Quarter: January, February, and March

*Prepared on April 28, 2016*

## **Article I. Purpose**

The purpose of the Oneida Gaming Commission (OGC) is to protect the assets and integrity of Oneida Gaming through regulatory oversight. The OGC regulatory oversight leads to current and consistent regulatory practices within the gaming operation.

## **Article II. Names**

2-1. There are four (4) full time Commissioners which include: Chairman- Mark A. Powless Sr., Vice Chair- Matthew W. Denny, Secretary- R. Tom Danforth, and Commissioner Barbara Erickson. The OGC also has an Executive Director who oversees eleven (11) staff members and the OGC also oversees thirty-eight (38) Surveillance personnel. Currently, the OGC is short staffed by four (4) positions in the Surveillance area. We are currently going through the hiring approval process and working with HRD to post and fill the positions.

2-2. Report is submitted by the Oneida Gaming Commission Executive Director, Tamara Van Schyndel. The Oneida Gaming Commission can be reached by calling 920-497-5850.

2-3. The Oneida Business Committee Liaison for the Oneida Gaming Commission is Brandon Yellowbird-Stevens.

## **Article III. Meetings & Reports**

### **OGC Meetings**

January	01/18/16 Regular
February	02/01/16 Regular
	02/15/16 Regular
March	03/14/16 Regular

### **Security Joint Meetings**

January	CNX
February	02/08/16
March	03/14/16

### **Gaming Joint Meetings**

January	CNX
February	02/02/16
March	03/04/16

**Employee Investigations and Vendor Licensing**

	License Investigations	Temporary Licenses (Work Permits) Approvals/Denials	New Employee Orientation & Oventions	Vendor Work Permits
January	18	66/11 Denials	22/0	14/0 Denials
February	12	107/07 Denials	12/0	50/0 Denials
March	21	160/16 Denials	22/0	48/0 Denials

**Employee Licensing and Hearings**

	Employees Licensed	Hearings
January	22	1
February	12	0
March	22	0

**Surveillance Reports**

	# of Reports
January	39
February	41
March	19

**January**

- New Commissioner Barbara Erickson sworn in 01/13/16
- NTGCR Planning Conference Las Vegas, NV 01/14/16-01/17/16
- Audit Information & Discussion Meeting 01/18/16
- OGC Presentation to Internal Audit 01/28/16

**February**

- NIGC Audit Review and Meeting with Ben Buck 02/10/16
- World Game Protection Conference Las Vegas, NV 02/21/16-02/25/16

**March**

- NTGCR Conference Tulalip, WA 03/27/16-04/01/16
- 2<sup>nd</sup> Quarter NIGC Payment 03/31/16