Oneida Business Committee Meeting
Agenda Request Form

Deadlines | Instructions

1. **Meeting Date Requested:** 8 / 13 / 14

2. **Nature of request**

Session: ☒ Open ☐ Executive - justification required. See instructions for the applicable laws that define what is considered "executive" information, then choose from the list below:

Agenda Header (choose one): Report

Agenda item title (see instructions):

ISD Quarterly Report

Action requested (choose one)

☒ Information only

☐ Action - please describe:

3. **Justification**

Why BC action is required (see instructions):

4. **Supporting Materials** Instructions

☐ Memo of explanation with required information (see instructions)

☒ Report ☐ Resolution ☐ Contract (check the box below if signature required)

☐ Other - please list (**Note:** multi-media presentations due to Tribal Clerk 2 days prior to meeting)

1. 3.

2. 4.

☐ Business Committee signature required

5. **Submission Authorization**

Authorized sponsor (choose one): Joanie Buckley, Division Director

Requestor (if different from above): _____
Name, Title / Dept. or Tribal Member

Additional signature (as needed): _____
Name, Title / Dept.

Additional signature (as needed): _____
Name, Title / Dept.

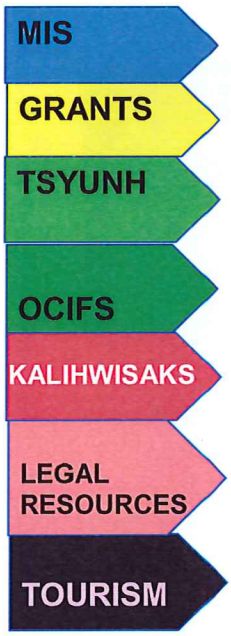
A copy of this document can be saved in a pdf format. Please e:mail this form and all supporting materials to BC_Agenda_Requests@oneidanation.org. Save and e:mail

INTERNAL SERVICES QUARTERLY REPORT
3rd Quarter – May-July 2014

The focus continues to be on *outcomes* – setting standards of quality work, leading by example, moving toward collaborations, following the strategies for growth & development, and knowing that status quo is not an option –

We are reminded to stay community-centered, building a Nation of Strong Families to invest in our present and our future. Each department is unique, and each supports the organization's overall direction. We collaborate with other divisions to maximize resources, such as the work in food systems with Environmental, and Planning; the work with the Health Center with technology; the work with a cross-functional team for the Youth Leadership initiative; and the work with the Radisson and Thornberry on events to generate traffic.

We have worked cross-functionally, on improving operational performance, in spite of the challenges of reduced manpower for coverage, and budgets to invest in growth strategies:



- **MIS** continues to support the much needed technology for ease of business and just-in-time information, such as Electronic Medical Records (EMR) for the Health Center. They have successfully implemented another phase of their wireless environment in two buildings: Little Bear, and Land Management.
- **Legal Resources** realigned to focus on Employee Advocacy, and will soon be moving from Ridgeview to Skenandoah to improve their operational costs. The will be working closer with CIMS on operational scans.
- **Tsyuhehkwa** is working with external advisors (University of Illinois and Integrated Pest Management) to determine best use of lands to increase the white corn production on its present location. They continue to have several tours of their location. The cannery is in the middle of the Youth Entrepreneur Grant, and Jamie Betters has done an outstanding job.
- **OCIFS** is in full swing with the Farmers Market. The vendors (which hover between 45 and 50) have stepped up to develop their calendar of events for every Thursday's market day. OCIFS continues to collaborate with the cannery on both the Youth Entrepreneur grant and the Value Added grant; and working on the Agricultural initiatives.
- **Grants Department** is busy writing to secure new funds. They have been working with the Youth Lead initiative and bringing training to various programs for the logic model.
- **Tourism** continues to drive events and traffic, supporting the NATOW conference in June; and meeting with Pure Michigan for a Lake Tour itinerary. They continue to find new ways to materialize the tourism assets on the reservation such as seeking bark for the longhouse, and logs for the amphitheater. The assets will eventually showcase the Oneida brand.

- **Kaliwihsaks** met the deadlines with all the candidates' requests; and continues to carry the message of community engagement. They will rollout another photo contest in the fall.
- **Print and Mail** met their pressure points in getting the large packets out for GTC, even with a limited staff. They continue to look for efficiencies such as the redefined mail route.

Forward movement, following a strategy, building assets, improving efficiencies, focused on collaboration and *outcomes*.

AGRICULTURE: We are moving toward building systems, rather than silos, especially looking at agriculture as a practice and continuing to build on a Food System. With the Agricultural Summit behind us, and a great success, we focused on the follow up with the tribes that attended. Little Traverse Bay Band reached out, and we will be presenting to their Council on some of our initiatives and agri-tourism in mid-August. They will also come to Oneida in late August for a follow up meeting. Likewise, the Absentee Shawnee Tribe of Oklahoma has reached out and they will be visiting Oneida toward the later part of August. And the tribal roundtable on July 31st was another outcome of the Agricultural Summit grant and use of the funds. We attended W.K. Kellogg's Harvest conference in Detroit in May where 700 attendees met to discuss food systems.

The Agricultural Summit (USDA grant), and the USDA Value-Added grant allowed us to showcase our work in agriculture to many tribes across the country; and to develop and print collateral pieces which we would not have had the budget to materialize. The tour book is a great example, as well as the cannery banner, reprints of the kids' activity books, and the rack cards.

The high profile of the Summit with our keynote USDA speaker Deputy Secretary Kristen Harden, and through our own Oneida Leslie Wheelock, helped us as we continue to build relationships with Rural Development. Another outcome was the visit from Agricultural Marketing Services Administrator Alonzo to discuss our work in environmental and the future entrepreneurial food center.

We have engaged University of Wisconsin- Urban Planning for 2 projects: the development package for a Food System design; and the development package for a Food Center with an Entrepreneurial Kitchen. Both projects will begin August 11th and be a strong collaboration with Environmental and Planning.

TSYUNHEHKWA continues to work toward the strategic goals that they identified, showing their progress monthly toward those goals:

Strategy #1 Embrace our Heritage through Traditional and Natural Foods, Promoting Community Sustainability

- Various presentations to tribes, youth groups and organizations such as the Annual Stockbridge-Munsee Elderly Health Fair, Institute for Higher Learning – UWGB, Oneida Tribal Elementary students, and Green Bay High School, to name a few.

- A Youth Entrepreneur in Agriculture grant, funded by First Nations, allowed 10 youth to learn about product development. They developed their trail mix, learned cost analysis, nutritional value, and its cultural significance (food is our medicine), and sold it at the Farmer's Market. Jamie Betters did an outstanding job at developing the program for the summer and working with the youth.

Strategy #2 Optimize Resources, to improve efficiencies

- Share products, services and tools, collaborate with Oneida Nation Farm, Tourism, to minimize redundancy and maximize budgets, processing services for 'all' thru cannery, strengthen supply chain and sales outlet, work with Retail for product distribution, provide community substance through outlets or direct purchase at events.
- Oneida Wellness Council presented an overview of the Oneida Employee Health Activity Resolution to OBC and Senior Management for update and considerations. It is designed to support healthier employees and provide opportunities for the areas in the broad health fields.

Strategy #3 Plan Growth and Development, considering ROI and resources

- 10+ Acres of White Corn planted this year, 2014.
- Cannery worked on development of White Corn Pancake Mix with the Brown County Extension Office and funding by a USDA Value Added Grant
- Crop Insurance filed with the Farm Service Agency for the first time ever for our White Corn crop of 2014

Challenges and/or Issues

- White Corn from our Harvest of FY 2013 has some frost damage and mold issues. We are working with the Director of the North Central Integrated Pest Management (IPM) Center, University of Illinois and a Team of areas & individuals to address any current Crop Issues FY2014 and prepare for the planting of FY2015.
- Budgeting constraints to improve and increase products and resources; and to introduce new products.
- Staff Position vacant for our Sub-Relief Ag Worker, this position took care of Weekend chores. We will be submitting a request to post and fill. Staff position not being filled for Horticultural area is a challenge
- Issue in available Training & Travel funds for all staff to attend areas to increase & improve knowledge of our program's responsibilities.
- Challenge is securing lands & resources to increase White Corn production and other areas of the program, while maintaining or reducing current budget.
- Equipment repairs and replacement in the Ag and Cannery components may result in an overage of budget lines. Steam Boiler down for Cannery, replacement approved. However, cost will range from $65,000.00-$75,000.00 for full equipment needs and replacement. We have Boiler approved but will continue to pursue the required Chimney repairs for an estimated cost of $10,000.00.

OCIFS : The Oneida Community Integrated Food Systems members are here as a team to help families by housing a community food system that will include traditional food products and help create a local economy that will provide jobs, and promote and encourage long term solutions to farm and nutrition issues on the Oneida Reservation.

We continue to connect the farmers to the consumer to provide healthy foods for the community, as is evident in this year's Farmers Market. They vendors are making it fun to shop, through their various themed weeks, such as the 4-H shamrock week, or the go green week, and the bash with live music. An EBT machine was introduced to make it easier to accept Quest cards (the Food Stamp program), thereby reaching out to provide healthy foods for the community.

The collaboration with Live 54218 has added another dimension at the Farmers Market with the "Double your Bucks" program for WIC recipients in Oneida; as an example, $10 of tokens gets you a match and double the money for healthy foods. Partnering with Live54218 on a grant, has also rendered a part time Farm to School Coordinator for Oneida, Green Bay and Ashwaubenon school districts.

There are collaborations across Divisions as is evident with the new initiative of crop/economic diversification. The Industrial Hemp is being explored as an alternative crop source while preserving the land, with an excellent source of nutrients for the soil and helps stop erosion issues.

Strategic Plan for rest of the year

- *Expanded Farm to School Initiative* - Oneida was one of the schools in the state to be selected to participate in their 2 year Farm to School Evaluation tool. The first year is complete and the results were pretty good. We are entering our 2nd year of this project.
- *UW-Extension Collaboration* – working with Melinda Pollen regarding organizing a Pizza Plunge with area youth this fall with Tsyunh#hkw<, the After School Programming initiative with ONES and small animal petting zoo at Applefest.
- *Continue the expansion of the Oneida Farmers' Market* – creating vendor theme activites each week including education on health and diet.

KALIHWISAKS – The continue to provide the news

Value #1: Create a sense of Oneida citizenship and involvement through our news source – Align content to build a strong nation of families - Kali ran 18 total submitted profiles of candidates for OBC for free in the June 12 and June 26 issues; offered competitively priced advertising for candidates; and published caucus notices, ballots, OBC minutes and board postings. They have covered Oneida Business Committee meetings as well as General Tribal Council meetings. And they have highlighted community events such as the Oneida Powwow, Miss Oneida and the North American Indigenous Games

This fall, they will bring back their popular photo contest; so we hope to enhance that community activity.

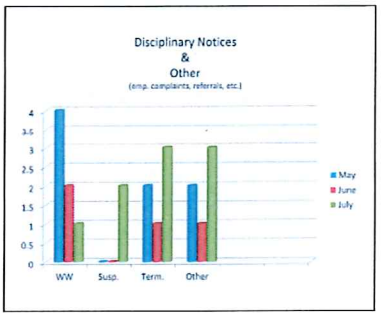
Value #2: Doing more with the allocated resources – They are making an effort to have one new video story per week; and pursuing technology to help with invoicing and tracking customer orders.

Value #3: Anchor a strong and sustainable operation - The Kalihwisaks staff recently participated in a webinar offered by the Wisconsin News Association on the use of the graphic program InDesign. The Senior Photographer/Reporter Nate Wisneski is working with Phil Wisneski in the Communications Office to do weekly pod casts reviewing activities and news in Oneida – another example of cross functional collaboration. The

group recently hired Margo Reiter as an LTE Photographer/Reporter to fill in for Travis Cottrell as he continues to work in an interim basis for Gaming.

They have been short staffed due to family emergencies and summer vacations, but were able to cover the shortages and meet the deadlines.

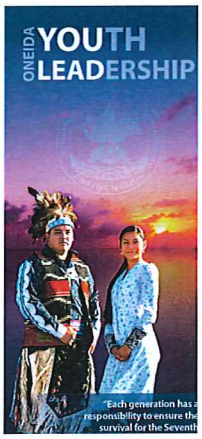
LEGAL RESOURCE CENTER – They are in a transitional stage, relocating to the Skenandoah Complex, changing its name to "Employee Advocacy Department (EAD) and decreasing its number of employees from 3 to 1 (with a back-up advocate). The goal is to have the move completed by August 29, 2014.



Moving forward, EAD will focus solely on employee advocacy. And exit plan is in the making to include working with OTJS to compile a referral list of attorneys and lay advocates to provide guidance and representation for Tribal members with civil/family matters before the Tribal Courts.

LRC has assisted and/or referred 38 Tribal members with legal civil issues. Their work with employee advocacy is to move toward healthy and respectful work environments, rather than a litigating culture; thereby making strides in settling disciplinary notices in a good way.

GRANTS - *The mission of the Oneida Grants Office is to ensure that the Oneida Tribe maximizes external forms of revenue in order to meet the needs of the Oneida Community as stated in the National Priorities.*



Departmental Progress on Goals

- The organization's goals for operations efficiencies, continuous improvement, workforce development, and technology assistance thru grant dollars is being met as our department has brought in over **$6.5 million** in funded grant dollars. We continue to maintain a high number of pending grants as well with $6.5 million in our pending files.
- We have begun our Grant Writing training with our programs on an as-needed basis and when each program has down time. The feedback on this is good, as programs are more than willing to accommodate as best possible, and are requesting training. Priscilla will be developing a training program.
- Staff has been attending webinars and local training, as well as agency training to enhance knowledge base, as well as increase our chances to funding.
- Communications have increased between the Grants staff and programs as we have become more involved in assisting with programmatic planning. We have a long list of requests for various departments looking to external funding to boost their programs.
- Currently we hold a return-on-investment of approximately 15:1 in FY 2014
- Grants Office is also working on a 7871 Youth Fund initiative funded by First Nations in efforts to empower youth to become leaders within the community. This grant has ended and we are continuing the efforts through collaboration.

- Obtained a Workforce Development grant for a total of $1.3 million in new funding over the next 5 years, creating jobs and career advancement and training opportunities for community members. Grant is ending its first year on a successful note after a slow start.

MANAGEMENT INFORMATION SYSTEMS (MIS): continues to work with systems for the organization to provide efficiencies and to easily retrieve information. They had worked on the EMR (electronic medical record) environment for Health Care, in order to allow medical professionals and support staff in ease of work to access records and updates information from medical visits; and with the e-prescribing within the Oneida Pharmacy. The Health Care center has technology as one of their main strategy drivers.

Moving toward wireless environments for ease of business is another strategic alignment for MIS. They have successfully implemented wireless environments in two locations: Little Bear and Land Management.

With the Office 365 implementation behind them, they are focused on the small tweaks to insure that all members are able to best utilize the software and systems. There are still more projects related to O365 to bring support operational efficiencies, such as video-conferencing.

And now they have focused their attention to the Oneida Gaming Expansion needs, working on various projects associated with remodeled spaces, and the new restaurants. Lastly, MIS has completed its 14th year of providing Oneida college students with an internship opportunity. Currently MIS has 17 full time employees who began their careers as interns or trainers. They will jump start the MIS Club this fall for after school at our High School. In an industry with 2% unemployment, it is difficult to find the technology talent; so the idea of providing a strong pipeline is commendable.

PRINT AND MAIL CENTER – The operation continues to undergo operational pressures with manpower due to illnesses. The manager is out for a period of time; a finishing staff member is on modified duty; a graphic designer is out on extended leave; the mail clerk supervisor resigned; and a mail clerk is out for a couple of months. That's almost 40% of its staff. Through it all, the print and mail center have met the challenges of the GTC mailings, and the various mailings that have been sent out.

There are a few approaches that are being developed for efficiencies such as a changing mail route; identifying mailers that are returned due to incorrect addresses, and correcting lists; determining best cost for mailings; as well as setting up a system to recover the mailing fees that are charged to customers, i. e. Health Center for glasses, Oneida Market for product mailing. We will work with the other divisions to make the proper accounting allocation for these costs starting in the new fiscal year. Likewise, we will look at the pricing structure to determine the changes to continue to bring value to the organization.

Kudos to the team for working through the challenges with a reduced staff.

TOURISM

Strategy #1 Develop Cultural Tourism

- Sourcing logs for outside row of long house.
- Whole Trees visits Oneida to begin process of schematics for the Amphitheater.
- Tourism worked with DPW to do phase II of landscaping of the Vets Wall

Strategy #2 Build Partnerships

- Circle Wisconsin – Rich attended market place with Radisson. 2 Bus companies booked a 2 Nations Tour.
- NATOW Conference June – Ed Hall
- Met with Pure Michigan group about Lake Michigan Tour Itinerary. Validated their information with tour group from Michigan July 10th. Have worked with the Radisson on building itinerary.

Strategy #3 Generate Foot Traffic with in the Reservation Boundaries

- Tours YTD 1074 people / 23 Tours
- Tourism helps with the Farmers Market
- Tourism worked training camp booth 3 days, up 1 from 2013 w/ Wild Life Sanctuary.
- Tourism installed Pow Wow Arbor display w/ assistance of Utilities crew.
- Mad Dog and Merrill shoot to promote Oneida traditional foods and Tourism development project

Strategy #5 Increase Revenue within the Department

- Did not receive the Humanities of the the Arts Grant.
- Kirby rolled out first (2) Two Nations Tours (see above)

As we continue to develop initiatives for community-based programs/projects, and support the organization, we will continue to be mindful of our responsibility to this community and toward sustainability for our future.