

Oneida Business Committee Agenda Request

1. Meeting Date Requested: 08 / 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:

Accept third quarter report from the Office of the Tribal Ombudsman

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:

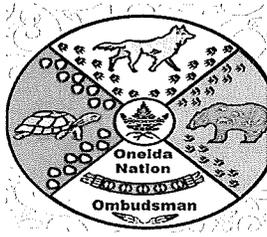
Your Name, Title / Dept. or Tribal Member

Additional Requestor:

Name, Title / Dept.

Additional Requestor:

Name, Title / Dept.



Oneida Tribe of Indians of Wisconsin

Oneida Nation Ombudsman
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Office of the Ombudsman
Quarter 3 Report/Update FY16
April, May June; 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: 8 case contacts- 7 closed, 1 open/ongoing**
 - 4 contacts re: Purchased Referred Care: 3 closed, 1 open/ongoing
 - 2 contacts regarding requirements, expectations, and regulations of PRC
 - Information provided regarding PRC and how to write a letter of appeal
 - 1 contact regarding review of a letter of appeal/concern
 - Provided proof reading and format suggestion
 - 1 ongoing review of system and community concerns regarding system process

- Interaction with PRC staff to identify potential means of improvement to overall system process and application
 - 4 contacts re: Pharmacy services: 4 closed
 - 4 medication dispensing
 - Provided clarification on situation of reduced prescription dispensing and available options for consumers to have their needs/wants met
- **Governmental Services: 6 case contacts- 6 closed,**
 - 4 contacts re: Elderly Services: 4closed
 - 3 contacts regarding general services.
 - Provided direct contact referral with additional resource information via the surrounding counties and Aging Disabilities Resources
 - 1 contact regarding on-going matter that has been referred to the department due to the matter resulting in a formal complaint. Matter being followed up on and addressed by the department so closed with the OoO.
 - 2 contacts re: Economic Support: 2closed
 - 2 contacts with questions about services. Referral provided to direct contact with specific programs within the Tribe and to the county of individuals residence for direct assistance
- **Internal Services: 1 case contacts- 1 closed,**
 - 1 contact re: Employee Benefits: 1closed
 - 1 contact closed out after requesting party completed option exploration, action planning and took action to address the issue brought forward
- **External Service Related: 5 case contacts- 5 closed**
 - 5 contacts re: services not under the authority of Oneida: 5 closed
 - 4 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
 - 1 contact related to “community support” services that are not part of Oneida. Provided resource information regarding county information entities

Totals: 20 case contacts: 19 closed, 1 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.
 - Member of the Community Service Team via Oneida Behavioral Health
 - Received free training in Mental Health First Aid to assist in how matters related to anything within the realm of Mental Health are addressed
 - Working with Governmental Service Division in the ongoing identification of potential gaps of service and service improvement for the Oneida Community
 - This has included the potential long range collaboration of the OoO and coordinated service provision via GSD in terms of improving administration of cross-functional services within the community

- Examination and exploration of possible increased collaboration between areas of the Oneida Tribal Organization and UW-Green Bay with respect to potential internships

3. Promote improvement in organizational administrative processes

- Increasing attendance and participation with LOC open meetings to provide prospective input on the development of legislative process and action
- Continuing 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
- Ongoing review of service provision within a specific department to continue to identify service gaps, improve communication of requirements for receiving service, and identifying potential means to stream line work to promote consistency and equitable provision of services.

Identified actions going forward:

- Drafting of an overall complaint management process to be utilized by Oneida as an Organization that works to bring about a philosophy of welcoming concerns, complaints, and feedback as a means of enabling the organization to make continuous improvements. This is looking to be a complaint management process that can be adopted and implemented at the level of leadership on down to aid in bringing about consistency in how concerns on the service side of Oneida as an organization are handled and addressed. This is a 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.