

# Oneida Business Committee Agenda Request

1. Meeting Date Requested: 02 / 24 / 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:

## 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:

Additional Requestor:

## Oneida Business Committee Agenda Request

### 6. Cover Memo:

Describe the purpose, background/history, and action requested:

Attached is the 1st quarter report (October to December 2015) being submitted as information only for the Internal Services Division.

- 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](mailto:BC_Agenda_Requests@oneidanation.org)



## INTERNAL SERVICES DIVISION

1<sup>st</sup> Quarter FY16

October, November, December 2015

The 1<sup>st</sup> Quarter of 2016 focused on re-evaluating the goals for FY16, ensuring that they are aligned with the Four Directions set by the Business Committee.

As individual as each department is within the Division, so are their goals. The alignment is tied to the Strategic Direction and they each have individual goals as presented in the last quarterly report.

The consolidation for Division goals allows each to collaborate to address the following:



Goal # 1	Enhance Oneida Brand as a strong Nation
<p><i>Advancing On'nyote?aka Principles</i></p> <p>Engaged Community</p>	<p>Seek new avenues to visibly expand the Oneida Brand by creating the story within our reservation boundaries, and promoting the brand throughout the region, state, and nationally.</p> <p>➤ Tactics include:</p> <ul style="list-style-type: none"> <li>the development of the longhouse, amphitheater, and cultural heritage site;</li> <li>the multimedia and events management team;</li> <li>media and collateral design;</li> <li>tours to engage and promote Oneida brand</li> <li>cultural and agri-tourism events to engage and promote our community.</li> </ul>
Goal #2	Engage the community toward a mindset of healthy foods
<p><i>Committing to building a responsible Nation</i></p> <p>Create economic systems</p>	<p>Promote agriculture and healthy foods, by continuing to develop the 5 interrelated agricultural strategies of</p> <ul style="list-style-type: none"> <li>➤ a) build a community mindset for healthy foods,</li> <li>➤ b) increase local agricultural and food production,</li> <li>➤ c) build local food economies;</li> <li>➤ d) integrate local foods into community outlets;</li> <li>➤ e) ensure sustainable development and practices</li> </ul>
Goal #3	Strengthen operational performance through technology
<p><i>Implementing Good Governance Processes</i></p> <p>Long Term sustainability</p>	<p>Strengthen an efficient operation through technology by maintaining present systems, incorporating future systems, and advancing technological uses for ease of business and engagement.</p> <p>➤ Technology has many applications; and this tribal environment is multi-faceted and complex.</p>





Aside from setting the goals for FY16, the Division had some projects in the first quarter that merit mention:

- Grants met their goal in FY15 with \$7.3 million in external funding; and is focusing on their work in establishing the 7871 fund unit. They have training set up for both the DonorPerfect software as well as the website. And they are working with other areas to help seek external funds to enhance their programs.
- Kalihwisaks covered several events such as Breakfast with Santa, LPGA, our Chairwoman as moderating a panel at the 2015 Tribal Nations Conference, and the LPGA press conference at Thonberry. They will begin to look at a Volunteer section to recognize the unsung heroes of our community.
- Tsyunhehkwa spent a very busy month of October, with the Husking Bee where they worked with over 400 youth from 5 schools (grades 2<sup>nd</sup> – 5<sup>th</sup>) and involved them in the white corn harvest. Then they were very involved in the Food Sovereignty Summit with two experiential learning sessions on organic farming and food preservation. And they wrapped up their month continuing with Harvest.
- OCIFS continues to work on the educational outreach to our youth and schools, on the Farmers Market, and on grants relating to food systems. OCIFS was involved in the Food Sovereignty Summit, handling the learning sessions for the 122 participants that attended.
- MIS has been busy with continued upgrades and maintenance of our systems. They continue to look at various solutions that will help on ease of business, customer service, information sharing, and maintenance practices. Their field continues to be a tight field with low unemployment, so they are encouraging all tribal members to consider technology as a viable field for careers.
- Employee Advocacy continues to work toward creating a positive organizational culture; and to support the employees as advocates. Many problems are settled by dialoguing with both parties, as the source of much conflict is misunderstandings.
- The Print and Mail Center is undergoing small changes that can make a large impact on the operation. They are working through technology for customer service tracking, pricing, and delivery. They are becoming much more proficient in variable data, and are working closely with the casino to be able to handle some of their work in-house.
- Tourism and Events Management worked on supporting the Food Sovereignty Summit, and did a tremendous job with that event. Likewise, their work with videos, and the cultural displays support that is beginning to pop up throughout the reservation such as Judicial, Radisson, etc.



The Food Sovereignty Summit was another outstanding success for the Tribe and a great collaboration with various departments and tribal members.

Environments, the Oneida Farm, Tsyunhehkwa, Tourism, OCIFS, Events Management, Kalihwisaks, Health and Safety, ONCOA, and our Tribal Leaders – all played a strong role in this event which was held October 26-29 at the Radisson. Our thanks to all who participated as speakers, trainers, helpers, and attendees!

You can see a short sniped of the event which Oneida produced on

<https://www.youtube.com/watch?v=ELxhkD2B6SM&feature=youtu.be>

We welcomed over 350 people to the event, and they traveled from near and far: California, Alaska, Arizona, New Mexico, Hawaii, Canada, Guatemala, Oklahoma, New Mexico, Minnesota, Michigan, Colorado, and New York to name a few.

We had tremendous support from USDA with a grant; and conference sponsorships from Shakopee, W.K. Kellogg, International Indian Treaty Council, Bradshaw-Knight, CHS Foundation, and our co-host First Nations Development Institute. With this event, the Radisson added over \$95,000 in revenues which included food, rooms, and logistics.

As with any grant, we have deliverables that we must meet for USDA funding:

*The project goal addresses OAO's priorities #3 to increase participation of socially disadvantaged American Indian tribal members and veterans into agriculture as food producers and ranchers, as well as priority #4 to participate in USDA programs and build healthy communities for their people. The outreach will focus on three states, Minnesota, Wisconsin, and Michigan, 34 tribes...*

*The outcome is to (a) outreach to all 34 tribes with the opportunity to attend experiential learning in Oneida; (b) to offer a forum (Summit) for applied agriculture learning that will bring together 70+ socially disadvantaged tribal members and will include USDA agencies; and to (c) continue to build relationships with USDA programs and the development of projects relating to agriculture and food production.*







## Grants Office Quarterly Report - February 2016

- **Strategy 1: Enhance tribal services with external funding(both new and continuation)**
  - ❖ Met our overall goals with a final total of \$7.3 million in external funding.
  - Examples:
    - HUD Tribal VASH Grant for Veterans (new grant) – \$205,000
    - Notah Begay III grant for Capacity Building for Fitness Center - \$20,000
    - 2 EPA Brownfield Grants for cleanup - \$134,675 and \$200,000
    - Exxon/Mobile grant for 6 local schools (new) - \$3,000
- **Strategy 2: Become a resource for a 1-stop shop for funding/grant data and services.**
  - ❖ Provided training for various program requests to enhance their ability to obtain external funding.
  - ❖ Maintaining tribe-to-tribe, grantor-to-grantee, and other relationships to increase our opportunities.
  - ❖ Maintaining a database that includes all funded, denied, and pending grants.
  - ❖ Maintaining a database of all information that relates to grant data including statistical data.
  - ❖ Developed a database of all grant opportunities sent out and responses from programs to assure programs are taking advantage of such services.
  - ❖ Working on a Request for Information SOP for ISD.
- **Strategy 3: Enhance tribal and community efforts in fundraising thru the development of a 7871 fund unit.**
  - ❖ Have an appointment with DonorPerfect for a follow-up training session with office staff.
  - ❖ Working with MIS on developing 7871 website.
  - ❖ Will hold a follow-up meeting to finish the 7871 Oneida Fund by-laws.



HUD Tribal VASH Grant for Veterans HUD



Exxon/Mobile grant – 6 local school district reps



**Kalihwisaks 1st quarter Report  
October – December 2015**

**Achievements**

- Printed Six issues – October 1, October 15, November 5, November 19, December 3 and December 17
- Covered news and events such as previewing the Annual GTC meeting, Breakfast with Santa, LPGA coming to Oneida, Chairwoman Tina Danforth moderating a panel at the 2015 Tribal Nations Conference, and (Advancing Oneyote? a.ka Principles)
- Did one day turn around on LPGA press conference by publishing story online
- Printed Oneida Business Committee meeting minutes, board postings, public hearing notices, and legal notices. (Implementing Good Governance Process)
- Worked with other departments such as SEOTS, OCIFS, Adventures, Culture and OFF to create monthly pages to share their news and events. (Advancing Oneyote? a.ka Principles)
- Worked with Communications to produce weekly "This Week in Oneida" video. (Advancing Oneyote? a.ka Principles)

**Goals for FY2016**

- Start a Volunteer section that will highlight area volunteers and volunteer opportunities. (Advancing Oneyote? a.ka Principles, Committing to Building a Responsible Nation )
- Community Picture page featuring submitted photos from Oneida citizens. (Advancing Oneyote? a.ka Principles)
- Move to Print Shop to join multi-media network in March. (Creating a Positive Organizational Culture)
- Work with tourism to purchase new digital camera. (Creating a Positive Organizational Culture)
- Expand our media platforms to include phone apps, online payments, more online content



Breakfast with Santa

Agriculture Showcase



LPGA press conference





## **Tsyunhehkwa Quarterly Achievements:**

**October - December, 2015**

**Jeff Metoxen, Director**



### **Tsyunhehkwa Mission:**

Playing a pivotal role in the reintroduction of high quality, organically grown foods that will ensure a healthier and more fulfilling life for the On^yote a ka, Oneida People of the Standing Stone.

### **October 2015 Highlights:**

Annual Harvest & Husking Bee held and completed from October 10-15. Over 5 different schools participated in Education Days, with more than 400 students involved, primarily Grade School levels of 2<sup>nd</sup> to 5<sup>th</sup> grade.

Food Summit held at Radisson which included Tours and Workshops of Cannery and Ag Sites. We had request of more than 60 people for the review of our program. We had many more not able to make the scheduled tours so they stopped not our program during the entire week to review both components.

Tour provided to representatives of the Onondaga Nation from New York by Vickie Cornelius, Cannery Supervisor, showcasing Cannery, White Corn and our Traditional Practices.

### **November 2015 Highlights:**

Working on a WI 101 Project through the UW System highlighting 101 objects that make up Wisconsin. I am submitting a White Corn Project proposal.

Presented materials to Land Commission for future projects of Land and Off Site White Corn Production, Land for Off Site Grass Fed Beef Cattle, including Buildings, Equipment and any other resources for all submissions. On-going projects currently with the LUTU process and Planning Office and Oneida GLIS.



White Corn Braids of 2015 Crop

### **December 2015 Highlights:**

Balance Studios tour in Green Bay, WI for Augmented Reality and our OCIFS Activity Book. Ongoing project with a grant sources being targeted to cover initial cost. Reviewed Farm to School overall plan of Oneida School System to see how our program can increase participation levels for this coming Summer and Fall of 2016.





## **Fiscal Year 2016 Strategies & Goals:**

### **Strategy #1 Increase Local Food Production**

- Creating a Positive Organizational Structure
  - Review if entire Tsyunhehkwa Program and personnel with Oneida Expert in team building and strategic planning.

### **Strategy #2 Improve Food Security**

- Advancing On^yote?a.ka Principles
  - Planting 10 acre of white corn annually on site with target of increasing and improving yield.
  - Community Workshops provided around entire process

### **Strategy #3 Increase Interaction with Community**

- Committing to Build a Responsible Nation
  - Increase the number and variety of Community Workshops in all areas we provide.



Manitoba and other Tribal Reps Food Summit Tour October 2015



Milwaukee Indian School HHB 2015:



## OCIFS

### **Quarterly Achievements: October - December, 2015**

\* **Farm to School Smart Goals** - Created a Logic Model to accompany the Strategies and Smart Goals that were created for the Farm to School project for the November CDPC meeting.

Continue to meet with the Oneida Farmers Market Activity group to review the activities that were created to increase the customer turnout at the 2016 Oneida Farmers Market.



Oneida Farmers Market at Harvest

\* **Promote education through Agri-Tourism efforts** - coordinated the presences of the Oneida Farmers' Market, delivered canopies, set up all the canopies & managed the 16 Oneida Farmers Market vendors at Tsyunhehkwa Saturday, Oct. 10 Harvest Fest.

\* **Share through educational forums** – Arranged for the pre-conference Experiential Learning sessions, and assisted with the Learning Session to the Apple Orchard and Cannery.

Compiled the data from the 122 participants in the Experiential Learning Sessions from the National Food Summit on 10/26 to include: Farm/Bison, Apple Orchard, Cannery and Tsyunhehkwa workshops.

### **Fiscal Year 2015 Achievements:**

#### **Strategy #1 Educate the Oneida community about food, agricultural opportunities, nutrition and health risks**

Share through educational forums and Experiential Learning opportunities the importance of healthy foods, and practices of food production. Provide technical assistance in food handling, preservation, branding, and marketing strategies to local producers. This will expand availability, improve access and increase producer income.

Began creating a Communication/Marketing Plan for the Oneida Farmers Market utilizing Websites, texting (Farm Fam), social media, newsletters and other collaborative efforts.



Ladies from South America  
tour Oneida food systems

#### **Strategy #2 Integrate Oneida and locally produced foods into the Oneida community and institutions**

Expansion of the Oneida Farmers Market via weekly hands on activities to increase customers, and worked with LIVE54218 and the two Green Bay Farmers Markets to get a free EBT machine for the Oneida Farmers Market. This same grant will allow us to offer 'Double Your Bucks' program over the next two years.

Created FINAL data gathered at the Oneida Farmers' Market – averaged 325 weekly customers, averaged 44 vendors, averaged \$615 at the brat booth, and 76.5% OFM dollars were returned.

### **Fiscal Year 2016 Goals:**

- Strategy #1 Educate the Oneida community about food, agricultural opportunities, nutrition and health risks  
(*Advancing On^yote?a.ka Principals*)
- Strategy #2 Integrate Oneida and locally produced foods into the Oneida community and institutions  
(*Committing to Building a Responsible Nation*)





Employee Advocacy Department's  
October- December 2015  
Goals and Accomplishments

The Employee Advocacy Department (EAD) continues its efforts to create a positive organizational culture through increased communication. Rather than formal litigations, EAD strives to mediate/settle cases; effectively saving the Tribe time/costs associated with formal litigation before the Oneida Personnel Commission and/or the Judiciary.

**Strategy 1.**

Transform the work place from a litigious environment to a positive organizational culture.

**Strategy 2**

Decrease the number of employment disciplinary cases progressing to formal litigation.

**Strategy 3.**

Proactively identify disciplinary trends/complaints in particular departments

Quarterly achievements:

1. 16 new employment cases this quarter as opposed to 18 in the same quarter in 2014.
2. One case progressed to OPC/Judiciary; a gain of 1 from same quarter of 2014.
3. Identified potential problems areas in two areas and addressed them with area manager/supervisor with suggested improvements/solutions to remedy.

One new case was pursued to OPC

Challenges: Supervisors and managers who are not willing to negotiate or consider alternative dispute resolutions. This failure often results in costly litigation and back pay awards.

EAD's effectiveness should not be solely measured on the number of cases that present to the OPC or Judiciary. Preparing for negotiation and corroborative meetings requires extensive research and preparation in order to present compelling alternative dispute resolutions that both parties consider amicable; thereby leading to a positive organizational culture.

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## MIS Quarterly Report – July - September 2015

### Strategy #1 Deliver Business Technology Solutions

#### Critical System Upgrades

- Implementation of the latest version of GE Centricity. The new version supports OCHD federal regulatory reporting requirements.
- Upgrade to the Gaming Casino Market Place (CMP) system. The new version provides for greater visibility and management of the Casino's customer relationship programs.
- Achieved EMV compliance within the Gaming and Retail point of sale environments. This new regulatory requirement is intended to provide customers with greater protections associated with credit card transactions.



### Strategy #2 Promote Information Sharing & Collaboration

- Selection of a new CMS (content management solution), Stellar Blue Technologies (SBT). Will be tasked with the responsibility of navigation, look & feel of the Tribe's web presence.
- Installation of a community member Kiosk within the Records Management department. The Kiosk provides inquiry and retrieval of Oneida archived records.



### Strategy #3 Optimize Use of Resources

- Extended the use of the Tribe's digital management solution (OnBase) into the new Judicial environment.
- Budgetary Performance - Completed FY'15 within 2% of budget and achieved 100% compliance with all FY'16 budget guidelines and continuing resolution directives







## MIS Goals for FY'16

### **Strategy #1 Deliver Business Technology Solutions**

Develop and implement the mobile patron registration system for Gaming. The system will be used by the Fun Club to provide an added service to our customers while expanding customer enrollment in the Casino rewards program.

Installation and deployment of the PACS (picture archiving communication system) for digital x-ray and mammography image capture for the OCHD. The project will replace an aging inefficient system with a much more advanced and functional solution.

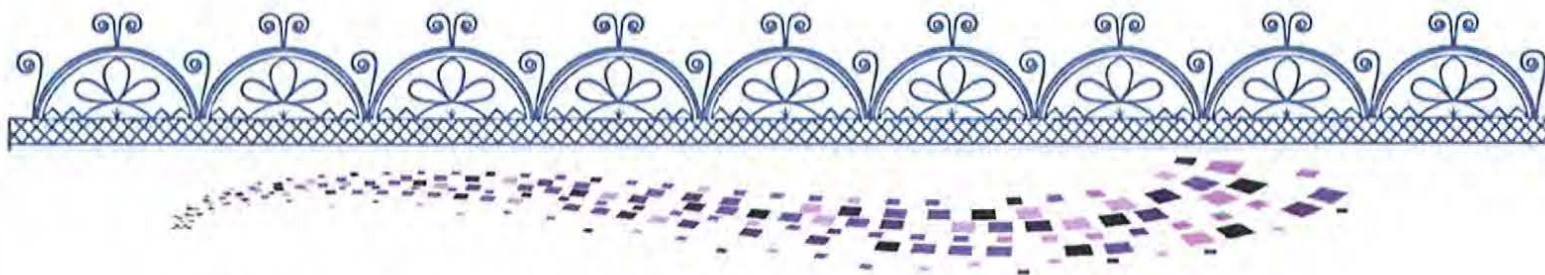
### **Strategy #2 Promote Information Sharing & Collaboration**

Expand the use of Bally Kiosks (Marketing) within the main Casino, Mason Street and IMAC. It is anticipated that the number of customer Kiosks will grow by six creating greater customer access to a wide variety of Oneida Gaming services and information.

Formally introduce MS SharePoint solutions to Oneida business units. New functionality will include in-the-cloud file storage and sharing, web development and collaboration tools.

### **Strategy #3 Optimize Use of Resources**

Continue the expansion of several enterprise solutions including Archibus, COGNOS and OnBase. These systems are widely used within many of the Oneida business units because of their ability to enhance service delivery, provide operational efficiencies and support the Four Strategic Directions established by the OBC.



## Print Shop Quarterly Report Oct. – Dec. 2015

\*Note – Michelle Danforth became the Interim Print Shop Manager at the end of October 2015.

### Strategy 1 – Improve Print Shop Strategy

1. Print Smith – Upgrade and training complete. Initial price listing for printing based on the press, B&W copiers and X1000 has been completed. Printing will make slight pricing adjustments as needed. Future templates to set the price of business cards etc will be developed.
2. Customer Service Tracking Report created to track the total number of jobs created by 3 different individuals. FY15 Average # of job tickets was 106 tickets. Average # of job tickets that can be completed in 1 month is 7 tickets (1 hr per ticket) per day x 20 days = 140 per month. In the future gaming will be working on all their outsourced jobs which were 122 in FY15.
3. New vehicle will be arriving in 2016 to replace the mail center van.

**Strategy 2 – Generate more revenue.** With the current price correction, this will have a direct impact of the bottom line. Did 1 bid for GLITC but we could not compete with their final pricing. Main focus is Gaming and earning back variable data jobs. In Dec, Sue Koch/Designer, Jason Anatone/Production and Al/Harlan/Finishing successfully completed testing out a bingo variable data print job. This job will be transferred to printing starting in Jan. 2016.

**Strategy 3 – Improve Print Shop Image.** Currently exploring name options for a media center.

**Strategy 4 – Improve Dept. Efficiencies.** Biggest improvement is that PrintSmith now provides a direct email option for estimates and invoices. An employee no longer has to print, scan, save and then re-email estimates or invoices saving time. Monday mornings is a weekly meeting with CS and Graphics to discuss upcoming jobs or other communication issues. Continue to work on the work culture & atmosphere

### Sales Recap

	Oct	Nov	Dec	Jan	Total	Variance
FY15	53,369	24,710	49,150	30,315	157,544	
FY16	24,344	28,470	75,096	43,822	171,732	14,188
Average	64,000	64,000	64,000	64,000		
Variance	-39,656	-35,530	11,096	-20,178		





## Tourism Quarterly Report – September 2015

### Strategy #1 Develop Cultural Tourism

**Long House** - Conservation completed the lower bunk braces/artificial bark received.

**Visitor Center** –Final schematics of building were received in October 2015. Approval from Land Commission on the overall scope of Tourism on the Cultural Heritage site – Dec. 2015

### Strategy #2 Build Partnerships

Rich Figueroa continues to work with the Radisson and GBCVB staff on planning for bus shows and other events.

### Strategy #3 Generate Foot Traffic with in the Reservation Boundaries

- Ag Summit Conference assistance by special event crew.
  - Boomers in Groups was hosted at the Radisson – Oneida got rave reviews on their tour offering. Rich took 33 appointments and booked 3 day tours.
  - Kirby Reservation Tours Continue
- |      |                   |
|------|-------------------|
| 2015 | 2899 people (YTD) |
| 2014 | 1259 people       |
| 2013 | 920 people        |



### Strategy #4 Maximize Media

- Oneida Tourism began working with a student to set up multiple pre-planned Facebook posts.
- Chris Powless reshot next puppet video
- Reworking plans for 2016 including a cultural display at the Oneida Health Center about the 3 Clans of Oneida.

**Other News** – Tourism has been relocated to the Oneida Print Shop since Nov. 2015.



Final Interior Rendering