

Oneida Business Committee Agenda Request

1. Meeting Date Requested: 11 / 9 / 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:

Fourth Quarter Governmental Services Division 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:

Liz Somers, Director, Governmental Services Division



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:

The attached report is for the fourth quarter for the Governmental Services Division. The highlights include new staff and new amenities for community use.

- 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

11/2/2016



Governmental Services Division
FY'16 Fourth Quarter Report



Liz Somers, Director
Governmental Services Division

Governmental Services Division

FY'16 Fourth Quarter Report

Executive Summary

The Governmental Services Division highlights for FY'16, fourth quarter include the hiring of a new Division Director. Big splash about our new director and direction as management expectations to include accountability were rolled out.

The **Education & Training Area** has experienced an increase in younger children/Early Intervention behavioral issues while high school/YES program behavioral concerns increased at a more significant pace. In response to the increase, YES and Behavioral Health collaborate in responding to the need for youth counseling. Childcare capacity limitations continue prompting discussions and the development of a business plan that, when complete, will evaluate options available for consideration.

The **Parks and Recreation Area** most notable highlight is the opening of our lacrosse field in the Flying Leaf Neighborhood a tremendous amenity for Flying Leaf and our entire community. Although the lacrosse field has been 'winterize' come spring, look forward to seeing many games and tournaments being played on this field. Parks and Rec have begun to put the final touches on our expanding winter programming that include new programs, recruiting/outreach efforts and fitness activities for the Recreation, Guys and Girls Youth groups and our elder activities.

The **Cultural Heritage Area** focused on goals and objectives listed in the 2005-2025 Comprehensive Plan with an increased engagement and participation in Cultural Identity and Oneida Language acquisition. A Healer Facilitator has been hired who has begun seeing clients, and working to provide healthy opportunities for our membership providing traditional teachings that include ceremonies to address mind, body & spirit, food we eat, and our Oneida identity.

The **Social Services Area** continues to serve the "most in need" Oneida population addressing the many and varying challenges on and off the reservation. Social Service diverse programming includes TANF, Indian Child Welfare, SEOTS, and Child Support Enforcement to name a few. Within these programs are multiple funding sources that originate from tribal contribution, BIA, State and Federal agencies. As an example, Distribution ensures uninterrupted funding by monitoring and complying with USDA's extensive program requirements to enable Social Services programs continue as an important safety net for tribal membership as a last resort assistance.

Education & Training Area

Early Intervention: As predicted in the third quarter report we have much higher than average referrals and evaluations starting the school year. In the past most of the referrals and evaluations were between October and November, this year we started the first day of school with 17 evaluations. The staff was prepared for this and so far everything is running smoothly with all evaluations being completed within the Federal time line.

Child Care: Child Care currently has a waiting list of 107 with Priority II-Oneida's working for Oneida being the largest group waiting at 60 children. Largest age group continues to be the 1-2 year old age group at 24 children.

Job Training: As anticipated at the end of the prior quarter request for participation has leveled off, and in fact the numbers of participants in both VR and WIOA have decreased slightly. We can attribute this trend to the expansion of the labor market. Consistent growth in northeastern Wisconsin is creating more employment opportunities for our consumer base.

Y.E.S.: Some of the youth were anxious about the start of the new school year and that affected attendance this year. More children and adolescents are not living with their parents. Seymour High School's freshman class is large (31) this year. West De Pere High School youth are having difficulty in their English class. Difficulty in obtaining Parental Releases for students at Seymour Rock Ledge (for the very young students) and student at Green Bay schools. Our staff is having difficulty getting parent to complete Green Bay's new (new release and new process) Release of Information, which allows the Y.E.S. Staff to monitor student's progress/attendance through the district's student database. Not as many parents have applied for assistance with school fees so far this year, yet fees have not been paid. Increased school sponsored extra-curricular activity participation by the Y.E.S. youth at Seymour High School and West De Pere Middle School. There is an increased number of American Indian youth not meeting the "quarter or enrolled" eligibility criteria for the Y.E.S. Program. More Y.E.S. youth (approximately 100) participated in the Oneida Higher Education College Fair than in previous years.

Higher Education: The 2015-2106 academic year came to a close at the end of July with Higher Education funding a total of 876 students. This is 49 students less than last year. The start of the new academic year also is showing slightly less students receiving funding YTD than last year.

Arts: The rise and growth of community arts organizations. In the last 10 years, we have seen the organization and growth of the basket guild and the beading circle.

CEC: We are developing new services that are helping transform the center into a lifelong learning organization. We are seeing better utilization of our services.

Parks & Recreation Area

The Parks and Recreation has a few notable highlights for the 4th quarter. In Recreation, we had a record 202 Summer Program Participants (63 of these participants also played baseball), and 77 Baseball Participants. Our total Participants in summer activities = 279

The Parks and Recreation Area worked closely with Education and Training this past summer to offer many summer programs throughout the summer. We provide a quality summer program that meets the needs of our customers, in FY16: 119/202 (summer program only) = 59% - which is an increase of 5% from FY15 for the Recreation program. Based on staffing and space for Recreation, we have 200 spots available for the youth during the summer program. We allowed 202, which we are able to handle due to vacations, etc. This was the first year we filled every spot in every age group. In addition to the youth program, we provide a baseball program. This did see a decrease, with 140 participants/ 186 available slots = 75%. We did not have enough interest in a Pony League team this year. Also, Lacrosse is gaining a lot of support in the community and practices and games are at the same time as baseball.

The Flying Leaf Lacrosse field was completed this summer. The grand opening was October 24, 2016. The field is open for community use, however, we are able to reserve times, please call Recreation: 920-869-1088. In addition to the Lacrosse Field, the Cora House Park is also available for reservations,

Cora House Park Reservations: 920-490-3803

Lacrosse Field Reservations: 920-869-1088

Our Fitness facility provides classes and training space for more than 4,000 customers. The pool has seen a 2% increase in use since FY'15. We are also offering classes and sessions for employees to receive RAS (Reasonable Alternative Standard) so the employee can reduce their insurance cost. In addition, the Adventure department offers healthy alternatives to deal with stress and to work with the participants on having healthy habits and hobbies.

Cultural Heritage Area

During 4th quarter, Oneida Cultural Heritage focused on goals and objectives listed in the 2005-2025 Comprehensive Plan to increase engagement and participation in Cultural Identity and Oneida Language acquisition.

Cultural Wellness Facilitator

During the 4th quarter I had 121 sessions with a total 83 individual clientele. I focused on continued increase utilization of new clientele to expose them to Oneida Cultural Wellness healing model based on Tsi'niyukwalihot^.

Language In FY 16 we had less learning opportunities but more than a 30% increase is # of people attending the opportunities: 4,444 (FY15 2,772). And, utilization also increased by 50%: 17,655 (FY15 8,246)

Initiative(s) (Objective): Create language learning opportunities for the community, focused on quality of opportunities pertaining to best practices in language acquisition & culturally relevant information.	Activities: <ul style="list-style-type: none"> • Language weekend canoe trip • Family Language Camp • Youth Mural project 	Outcomes: <ul style="list-style-type: none"> • 21 Community members learned how to canoe and associated vocabulary • 9 Families learned fishing practices and associated vocabulary and created their own children's book and a song • 5 Youth from ages 12-17 participated in creating a traveling mural (to be unveiled next quarter) expressing the idea of what it means to live in Oneida
Cultivate and strengthen relationships within the Confederacy	<ul style="list-style-type: none"> • Attended Kaliwiyo Ceremonies at Tonawanda Longhouse 	<ul style="list-style-type: none"> • 10 people from our community participated • 4 staff members increased their KSAs pertaining to ceremonial language and protocol

The Oneida Language Department focused on a quality language learning experience in FY16 for our customers. We increased customer satisfaction and utilization by providing less opportunities targeted to our customer's needs.

Oneida Museum

The museum accomplished the objectives and activities for the fourth quarter. We focused our energy and efforts in creating and installing new exhibits, offering community activities and increasing gift shop sales. In addition, we partnered with a gallery to create a traveling exhibit.

Generally, the majority of business occurs during the first quarter due to gift shop sales, holiday specific hands-on activities, and school tours. The second quarter drops drastically. Weather is usually a factor because visitors do not like driving in the snow, especially with limited day light. We use this quarter to focus on in-house projects such as archives, collections and exhibits.

The visitor counts once again increases in the 3rd and 4th quarters. During this time, we plan exhibits, work with artists, conduct tours for visitors from other countries, restock the gift shop, install and maintain the gardens, work on the trails, and partner with other agencies within and outside the Oneida Nation.

In 4Q we conducted tours for the West De Pere administrators and teachers facilitating teaching ideas through information, activities and updated exhibits. Impressed, the teachers are planning class trips/visits in the near future.

Social Media

Museum staff has all contributed to the improvements to our social media. We continually add images of tours, hands-on activities, off-site presentations, upcoming events, exhibit openings, and gift shop merchandise to social media. As a result, our numbers continue to grow.

Gift Shop

Working diligently to increase the number of tribal vendors within the Oneida Nation and other Haudensaunee Nations. Many items are hand crafted.

* Install New Exhibits * Incorporate Technology Into Exhibits * Install Culturally relevant exhibit
* Participate in traveling exhibit * Promote tribal artists * Installed interactive language component into exhibit * Installed Raised Beadwork Exhibit educating visitors on importance of art form

Social Services Area

The *Oneida Tribal Social Service programs* continue to serve the Oneida population meeting its diverse and challenging needs on and off the reservation. The Oneida Social Service programs offer many diverse programming. Multiple funding sources originate from tribal, BIA, State and Federal agencies. Programs supply basic support and emergency assistance to families who meet eligibility

requirements, and have a need. The programs serve as a last resort assistance unit and social service programs continue to be an important safety net for the membership.

Food Distribution:

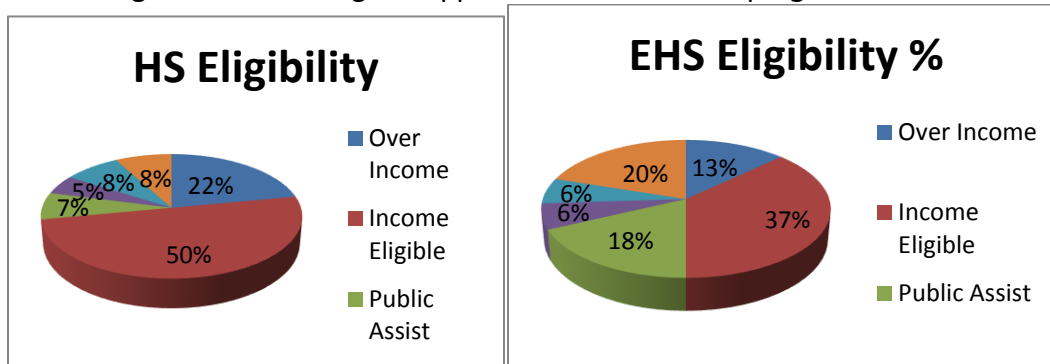
Customer Trends: There has been an increase in the number of applicants formerly on SNAP, (Food Stamps), Food Share now utilizing Food Distribution for their basic food needs. This could be attributed to the complete and nutritious food package we offer from USDA and to some extent to the lower monthly assistance levels currently allowed under SNAP. Focusing on Wellness, Distribution increased fresh fruits and vegetables portions through educational pamphlets, DVD;s and taste test efforts. To ensure continued funding, Distribution continues to monitor and comply with the USDA's extensive program requirements.

Head Start/ Early Head Start:

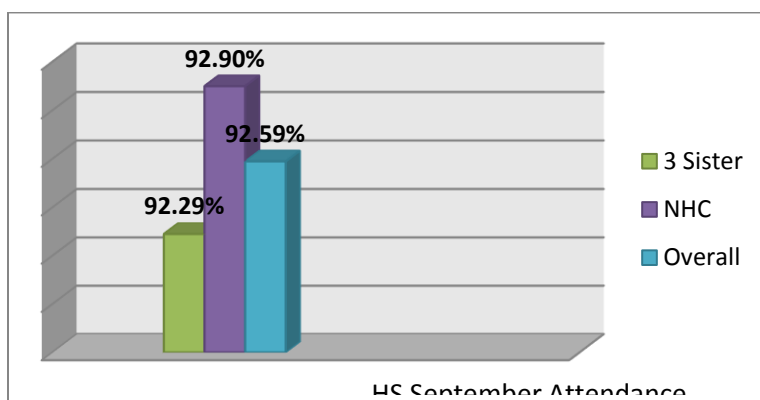
During 4th quarter, Oneida Head Start/Early Head Start had lower numbers because Head Start was closed for the months of July and August.

Membership total: 424 Duplication of Numbers: (Utilization) 591

Federal regulations allow Tribal programs to have up to 49% of the children over income provided that all income eligible children are given opportunities to be in the program



1302.16 (b) If a programs monthly average daily attendance rate falls below 85 percent, the program must analyze the causes.



4th Quarter Focus		
Initiative	Activities	Outcomes
Head Start monthly child attendance at 91% or above	<ol style="list-style-type: none"> 1. Parent information on attendance requirements given at first home visit in August 2. Attendance Policy discussed at Parent Orientation on August 17, 2016 3. Parent attendance reminders went out to all Head Start parents whose children fell below 85% for attendance which is the federal benchmark 	<ol style="list-style-type: none"> 1. September attendance is at 92.59%
Based on the Tribal Budget alignment, 95% of children reaching developmental milestones to get the children ready for school.1302.33 (b)(2) A program must regularly use information to determine children's strengths/needs and to adjust data to better support the children's development	<ol style="list-style-type: none"> 1. Weekly educational home visits with families in the Early Head Start program 2. Monthly family Socialization for EHS families 3. Data collected quarterly. HS was not in session during this quarter 	Early Head Start Social Emotional 94% Large Motor 97% Fine Motor 98% Cognitive 98% Literacy 86% Math 69%

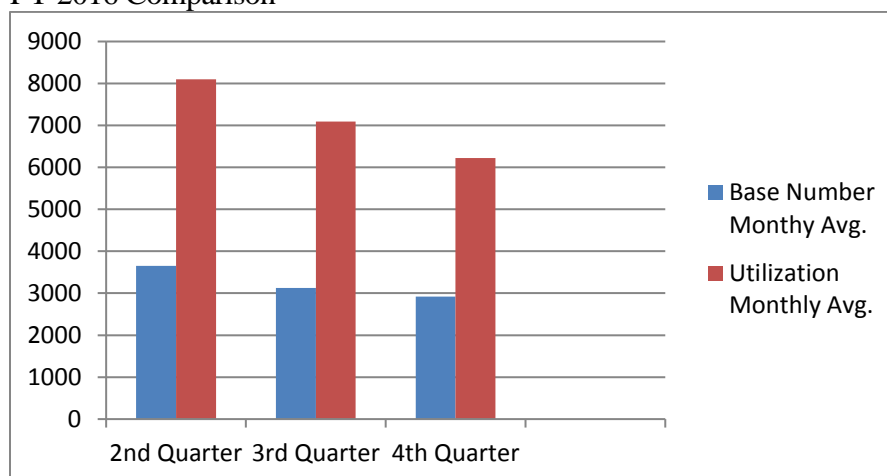
Oneida Head Start/Early Head Start's customer satisfaction rating was at 96% on average for the quarter.

Family Support Services focused on increasing utilization in services to promote safe and healthy families in addition to increasing financial stability for families through improved collection rates for Child Support.

Clients/cases: (Base Number) 2,917 monthly average

Number of client contact: (Utilization) 6,219 monthly average

FY 2016 Comparison



4 th Quarter			
Program	Initiative (On-Going)	Activities	Outcomes
Child Support	Increase collections of current support for children	<ul style="list-style-type: none"> *Career and Community resource fair *Community outreach (CAN) *Barrier Assessment *Offer Co-Parenting Class 	<ul style="list-style-type: none"> *Community members were connected to employers *Utilized during initial appointments-referral *September 27, 2016-5 attendees
Indian Child Welfare (ICW)	Increase safety and permanency for children	<ul style="list-style-type: none"> *Case management of Oneida children in the Child Welfare system *Ensure placement preferences are followed 	<ul style="list-style-type: none"> *191 new referrals *53 current on-going cases *81% w/parent or relative
Foster Care/Kinship Care	Providing support for Kinship providers Providing Oneida foster homes for children in need of	Kinship Care payments Collaboration with ICW	<ul style="list-style-type: none"> *45 Families served monthly for Kinship Care *12 children in Oneida Foster Homes

	placements		
Parenting	Successful completion of program	*Trauma Informed Parenting *Teen Parents *PEC	
Prevention	Education	*July 11-28 Summer Program for 2 nd & 3 rd graders *Boys Summer Group 3 rd -5 th grade *3 Sisters Safe Communities Picnic *Smoking Cessation *Child Welfare Prevention work *3 Sister After School Presentation *On-going weekly programming at Turtle school for Elementary and Middle School.	
Domestic Violence	Education/Awareness/Support	*	
Yetiya?tanu'nha	Supporting students credit recovery	*	

Family Support Services conducts quarterly customer satisfaction surveys for the Child Support, Prevention and Domestic Violence programs. The average satisfaction rating was 99%. The surveys give us feedback on our program and services, staff, as well as the facility.

Economic Support Services

Program	Trending	POP	Base #s	Utilization	Qualitative Improvement
Income Maintenance	Seems to be increasing at a steady rate each month averaging 30-50 new IM cases.	Low Income	1330	Participants in these programs have 6 mo as well as annual reviews so some months are higher than others	New programming of FSET requirements has added single people to be eligible for services.
N.E.W (New Employment Works)	This program has case #'s that fluctuate depending on new employment.	"	6	Some times of the year are higher than others due to this grant is specifically for new employment	SOP revised for implementation

General Assistance	Consistent	"	4	Consistent	This is a calendar year grant and ends Dec. 31, each year. SOP being reviewed currently to assure alignment.
TANF	Consistent	"	12	Participants in these programs have 6 mo as well as annual reviews so some months are higher than others	TANF Manager and 2 Case management staff attended the National TANF Institute on 7/17/16.
TANF Diversion/Crisis/Support Services	Consistent	"	38	There is always consistent utilization for these services	Investigating new support services we can offer clients.
Child Care	CC needs are rising: Jul-142 Aug-139 Sep- 158	"	146	Always utilized consistently and has risen	Child Care is always looking to improve the way services are delivered and adjustments made accordingly.
Daycare	Services stay consistent each mo.	"	135	This day care is utilized by parents w/ appts throughout the SSB	In July the Day Care teachers have completed the Conscious Discipline Training for implementation.
Oneida Food Cards	Consistent	"	117	It seems that members are utilizing the food card more often due to the food share requirements changing	Planning to investigate this program further to see what can be improved.
Community Support	Consistent	"	82	This program has not been utilized as much this year as in years past.	SOP's still need revisions due to currently working with the LOC on changes to the Fund Policy.
WHEAP	This case # rises in Oct.-Apr. ea. Yr.	"	42	Consistent	WHEAP program is continuing to keep us updated on any new program requirements.

CSBG (Community Services Block Grant)	These counts fluctuate as well each mo.	"	23	Members utilize these funds for rental assistance as well as emergency food assistance.	This is part of the Family Services Grant shared with Children and Family Services. Investigating other ways we can utilize these funds.
The Base #'s for our programs constantly change due to the nature of our programs.					

Community Support assisted as many as 31 members in July and then 27 in Sep. These numbers will fluctuate each month and cannot be projected.

Southeastern Oneida Tribal Services (SEOTS)

During the 4th Quarter of fiscal year 2016, SEOTS focused on 1) partnering with local agencies to improve overall community offerings and 2) surveying indicators of wellness within the Oneida community of southeast Wisconsin. A continuing effort is maximizing community participation in SEOTS events and activities.

Most Utilized Programs/Services: Medication Distribution (610), Tuesday Elder Activities (284), Office Equipment Use (125), Native Beats for Life (91), Smoke Dance Class (71).

SEOTS partnered with Gerald L. Ignace Indian Health Center and Indian Community School to offer Native Beats for Life, a suicide prevention event targeting Native American youth in the Milwaukee area. The event featured slam dunk champion Kenny Dobbs as well as a rap performance by Quese MC and DJ Brian Frejo. The event attracted more than 100 people. The second half of the SEOTS community wellness survey was developed during the 4th quarter and will be deployed in November 2016. The survey was developed with the help of many local agencies and uses wellness indicators to measure the overall wellness of the community. SEOTS continues to maintain a close relationship with the Oneida Elder community of southeast Wisconsin. Of the 1,474 visits during the 4th quarter, almost 900 were age 55+.

Elder Services

4th Quarter Focus – Increase engagement		
Initiative	Activities	Outcomes
Work with AJRCCC to send out high quality food that the elders enjoy but still meet guidelines.	Recruit volunteers and attend and keep the communication open with the Nutrition Advisory Council	Working with the Nutrition Advisory Board and volunteers to help maintain independence when coming to the meal site.
Dementia Care Specialist to increase awareness of Dementia Care Program	Keeping the Nutrition Advisory Council involved by having them participate in the meals. Offered presentations to other	Support for caregivers and people with dementia have a social outlet by offering Memory Café

Help make the tribe Dementia Friendly	tribal departments Offer Purple Angel program Started Memory Café and offer memory screens	Support caregivers in their efforts to care for their loved ones at home and stay in the community longer.
Keeping people in their communities and out of nursing homes will be an increasingly important issue as we go forward.	Enrolled caregiver in REACH program to help keep elders stay at home longer Attend state meetings and trainings on Aging programs	Support people who may have dementia who are looking for services and need a diagnosis Planning upcoming evidence based workshop for Healthy Living with Diabetes, Stepping On fall prevention and Powerful Tools for Caregivers. 3 Staff trained in all 3 courses
Providing adequate Long Term Care Services.	Alzheimer's Caregiver program for coordination of home and community based services with the Native American Family Caregiver program. Work with OPD, other entities to ensure policies are in place	Elder Abuse and Adult Protective Services
Keep elders safe in their homes		

Public Transit

Public Transit continues to experience decreasing utilization trends in FY16. Public Transit customers are made up two distinct demographics: 1. Lower Middle Income and 2. Low income. Following national trends, Oneida Public Transit experienced an increase in utilization for elders, youth, and infants while during the same time period, experiencing a decrease of 5% in adults 18 to 55 ridership due to low gas prices and low unemployment. With fuel prices forecasted to remain status quo, Transit anticipates no change in rider utilization over the next six months.

In our continued efforts to improve “on-time” performance, Transit will be implementing an automatic dispatching system. Facing more drivers reaching retirement age, Transit will be focusing on both recruitment and building more efficiencies with new drivers.

Number of Trips & Total Miles Fiscal Year 2016

	Adult (18— 54)	Elder (55+)	Youth (6— 17)	Infant (0— 5)	Wheel Chair	Total	Miles
July	1,145	1,655	516	162	290	3,768	26,704
August	1,381	1,783	579	159	304	4,206	32,739
September	1,303	1,455	1,115	129	252	4,254	27,648
4rd Qtr Total	3,829	4,893	2,210	450	846	12,228	87,091

Grand Total FY	15,991	18,532	14,048	1,310	3,400	53,281		399,486
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Veterans Dept.

One of Veterans Department Ongoing initiatives is Improving Customer Service and our Clientele numbers maintain approx. 260 visits per month and approx. 366 calls per month.

Another initiative is to end for Homeless Veterans in Oneida. Currently working with the Dept. of Veteran Affairs HUD/VASH program thru OHA and a Veteran Affairs Case Manager, 7 Oneida veterans have been identified and deemed eligible. Veteran Department was awarded 20 housing vouchers in 2016.

Implementation of the AJJRRRC VA Contract Nursing Home program is complete. We have Oneida Nation Veterans utilizing this benefit. Veterans with a disability rating of 70% or higher are entitled to maintain their assets with the Federal Government covering their stay at AJJRRRC, either in rehab or extended stay.