

Oneida Business Committee Agenda Request

1. Meeting Date Requested: 06 / 24 / 15

2. General Information:

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

Agenda Header:

Accept as Information only

Action - please describe:

Accept Quarterly Report from Office of the Tribal Ombudsman for Q2 FY15

3. Supporting Materials

Report Resolution Contract

Other:

1.

3.

2.

4.

Business Committee signature required

4. Budget Information

Budgeted - Tribal Contribution

Budgeted - Grant Funded

Unbudgeted

5. Submission

Authorized Sponsor / Liaison:

Primary Requestor:

Your Name, Title / Dept. or Tribal Member

Additional Requestor:

Name, Title / Dept.

Additional Requestor:

Name, Title / Dept.



Oneida Tribe of Indians of Wisconsin

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Oneida Office of the Ombudsman Quarter 2 Report/Update

January, February, March; 2015

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General Overview:

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

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

Vision:

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

Mission:

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

Strategic Priorities:

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

Actions and activities:

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

1. Organizational excellence and 'best practice'

- Refining 'tools' used by the OoO for facilitation services. Areas of focus have been on Strategic Planning, Group collaboration, Mission Statement Development, and team interaction.
- Research on Complaint Management and Complaint Handling Policies and Procedures for Governments, Organizations, and Programs.
- Maintain connection with professional network of Ombudsman to stay abreast of current hot topics, tools, and resources
 - Continually seeking and preparing for professional development opportunities

2. Improve public administration

- Connecting with areas within the organization to identify how the OoO can be of assistance and work collaboratively with their area and current actions. This has been including functioning as a facilitator for various project groups or the completion of specific initiatives such as Mission statement development and strategic planning within service areas for them to align with the overall Strategic Directions of their Division and the Oneida Tribe.
 - Facilitation with HRD and CHD, Community Health, and HRD hiring and compensation)
- Networking on collaborative initiatives within the Organization to provide input from the functionality of the OoO (Community Service Team, Child Care Complaint Policy, HRD and CHD, Elderly Services, Employee Services, and Wise Women Gathering Place)

3. Awareness, Accessibility, and Responsiveness

- Research ways in which professional colleagues go about improving awareness of the OoO for both the community and the organization
- Continue to create and implement plans for increasing the interaction of the OoO with specific organizational areas such as Comprehensive Health departments and Human Resource departments
 - Streamlined Mission Statement Development and Strategic Planning to align with that used by leadership
 - Input on policy development from the perspective of the OoO to decrease future conflict or discrepancy
 - General facilitation of collaborative work between departments
- General numbers of individual matters coming to the Office of the Tribal Ombudsman by organizational area:
 - CHD 17
 - Internal Services 5
 - Governmental Services 6
 - General Process Questions 18

4. Promote administrative justice/improvement

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

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

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

Identified Goals with challenges or actions needed from the OBC going forward:

The following are part of the overall goals that have been identified for the OoO as they pertain to the identified four strategic directions.

1. Organizational excellence and ‘best practices’

- Continuous strategic planning for the OoO to include long, mid, and short range plans/goals/objectives to further align with the Strategic Initiatives for the Oneida Tribe to work towards continuous improvement.
- Identify a tracking/recording tool for actions and services provided by the OoO
 - Working with an individual at no cost to assist with the development and creation of a system that can be used for this purpose
- Begin to identify and functional communication plan for interaction with leadership and the Oneida Community
 - The four Officers of the OBC were to set up a meeting between them and the Ombudsman to discuss information to be included in quarterly reports and this has not yet been completed (per OBC meeting on Q1 FY15 report)
- Identify and plan for training and professional development related to the functionality of Ombuds work. Due to how time frames worked out, looking at local opportunities as the Annual Conference will not be able to be attended for 2015.

2. Improve public administration

- Network and collaborate with various areas of the organization and collaborative groups to continually work for positive growth and improvement
- Provide facilitation services to organizational areas along with the ability for other services of the OoO (coaching, training, etc. often related to inter-organizational collaboration)
- Continue work on improving and increasing communication between the OoO and Leadership, Management, employee base, and the Oneida Community for positive organizational improvements

3. Awareness, Accessibility, and Responsiveness

- Continue to identify ways in which to enhance organizational and community awareness and understanding of the OoO.
 - Explore community meeting concept and interaction with different population groups such as employees
 - Collaborative efforts with various areas on current projects and initiatives for which involvement of the OoO is practical

4. Promote administrative justice/improvement

- Explore community awareness sessions to increase understanding of organizational process, proper complaint/concern identification, effective communication techniques and related matters
- Identify and clarify positive interactions between the OoO and various departments, programs, divisions, etc. to promote positive working relationships, understanding of the role of the OoO and meeting identified needs as appropriate to working interactions
- Continue to work with ongoing matters such as the Child Care Complaint policy, Community Service Team, incoming concerns/complaints, and collaborative initiatives between departments