

## Oneida Business Committee Agenda Request

1. Meeting Date Requested: 11 / 09 / 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 4th Quarter Report from the Office of the 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:

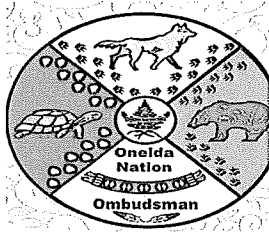
Your Name, Title / Dept. or Tribal Member

Additional Requestor:

Name, Title / Dept.

Additional Requestor:

Name, Title / Dept.



## Oneida Tribe of Indians of Wisconsin

**Office of the Ombudsman**  
**Quarter 4 Report/Update FY16**  
**July, August, September; 2016**  
Dianne McLester-Heim; CO-OP Ombudsman

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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, 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**  
**General Summary:**

Area of Contact	% of case contacts for quarter	% of case closure for quarter	Average length of case open time
Health Division	30%	92% 12 closed, 1 open	7 business days
Governmental Service Division	26%	82% 9 closed, 2 open	7-9 business days unless on-going
Internal Services	10%	75% 3 closed, 1 open	3-5 business days
Stand-alone areas	5%	100% 2 closed, 0 open	5-7 business days
External to the Oneida Nation	10%	100% 4 closed, 0 open	5-7 business days
Resource and Referral Provision	19%	100% 8 closed, 0 open	3 business days

**Specific Breakdown of Case Activity:**

- **Comprehensive Health Division: 13 case contacts- 12 closed, 1 open/ongoing**
  - 6 contacts re: Purchased Referred Care: 6 closed
    - 3 contacts regarding requirements, expectations, and regulations of PRC
      - Information provided regarding PRC and how to write a letter of appeal
    - 3 contact regarding review of a letter of appeal/concern
      - Provided proof reading and format suggestion
  - 2 contacts re: Medical services: 2 closed
    - Clarification on process of referral of services. Including the difference of referral for service and responsibility of PRC for financial coverage
    - Contact regarding interaction with specific staff of the Medical Clinic and options for individual to address matter
  - 1 contact re: Dental services: 1 closed
  - 4 contacts re: General matters of the Health Center: 3 closed, 1 open
    - Contacts received regarding general policy and process of the Health Division including formal complaint, appointment compliance, and options to address specific questions of various service areas within the division.
    - Contact received regarding the inclusion of the Ombudsman in an internal SOP without any contact with the Ombudsman.
- **Governmental Services: 11 case contacts- 9 closed, 2 on-going**
  - 4 contacts re: Elderly Services: 3 closed, 1 on-going
    - 3 contacts regarding general services provision and current SOP language regarding elder participation of events
      - Provided direct contact referral, clarification of service, additional area resource information and contact to department regarding potential SOP updates for positive improvement
    - 1 contact is an on-going matter that has been involved in interactive informal interaction as an attempt to resolve the identified matter
  - 3 contacts re: Economic Support: 3 closed

- Contacts received about services provided, clarification on internal organizational policy, and seeking resource information for service and assistance that Oneida does not provide (additional are resources)
  - 3 contacts re: Transit Services: 3 closed
    - Contact received regarding formal complaint of specific staff resulting in discussion of formal and informal options for individual to use. Also contact regarding gaps in service coverage provided by transit and seeking resource information of other available services to meet ones needs
  - 1 contacts re: Policy/Procedure review: 1 on-going
    - Contact received from an area within the division requesting information about the Ombudsman and requesting future assistance with reviewing and updating policies and procedures for positive improvement
- **Internal Services: 4 case contacts- 3 closed, 1 on-going**
  - 3 contacts from employees: 2 closed, 1 on-going
    - Contact received to explore options employees have for addressing different matters that came up in their work area. Review of options both formal and informal for employee to make an informed choice of action
  - 1 contact re: HRD: 1 closed
    - Contact closed after receiving clarification about hiring policies specific to Oneida Nation
- **Independent areas of the Oneida Organization: 2 case contacts- 2 closed**
  - 1 contact re: Judicial system
    - Process clarification provided and referral to direct contact if action desired
  - 1 contact re: Land Claims Commission
    - Referral information provided to contact the commission directly once it was clarified of the commissions role in the identified matter
- **External Service Related: 4 case contacts- 4 closed**
  - 4 contacts re: services not under the authority of Oneida: 4 closed
    - Contacts received with respect to concerns of community members that have received service from entities outside of Oneida's authority. Work has been done to do issue clarification, option identification, and referral to the responsible entity for further resolve.
    - Contact made and collaborative meetings held to identify area resources and services as they relate to the specific matters brought to the attention of the Ombudsman. Appropriate contact people identified for specific service needs from individual external providers
- **Contacts that result in resource and referral services only: 8 case contacts- 8 closed**
  - Contacts resulting in provision of resource and referral information: 8 closed
    - Contact received by various individuals seeking specific information regarding community resources and seeking assistance in the identification of resource information and contact assistance

**Totals: 42 case contacts: 38 closed, 4 open ....90% overall closure rate for quarter**

## **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
  - Working with Governmental Service Division in the ongoing identification of potential gaps of service and service improvement for the Oneida Community
    - This has had a focus on working with the area of Elderly Services

## **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 specific service providers 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. This has included Elder Services and the Health Division.

### **Identified actions going forward:**

- Continuing to work on 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.