

# Oneida Business Committee Agenda Request

1. Meeting Date Requested: 8 / 10 / 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:

Governmental Services Division third quarter 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:

Primary Requestor/Submitter: Submitted by: Barbara Reynolds, Office Manager/GSD  
Your Name, Title / Dept. or Tribal Member

Additional Requestor: \_\_\_\_\_  
Name, Title / Dept.

Additional Requestor: \_\_\_\_\_  
Name, Title / Dept.

8/10/2016

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# Governmental Services Division

*Third Quarter Report*

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# Governmental Services Division

## *Third Quarter Report*

### Executive Summary

The third quarter report for Governmental Services is as follows. We also have representation from the Education and Training Area as well as Transit and Social Services. Education and Training staff will provide highlights of this past year to include graduation rates and GPA's for the local schools. Transit will provide an update on the Grant status. We have also have confirmation on an extension of the Yetiya?tanu'nha Program grant. This program works with the ONSS for graduating youth that are not able to thrive in a public school setting.

In addition, the Division is coordinating a fall activity program book which is targeted to be available by the beginning of September.

## Education and Training Area

The following is the scorecard information for the Education and Training Area for the 3<sup>rd</sup> Quarter along with a summary of the information within the reports. I have also attached all the reports for further detailed information.

## Base Number of Customers:

<b>Program</b>	<b>April</b>	<b>May</b>	<b>June</b>
Child Care	63	65	63
YES	470	470	470
Job Training	106	87	138
Higher Education	829	843	861
Early Intervention	86	90	92
Arts	1858	1198	1201
CEC	205	185	185
<b>TOTAL</b>	<b>3617</b>	<b>2938</b>	<b>3010</b>

## Utilization:

<b>Program</b>	<b>April</b>	<b>May</b>	<b>June</b>
Child Care	1323	1300	1323
YES	14245	9085	3512
Job Training	468	542	652
Higher Education	1110	2557	2362
Early Intervention	1000	600	90

Arts	5303	4568	5288
CEC	719	629	652
<b>TOTAL</b>	24168	19281	13879

## Customer Service:

<b>Program</b>	<b>April</b>	<b>May</b>	<b>June</b>
Child Care	0%*	97%	90%
YES	100%	96%	0%**
Job Training	100%	100%	100%
Higher Education	100%	100%	94%
Early Intervention	99%	95%	0%**
Arts	96%	92%	100%
CEC***			
<b>Average</b>	99.0%	96.7%	96.0%

\*no surveys returned

\*\* end of school year no surveying

\*\*\*due to re-organization no survey were given out.  
4th quarter surveying clients will happen

**Trends:**

Early Intervention: Slight growth in student numbers, however we are serving many more community children on site rather than at collaborative sites such as Head Start and Child Care.

Job Training: As the temperatures begin to climb we are noticing a significant increase in the number of opportunities for those individuals seeking work. Availability of employment opportunities has led to a decrease in the number of individuals coming to the WIOA program seeking employment and employment support services. Since many of the “new” employment opportunities are of a seasonal or transitional nature we expect the current trend of labor force growth to reverse itself and trend back to normal. Consistent growth in the economy of northeast Wisconsin, however, could lead to continued job growth.

Arts: We are seeing a healthy rise in community initiated projects. For example the basket guild, the beading circles, the Woodland Indian Arts Board, and the Writer’s Project are stable and well received.

CEC: Customer usage remained highest through April and May following the school year. When school (college and k-12) released for summer usage of the CEC shrank. In approximately mid-June usage climbed again as college summer classes began to be in full swing. We have also noticed that on the warmest summer day’s individuals may be seeking a place to get out of the heat. Utilization also tends to increase on week days of GTC meeting san large events such as the powwow, however, utilization typically drops when the events begin. We are seeing an increase in the number of non-Oneida individuals who are still connected to the Oneida community coming in to utilize space and/or services.

**Challenges:**

Child Care: Hiring qualified teacher to increase child enrollment. One change that was made to work with this challenge was to increase the teacher’s wages, and reinstate hiring teacher trainees.

Youth Enrichment Services: Lack of appropriate staffing (staff/client ratios) and a vacant position continue to be a challenge in providing services to the youth. An additional Advocate also transferred to another area at the beginning of June, so there are two vacant Advocate positions. We hope to have both of those positions filled by the end of August. The Y.E.S. staff is addressing more social concerns with the youth than in past years. In the past the Advocates have spent a lot of time working with about 1/4 of the client base on social issues, this year that number has moved to about 1/3 of the youth.

Concerns about the academic progress and school readiness for the kindergarten youth continues. The meeting with the Oneida Head Start staff did not lead to any ideas for improvement, as Head Start is also seeing the lack of readiness of the children entering Head Start. Early Intervention has offered to work together to help provide some parenting programming in the next school year.

**Job Training:** One of the biggest challenges to the programming of the Job Training Programs is the identification of the numbers in the population that could potentially be serviced by our programming. No statistics exist, for example, that identify the numbers of person with disabilities that may be experiencing employment limiting conditions due to their disability. Population data is not broken down to the point of identification of person living below the poverty-income levels. Availability of this data would go a long way in assisting program staff in identifying unmet needs in the area of disability and of those living in poverty.

#### **Planned Outcomes for 4<sup>th</sup> quarter:**

**Early Intervention:** We are receiving more requests from community members on education and advocacy services and plan to have some 2 hour trainings this fall for families who have children that attend public school. This will help parents learn to advocate for themselves.

**Child Care:** Hire staff and take children off the waiting list (increase enrollment by 15 children). Present business plan to the Oneida Business Committee.

**Youth Enrichment Services:** Hire vacant position and gear up for the 2016-2017 school year.

**Higher Education:** Continue to disburse the Oneida Higher Education Scholarship to finish out 2016 academic year and begin the disbursements for the 2017 academic year. Working on procedures for “new student” contact for first time students and the graduation report.

**Arts:** We are working on our Music from Our Culture camp (July 25-August 11), our tour with MOC at the end of August to perform at the Big Top in Bayfield, our trip to Seattle with KLU in September, our Wisconsin Arts Board grant fringe programming at the International Raised Beadwork Conference In Oneida in September, and the opening of an exhibit on the rise of raise beadwork in Wisconsin opening at the Watrous Gallery in Madison. We will measure our fringe programming for customer satisfaction.

**CEC:** We will finish the remodel work on the CEC. We will continue to expand community programming and assist the community in connecting with the programs

and services they are in need of or want access to. Finally, we will continue to analyze and rework job descriptions and expectations for staff members.

#### Youth Enrichment Services Program

Mission – to assist in the advancement of educational, cultural, and social development of American Indian students in the Oneida community and select schools in surrounding school districts.

#### Program Operational Plan

Initiatives/Major Activities	Critical Success Factor	Short Term Outcomes	Intermediate Outcomes	Long Term Outcomes
Increased Graduation Rates	Student Graduation 90%>	80% of students Graduating	90% of students Graduating	100% of Students Graduating
Improve GPAs	GPA 3.0>	75% w/GPA>2.5	90% w/GPA > 3.0	100% w/GPA >3.0
Positive Self-concept and Self Esteem	Knowledge, skills, abilities (based on benchmarks for their grade level), culture, interpersonal skills.	75% of students assessed and with development plans.	50% of youth participating in extra-curricular activities.	75% demonstrating positive behavioral traits, characteristics.

#### Objective 2: Improve Customer Experience (Surveys)

Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
96.0%	94.0%	96.0%	96.0%	96.0%	95.0%	100%	96%	NA	NA	NA	NA

#### Objective 7: Utilization of Growth & Development Opportunities PM 1 of 2 (Base No. of Customers)

Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
433	453	453	453	453	453	470	470	470	NA		

The base number of customers is the number of Y.E.S. Eligible youth who may receive services at the Y.E.S. schools. This number does not include the Title VII youth who may also be receiving services. Y.E.S. Eligible means that the program has a Parental Release, American Indian Student Eligibility Form, and verification that the child is either enrolled in a federally recognized tribe or ¼ American Indian.

#### Objective 7: Utilization of Growth & Development Opportunities PM2 of 2 (Usage/Contacts)

Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
11,778	8,671	7,338	7,901	15,989	14,516	14,245	9,081	3,512	NA		



## Objective 8: Improve Growth &amp; Development Outcomes (Client Development Plans Completed)

Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
22%	22%	25%	26%	28%	41%	42%	42%	NA	NA		

## Graduation Rates

Intermediate Outcome of this initiative is 90% of the Y.E.S. eligible youth graduating.

The graduation rate for this year was 92%, exceeding this outcome.

	2015 – 2016			2014 – 2015			2013-2014		
YES Program	Total No. of Native Seniors	YES Eligible	YES Eligible Grads	Total No. of Native Seniors	YES Eligible	YES Eligible Grads	Total No. of Native Seniors	YES Eligible	YES Eligible Grads
Freedom	10	2	2	6	2	2	3	2	1
Southwest	32	19	18	40	15	14	31	18	14
Pulaski	9	5	5	12	5	5	13	5	5
Seymour	18	15	12	18	16	15	17	14	13
West De Pere	14	9	9	13	13	13	17	16	16
Totals	83	50	46	89	51	49	81	55	49
% of YES Eligible Youth		60%	92%		57%	96%		67%	89%

YES Eligible Seniors may include Special Education students who may not be graduating with their cohort.

## Grade Point Averages

***These numbers do not include the GPAs for the Title VII youth that are served by the Y.E.S. Staff.***

Operational Plan Initiative - Improve GPAs with short term outcomes of 75% of the youth having a GPA >2.5, intermediate outcome of 90% of the youth with a GPA >3.0, and a long term outcome of 100% with a GPA >3.0. Knowledge, skills and abilities based on the students' grade level.

## Grade Point Averages – Elementary Level - 2015-2016

King Elementary and Rock Ledge Primary/Intermediate							Totals
Grade	K	1	2	3	4	5	
No. of Youth	11	9	22	16	18	21	97
0.00 - 0.99	0	0	0	0	0	0	0
1.0 - 1.99	1	2	1	0	1	0	5
2.0 - 2.24	1	0	0	2	1	1	5
2.25 - 2.49	1	2	4	4	2	4	17
2.5 - 2.74	3	1	7	5	5	6	27
2.75 - 2.99	3	2	4	5	6	9	29
3.0 - 3.24	1	2	6	0	2	1	12
3.25 - 3.49	0	0	0	0	1	0	1
3.50 - 3.74	1	0	0	0	0	0	1
3.75 - 3.99	0	0	0	0	0	0	0
4.00	0	0	0	0	0	0	0

## Grade Point Averages

## Middle School Level - 2015-2016

Lombardi, Seymour and West De Pere Middle Schools				
Grade	6	7	8	
<b>No. of Youth</b>	<b>50</b>	<b>49</b>	<b>44</b>	<b>143</b>
0.00 - 0.99	1	0	2	3
1.0 - 1.99	5	10	8	23
2.0 - 2.24	6	5	5	16
2.25 - 2.49	5	6	4	15
2.5 - 2.74	2	9	3	14
2.75 - 2.99	9	8	2	19
3.0 - 3.24	3	8	5	16
3.25 - 3.49	9	2	6	17
3.50 - 3.74	7	1	6	14
3.75 - 3.99	3	0	3	6
4.00	0	0	0	0

## Grade Point Averages

## High School Level - 2015-2016

Southwest, Seymour and West De Pere High Schools					
Grade	9	10	11	12	
<b>No. of Youth</b>	<b>51</b>	<b>53</b>	<b>47</b>	<b>37</b>	<b>188</b>
0.00 - 0.99	6	3	5	4	18
1.0 - 1.99	17	16	12	7	52
2.0 - 2.24	3	4	9	3	19
2.25 - 2.49	3	4	4	7	18
2.5 - 2.74	9	5	5	6	25
2.75 - 2.99	4	5	2	1	12
3.0 - 3.24	1	8	4	3	16
3.25 - 3.49	2	4	3	3	12
3.50 - 3.74	2	3	2	2	9
3.75 - 3.99	2	1	1	0	4
4.00	2	0	0	1	3

Y.E.S. Program GPA - % of 2.5 or Above By School and Marking Period						
School		No. of Y.E.S. Youth	% with GPA of 2.5 to 2.99	% with GPA of 3.0% or above	% of Youth at 2.5 or above	Number of Y.E.S. Youth Below a 2.5
King Elementary	Trimester 1	45	44	23	67	15
King Elementary	Trimester 2	52	49	38	87	7
King Elementary	Trimester 3	55	49	39	88	7
Average		51	47	33	81	
Lombardi Middle	Semester I	55	21	36	57	24
Lombardi Middle	Semester 2	56	12	32	44	25
Average		56	17	34	51	
Southwest High	Semester I	64	25	21	46	29
Southwest High	Semester 2	62	17	17	34	21
Average		63	21	19	40	
Rock Ledge Pri./Int.	Semester I	46	65	5	70	14
Rock Ledge Pri./Int.	Semester 2	41	71	2	73	11
Average		44	68	4	72	
Seymour Middle	Semester I	64	19	50	69	20
Seymour Middle	Semester 2	64	30	36	66	22
Average		64	25	43	68	
Seymour High	Semester I	74	27	22	49	38
Seymour High	Semester 2	69	21	26	47	37

Average		72	24	24	48	
West De Pere Middle	Trimester I	24	14	49	63	9
West De Pere Middle	Trimester 2	22	12	48	60	9
West De Pere Middle	Trimester 3	22	18	45	63	8
Average		23	15	47	62	
West De Pere High	Trimester I	47	10	42	52	23
West De Pere High	Trimester 2	48	10	43	53	23
West De Pere High	Trimester 3	48	23	27	50	24
Average		48	14	37	52	

% of Y.E.S. Youth with at GPA of 2.5 by Grade

School	Green Bay King Elementary School											
Year	Tri. I 2015 – 2016						Tri. II 2015-2016					
No. Of Youth	3	5	10	9	17	1	7	5	11	9	9	11
Grade	K	1	2	3	4	5	K	1	2	3	4	5
%2.5-2.99	0%	20%	60%	22%	65%	100%	43%	20%	55%	79%	56%	45%
%3.0+	33%	40%	40%	0%	24%	0%	57%	40%	45%	0%	33%	55%
Total 2.5+	33%	60%	100%	22%	89%	100%	100%	60%	100%	78%	89%	100%

School	Green Bay King Elementary School											
Year	Tri. III 2015 – 2016						2014-2015					
No. Of Youth	3	5	10	9	17	1	13	21	11	12	18	20
Grade	K	1	2	3	4	5	K	1	2	3	4	5
%2.5-2.99	57%	20%	37%	78%	44%	55%	61%	33%	64%	67%	45%	50%
%3.0+	43%	40%	55%	0%	56%	45%	38%	43%	0%	17%	11%	20%
Total 2.5+	100%	60%	91%	78%	100%	100%	99%	76%	64%	84%	56%	70%

## % of Y.E.S. Youth with at GPA of 2.5 by Grade

School	Green Bay Lombardi Middle School								
Year	Sem. I 2015-2016			Sem. II 2015-2016			2014-2015		
No. Of Youth	19	18	18	20	18	18	23	29	28
Grade	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>
%2.5-2.99	32%	28%	11%	15%	22%	0%	39%	13%	39%
%3.0+	<b>53%</b>	<b>28%</b>	<b>28%</b>	<b>45%</b>	<b>11%</b>	<b>39%</b>	<b>57%</b>	<b>24%</b>	<b>21%</b>
Total 2.5+	85%	48%	38%	60%	33%	39%	96%	37%	60%

## % of Y.E.S. Youth with a GPA of 2.5 by Grade

School	Green Bay Southwest High School											
Year	Sem. I 2015-2016				Sem. II 2015-2016				2014-2015			
No. Of Youth	16	16	17	15	17	17	17	11	20	15	15	11
Grade	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
%2.5-2.99	25%	19%	29%	27%	12%	24%	18%	27%	25%	13%	20%	0%
%3.0+	<b>6%</b>	<b>25%</b>	<b>24%</b>	<b>27%</b>	<b>6%</b>	<b>24%</b>	<b>18%</b>	<b>18%</b>	<b>15%</b>	<b>27%</b>	<b>13%</b>	<b>18%</b>
Total 2.5+	31%	44%	53%	54%	18%	48%	36%	35%	40%	40%	33%	18%

## % of Y.E.S. Youth with a GPA of 2.5 by Grade

School	Seymour Rock Ledge Primary/Intermediate													
Year	Sem. I 2015-2016							2014-2015						
No. Of Youth	5	4	11	7	9	10		4	19	11	14	17	27	
Grade	<b>K</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		<b>K</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
%2.5-2.99	80%	75%	55%	86%	56%	30%		100%	37%	27%	57%	41%	15%	
%3.0+	<b>0%</b>	<b>0%</b>	<b>9%</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>		<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>12%</b>	<b>0%</b>	
Total 2.5+	80%	75%	64%	86%	56%	50%		100%	37%	27%	57%	53%	15%	
School	Seymour Rock Ledge Primary/Intermediate													
Year	Sem. II 2015-2016													
No. Of Youth	5	3	9	7	7	10								
Grade	<b>K</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>								
%2.5-2.99	100%	67%	56%	86%	71%	44%								
%3.0+	<b>0%</b>	<b>0%</b>	<b>11%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>								
Total 2.5+	100%	67%	67%	86%	71%	44%								

## % of Y.E.S. Youth with a GPA of 2.5 by Grade

School	Seymour Middle School								
Year	Sem. I 2015-2016			Sem. II 2015-2016			2014-2015		
No. Of Youth	25	19	20	24	20	20	28	26	24
Grade	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>
%2.5-2.99	20%	26%	10%	21%	40%	30%	22%	16%	16%
%3.0+	<b>44%</b>	<b>37%</b>	<b>70%</b>	<b>42%</b>	<b>15%</b>	<b>50%</b>	<b>54%</b>	<b>62%</b>	<b>71%</b>
Total 2.5+	64%	63%	80%	63%	55%	80%	76%	78%	87%

## % of Y.E.S. Youth with a GPA of 2.5 by Grade

School	Seymour High School											
Year	Sem. I 2015-2016				Sem. II 2015-2016				2014-2015			
No. Of Youth	19	22	19	14	18	21	19	11	33	27	17	15
Grade	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
%2.5-2.99	47%	23%	21%	14%	39%	14%	11%	18%	15%	14%	18%	7%
<b>%3.0+</b>	<b>16%</b>	<b>32%</b>	<b>26%</b>	<b>14%</b>	<b>22%</b>	<b>29%</b>	<b>26%</b>	<b>27%</b>	<b>18%</b>	<b>14%</b>	<b>12%</b>	<b>33%</b>
Total 2.5+	63%	55%	47%	29%	61%	43%	37%	45%	33%	28%	30%	40%

## % of Y.E.S. Youth with a GPA of 2.5 by Grade

School	West De Pere Middle School											
Year	Tri I 2015-2016			Tri II 2015-2016			Tri III 2015-2016			2014-2015		
No. Of Youth	6	11	7	6	11	5	6	11	5	10	8	15
Grade	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>
%2.5-2.99	17%	9%	14%	17%	0%	20%	17%	18%	20%	30%	50%	33%
<b>%3.0+</b>	<b>83%</b>	<b>36%</b>	<b>29%</b>	<b>67%</b>	<b>36%</b>	<b>40%</b>	<b>67%</b>	<b>27%</b>	<b>40%</b>	<b>30%</b>	<b>38%</b>	<b>13%</b>
Total 2.5+	100%	45%	43%	84%	36%	60%	84%	45%	60%	60%	88%	46%

## % of Y.E.S. Youth with a GPA of 2.5 by Grade

School	West De Pere High School															
Year	Tri I 2015-2016				Tri II 2015-2016				Tri III 2015-2016				2014-2015			
No. of Youth	14	14	11	8	14	14	11	9	15	14	11	8	17	15	14	8
Grade	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
%2.5-2.99	14%	14%	9%	0%	14%	14%	9%	0%	13%	21%	27%	13%	12%	13%	7%	38%
<b>%3.0+</b>	<b>36%</b>	<b>43%</b>	<b>27%</b>	<b>63%</b>	<b>36%</b>	<b>43%</b>	<b>27%</b>	<b>67%</b>	<b>20%</b>	<b>29%</b>	<b>9%</b>	<b>50%</b>	<b>41%</b>	<b>27%</b>	<b>50%</b>	<b>50%</b>
Total %2.5+	50%	57%	36%	63%	50%	57%	36%	67%	33%	50%	36%	63%	53%	40%	57%	88%

We will continue to struggle with meeting the GPA goals as long as we are understaffed. Based on recommended staff to client ratios, all of the Y.E.S. program locations are understaffed. The Seymour Middle School site was without Advocate for most of the school year. The Seymour High School Advocate left the program at the beginning of June. Both Advocate positions are posted and interviews will be conducted the first week of August. The targeted start date is August 22nd.

There are no Specialist positions at King Elementary or West De Pere High School. There is also no Advocate position for West De Pere Middle School. All three positions have been requested as part of the 2017 budget.



### Positive Self-concept and Self-Esteem

Students assessed and with development plans – 42% of the youth had client development plans developed. Lack of sufficient staff to address the social needs of the children/youth at King Elementary, Seymour Middle School, West De Pere Middle School has prevented us from achieving the goal of 75%. Many of the students have been assessed, but staff has not had the time to document/fully develop a plan for each of the youth.

Staff and school team meetings will be held to discuss program changes/modifications. The manager will work more closely with those team members who were unable to complete /carry out plans to adjust program/service delivery. One consideration is changing the focus/job descriptions of the Y.E.S. Advocates to place more emphasis on monitoring grades and attendance (case management) versus planning/facilitating groups, culture, and post-secondary activities.

### Extra-curricular Activities

Of 470 Y.E.S. youth, 208 (44%) participated in extra-curricular activities for the year. The 44% is slightly below the intermediate outcomes of the plan and I believe that we will be at the 50% goal when the King report is updated. King Elementary is not included due to a computer malfunction and those numbers will be updated in September, when the Advocate returns to work. The youth's extra-curricular activity participation was at 50% for the first semester.

There is no Advocate at West De Pere Middle School, so we do not have the extra-curricular activity information. The Advocate at Seymour Middle School was unavailable for most of the year, so we do not have information for those youth. In addition to participating in Y.E.S. Program groups/activities, the youth participated in:

Chorus	Track & Field	Cross Country	Softball
Basketball	Musical	Student Council	School Play
Football	Soccer	Band	Baseball
Lacrosse	Volleyball	Golf	Wrestling

Other activities included membership in school clubs/organizations, such as Chess, French, Spanish, Future Farmers of American, DECA, Students Against Drunk Driving, running (in preparation for the Cellcom/Bellin, bowling, hockey, etc.

While not recognized as an extra-curricular activity, the Y.E.S. Staff has ensured that a number of the Y.E.S. youth participate/participated in the following activities to encourage post-secondary education and career exploration:

Bellin College of Nursing Information Session

Oneida Higher Education College Fair

Oneida Community Health Center Health Career Fair

St. Norbert College Native Day

## UW Oshkosh Native Preview Day

UW Madison Information Technology Academy (*ITA*) Tribal Technology Institute (*TTI*) (*ITA* requires continued academic and social support for the students who have been accepted into this multi-year program. There are currently two cohorts of Oneida youth participating in the ITA Program.)

The majority of the Y.E.S. youth participate in a group or groups that promote/enhance positive self-esteem and identity. Groups are held at various times of the day, depending on the needs of the youth and the school schedules. There is a morning program at King Elementary School, which is operated with the assistance of the TRAILS and the Green Bay Title VII Program. Lunch periods may include presentations on various topics, Oneida Language or Culture presentations, or lunch bunch groups to get to catch up with the youth. Homework help and beading circles may be held after school. Two staff members also assist with after-school homework help at the County H Building on Mondays and Wednesdays. The TRAILS program was also requested to provide programming at Seymour's Rock Ledge Primary and Intermediate schools to help address some behavior concerns.

The Green Bay Y.E.S. Staff collaborated with Experiential and Adventures to host a transition/leadership development program to assist the children transitioning from King Elementary to Lombardi Middle School and from Lombardi Middle School to Southwest High School. Participation in this program was voluntary.

The Y.E.S. Staff will continue to work on assisting the youth with improving their GPAs to meet the >2.5 GPA targets. They will also continue monitoring and working with the high school seniors to meet the graduation rate initiative. The social development of the youth is on-going through one-on-one meetings/support as well as continuing with groups. Some of the reports have or will be reformatted to streamline reporting.

There is a new Y.E.S. Specialist at Seymour Rock Ledge. The Specialist began working on client development plans, getting to know the children, and tutoring after the start of the new year. The Specialist's emphasis will be on working with the K – 3<sup>rd</sup> grade youth who are struggling academically. Summer school help was also be provided.

## Challenges

Lack of appropriate staffing (staff/client ratios) and a vacant position continue to be a challenge in providing services to the youth. An additional Advocate also transferred to another area at the beginning of June, so there are two vacant Advocate positions. We hope to have both of those positions filled by the end of August. The Y.E.S. Staff is addressing more social concerns with the youth than in past years. In the past the Advocates have spent a lot of time working with about 1/4 of their client base on social issues, this year that number has moved to about 1/3 of the youth.

Concerns about the academic progress and school readiness for the kindergarten youth continues. The meeting with the Oneida Head Start staff did not lead to any ideas for improvement, as Head Start is also seeing the lack of readiness of the children entering Head Start. Early Intervention has offered to work together to help provide some parenting programming in the next school.

A couple of discussions have taken place to see how we can better meet the needs of the youth. Ideas have included changing the Y.E.S. Advocate job descriptions and/or hiring a social worker(s). The job

descriptions may be changed to emphasize social work/case management. A related concern in changing the qualifications of the Advocate would be a potential budgetary impact in consideration of a change in qualifications or adding a social worker.

The Y.E.S. Staff have received additional training to help with addressing some of the social issues the youth are experiencing. Many have received Trauma Informed Care Training and Youth Mental Health First Aid training since the beginning of the school year.

New initiative: Vocational and Technical Education Program. Education & Training is developing new opportunities for students to explore different careers with area businesses to benefit from a pipeline of skilled workers. The goal is to train our successors. You do not find a career by accident anymore- students need to be more intentional. We try to provide opportunities so they can realize their dreams, but, also have a method to the madness.

Rather than re-create the wheel, Education & Training decided to partner with the Greater Green Bay Chamber's Youth Apprentice Program. There may be too much emphasis on students with a 4-year baccalaureate degree. People can earn a very good living wage with a career in the trades-nursing, welding, carpentry or auto mechanics- so the apprentice program brings back the vocational education programs. It also provides development opportunities for students to explore different careers.

In the 2016/2017 school year, eight Oneida Students will be part of the Youth Apprenticeship Program. These high school juniors or seniors will be working in hospitality, engineering, journalism, public relations, pharmacy or nursing.

Our best recruitment is going to be students that are satisfied and like the program. This is the first time we are participating in the program, and while we are late to the game, we are hooking on to a moving train.

## Parks, Recreation, Fitness and Adventure Area

**Recreation****Third Quarter**

Month	Attendance – Visits	Current Members
April 2016	2350	485
May 2016	3622	585
June 2016	5022	606

\*NOTE: all memberships will need to be renewed beginning 1/1/16.

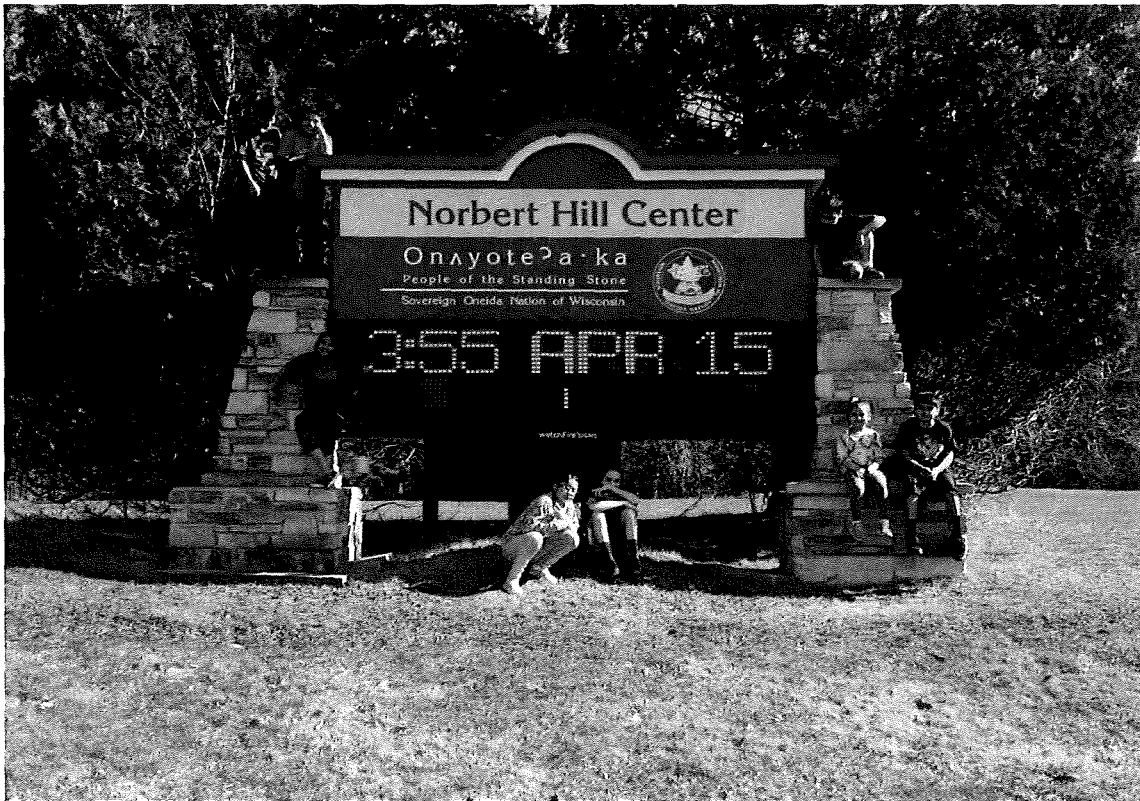
**Service Development Outcomes and Customer Results:**

- **Birth to 18 months:** No results  
o membership
- **Toddler – 18 mo. – 3 years :** No Results  
o membership
- **Pre-School – 4-5 years:**  
38 memberships (6.5%) (19-Male/19-Female 28-Oneida/Desc./5-Other Tribe/5-Other)
- **School Age – 6-12 years:**  
311 memberships (51%) (188-Male/123-Female 191-Oneida/13-Desc./45-Other Tribe/62-Other)

NOTE: Youth need to be 7 years of age to attend the Recreation after-school program.

***Physical Development Needs:*** This age group is finally learning to master gross and fine motor skills. They have lots of energy and enjoy physical activities and structured games with rules. Our Sports & Fitness area provide ample opportunities for school-age children to expend their extra energy. We encourage all school-age children to participate in 60 minutes of physical activity daily (the recommended amount according to the President's Council on Fitness). We also provide youth with opportunities to participate in structured leagues such as flag football.

Month	Outcome	Civic Center Result	Clifford E. Webster Result
April 2016	Each member completes 60 minutes of physical activity/day.	26%	47%
May 2016	Each member completes 60 minutes of physical activity/day.	30%	47%
June 2016	Each member completes 60 minutes of physical activity/day.	NA	NA
TOTAL		28%	47%



**Emotional Development Needs:** School-age children begin to form longer lasting friendships with the same-sex peers as they become more interested in identifying with the likes and dislikes of a group. They are self-conscious about their abilities and need to be acknowledged and encouraged by adults. Our Social Recreation area focuses on the emotional needs of our youth. Girls and Guys Groups provide opportunities for school-age youth to interact with peers and learn new skills. Character Club provides this age group with opportunities to build their character and get involved in the community. For example, Character Club participants made Christmas cards for the Elders, homemade birdseed ornaments to hang in outside trees and went Christmas caroling. These activities allow the youth to practice the character traits they learn about all year long during Character Club.

Month	Outcome	Civic Center Result	Clifford E. Webster Result
April 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	41%	52%
May 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	45%	49%
June 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	NA	NA
TOTAL		43%	51%



**Cognitive Development Needs:** Children this age have longer attention spans and are interested in discovering things for themselves. They like intellectual challenges and reading about things they like. The Learning Centers at each facility are filled with books to read on various subjects. The youth are encouraged to build their reading skills daily. Before youth are allowed to use the computer or gaming systems in the rooms, they are required to read for 15 minutes. Activities such as Brain Food also encourage youth to complete their daily homework assignments and read for enjoyment. When the youth have completed their assignments, they are rewarded with a healthy meal prepared by the staff. The Art Rooms also provide school-age youth with opportunities to explore new and exciting ways to express themselves creatively. Youth at the Clifford E. Webster Building enjoy art journaling, upcycled craft projects, music and pottery. Youth at the Civic Center enjoy drawing, photography and completing native American art projects such as beading and music.

Month	Outcome	Civic Center Result	Clifford E. Webster Result
3rd Grading Period	Complete homework assignments daily and increase GPA.	0 report cards	12 report cards
	Average GPA	0.00	3.09



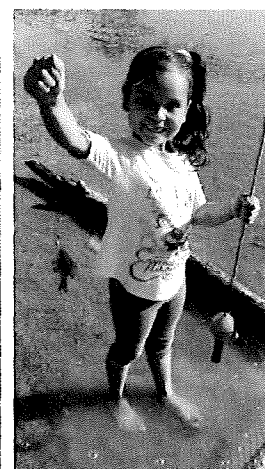
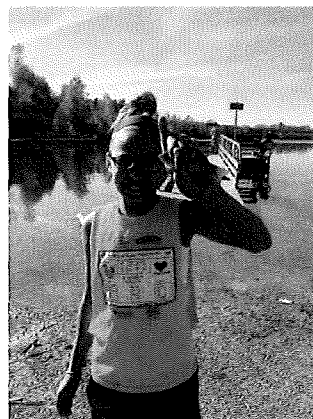
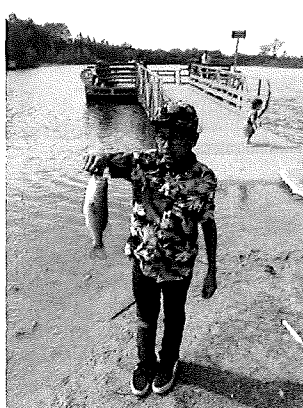
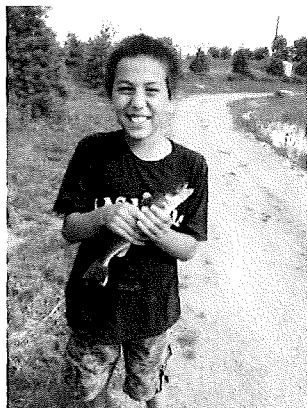
Month	Outcome	Civic Center Result	Clifford E. Webster Result
April 2016 MOC	Participants will be exposed to a variety of art mediums & techniques	0%	20%
May 2016 Girls/Guys Groups	Participants will be exposed to a variety of art mediums & techniques	0%	31%
June 2016	Participants will be exposed to a variety of art mediums & techniques	NA	NA
TOTAL		0%	25%



- **Adolescent – 13-18 years:**

86 memberships (14%) (52-MALE 34-FEMALE 67-Oneida/2-Desc. 7-Other Tribe 10-Other)  
**Physical Development Needs:** This time of rapid growth (the most since infancy) can lead to a lack of coordination, loss of self-esteem and feeling awkward. Our Sports & Fitness areas offer teens opportunities to play sports and games in a relaxed non-competitive setting. This age group enjoys interacting with staff during games and leagues.

Month	Outcome	Civic Center Result	Clifford E. Webster Result
April 2016	Each member completes 60 minutes of physical activity/day.	16%	15%
May 2016	Each member completes 60 minutes of physical activity/day.	19%	12%
June 2016	Each member completes 60 minutes of physical activity/day.	NA	NA
TOTAL		18%	14%



**Emotional Development Needs:** Adolescents are very self-conscious about their bodies and physical appearance in general, which can lead to psychological vulnerabilities. They have a strong desire to conform to their peers and form close one-on-one relationships. Our Social Recreation areas work hard to provide opportunities for our youth to increase their social skills. Social skills such as character development, verbal and non-verbal communication, etiquette, and personal hygiene are stressed in activities such as Bingo, Girls Group and Guys Group.

Month	Outcome	Civic Center Result	Clifford E. Webster Result
April 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	12%	13%
May 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	15%	16%
June 2016	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	NA	NA
TOTAL		14%	15%



**Cognitive Development Needs:** Adolescents are developing abstract thinking. They are beginning to think about social issues and future goals in life. They can plan with little or no help from adults. The



Learning Centers are available for all teens to complete their homework assignments and for computer use. The Arts areas also encourage teens to express themselves creatively in a variety of activities and programs such as pottery, traditional native arts, journaling and upcycled art.

Month	Outcome	Civic Center Result	Clifford E. Webster Result
3rd Grading Period	Complete homework assignments daily and increase GPA.	2 report cards	1 report card
	Average GPA	2.00	2.90



Month	Outcome	Civic Center Result	Clifford E. Webster Result
April 2016 MOC	Participants will be exposed to a variety of art mediums & techniques	0%	2%
May 2016 Girls/Guys Groups	Participants will be exposed to a variety of art mediums & techniques	0%	6%
June 2016	Participants will be exposed to a variety of art mediums & techniques	NA	NA
TOTAL		0%	4%



- **Young Adult – 19-35 years:**

38 memberships (6.5%) (26-MALE 12-FEMALE 31- Oneida/1-Desc. /1-Other Tribe/ 5-Other)

*This stage is a continuation of the adolescent phase, as young adults continue to separate themselves from family and focus more on friendships. It is an exciting time of new opportunities for education, careers, and other life experiences. The young adult must develop into a mature adult and face their new responsibilities.*

Month	Men's Basketball – Noon Hour, Sunday, After 9 pm at Civic Center
April 2016	22
May 2016	37
June 2016	4
TOTAL	63

- **Middle Age – 36-64 years:**

50 memberships (8%) (24-MALE 26-FEMALE 39-Oneida/Desc./Other Tribe/ 11-Other)

*This time is a period of reflection, family and career. This self-reflection is the time for a person to become content with their life and who they are as they prepare for retirement. It is a time for a person to enjoy their family life – children, grandchildren, extended family, etc.*

Month	Number of Rentals Clifford E. Webster Building	Attendance
April 2016	11	236
May 2016	7	102
June 2016	8	141
TOTALS	26	479

- Average # of rentals per month = 9. Average Attendance per month = 160. Community rentals range from events such as holiday parties, birthday parties, family reunions, baby showers, etc. The Clifford E. Webster Building is rented out on weekends and holidays.
- During the third quarter, the number of rentals decreased by 30% and rental attendance decreased by 43% compared to FY15.

- **Elder/Older Adult – 65 plus:**

83 memberships (14%) (26-MALE 57-FEMALE 51-Oneida/Desc. /5-Other Tribe/ 27-Other)

NOTE: Elders age 55 and older can attend the Recreation elder activities.

*The elder adult stage is no longer considered "old age." There are some who have to suffer the illness and discomfort of growing older, but the majority of elders are healthy and active. Retirement is a time for people to pursue the interests that they did not have time to before. It is important to stay active and involved after retirement; many find this involvement in community, social, political and personal activities and projects. Although, this stage is a time for preparing for death, it is also a time to enjoy life and do many exciting, worthwhile things.*

Month	Bingo Attendance	Bowling League Attendance
April 2016	198	0
May 2016	179	0
June 2016	0	0
TOTAL	377	0

- Bingo is held every Wednesday from 1:30 – 3:00 pm at the Clifford E. Webster building. We average 47 elders per session. No Elder Bowling league due to staff turnover.

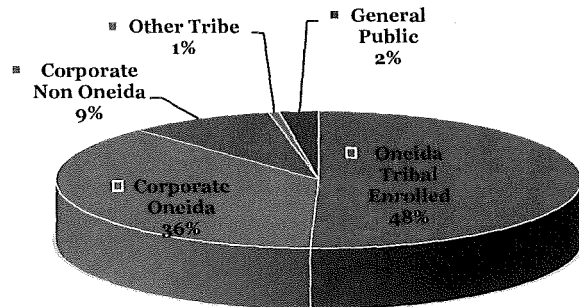


During 3<sup>rd</sup> quarter, Oneida Family Fitness focused on maximizing fitness and wellness programs to increase engagement and participation.

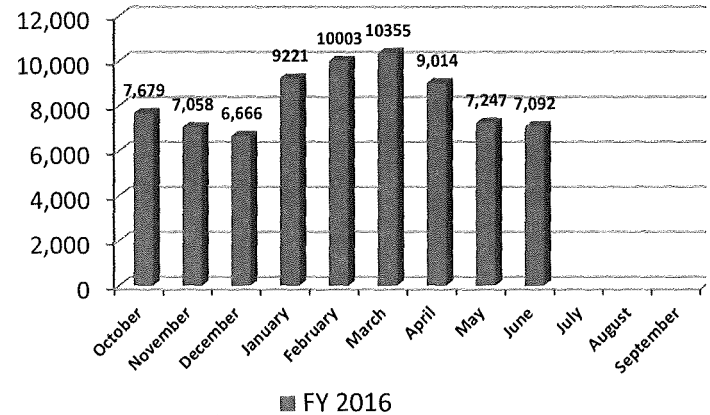
### **Third quarter statistics**

**Membership total:** 4,579 (5% increase from FY 2015)  
**Facility usage:** 23,353

**Membership Statistics  
as of June 30, 2016**



**FY 2016 Facility Usage**

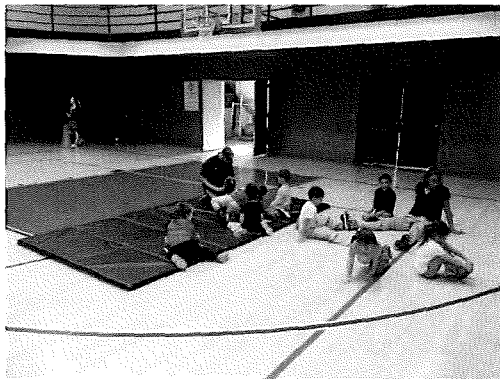


**Pool usage:** 6,216  
**Martial art attendance:** 1,222; 155 classes offered  
**Group fitness attendance:** 5,296; 500 classes offered



2 <sup>nd</sup> Quarter Focus – Increase engagement		
Initiative	Activities	Outcomes
Provide fitness and wellness programs for all ages and abilities	1. Wrap up Fit Kidz – Headstart program	1. 124 Headstart kids completed post-testing
	2. Summer swim lessons	2. 10 classes offered; levels offered; 49 registered
	3. Held a run/walk summer incentive challenge	3. 27 participants; 1,003 miles logged between all participants
	4. Team Oneida Bellin Run/Walk	4. 143 tribal members, employees, family & friends on Team Oneida
	5. Provide Tai Chi & Chair Yoga services for elders at Elder Services.	5. Provide exercise class 1x a week at Elder Services.

	6. Hosted National Employee Health & Fitness Day (onsite & offsite wellness activities)  7. Youth Fitness Camp held in June for ages 8-14  8. Revised MOA with Oneida Health Center Special Diabetes Program to improve Diabetic program	6. 130 employees participated  7. 16 youth participated  8. 24 referrals; 300% increase from FY 2015
Increase participant's KSA's of physical fitness and healthy lifestyles to reduce health care costs	1. Offered stress management 6 week program - RAS Point eligible 2. Reward members who engage in the recommended physical activity (3-5 days/week)	1. 14 attendees  2. 9% of membership



Oneida Family Fitness conducts quarterly customer satisfaction surveys. 26 members completed our 3<sup>RD</sup> quarter survey; with a 96% satisfaction rating. The surveys give us feedback on our program and services, staff, as well as the facility.

Plans for FY 2016 4<sup>th</sup> quarter is to continue to provide quality programs and services for the Oneida Community and Employees and use the feedback and usage to increase engagement in our services and increase outreach programming.

Some of the challenge we see that prohibits our membership to be more engaged is:

- No evening day care
- Lack of space to provide programs
- Staff retention

## Experiential & Adventures

Customer utilization number 3 Quarter= -programs varied between an hour to multiday programs.

Customer Satisfaction = 96%

Customer registration for Individual signup programs has increased by 60%

With current staffing we have not been able to meet all the programing request or needs.

We have had excellent attendance for our RAS & Diabetic noon and evening classes, with attendance being at or exceeding capacity. Tribal members and employees are looking for ways to improve their mental and physical health. **Our mission is to reduce stress! We create outlets and opportunities to reduce the stress experienced by those who are living with diabetes, or helping to avoid diabetes, by providing recreational, experiential group activities and outlets.** Our RAS programs have been an excellent way to expose employees to positive ways to improve their health. By offering RAS points it gives the incentive for the employee to try new activities that changes their mindset on living a healthy lifestyle. Through these new discoveries we have had many participants share that they are partaking in these activities with their families as well. This creates healthier individuals and healthier family units, by having them spend quality time connecting to the outdoors and to each other.

The Experiential department collaborates with the Health Center to provide more than bi-weekly programing targeting diabetic prevention and reduction, these programs are offered at noon, in the evening, and on the weekends to meet the client's needs. Programs include: Depression Prevention, Recreational or entry level Kayaking, Canoeing, Biking, Mindful Programs, Nature Hikes, Biking, Fishing, and overnight retreats.

### Programs Served:

Depression prevention	Lombardi Yes Girls Group
Family Enrichment Programs	Face Program
RAS- Program- Canoeing, Kayaking, Mindfulness, Biking, Hiking	External contracts
Diabetic Prevention/management	Wise Women Gathering Place
Behavioral Health	Native Crossroads
AODA- Journey & IOP Groups	Title VII
Domestic Violence	Conflict resolution-
Alternative HS	Family Fun Night
Lombardi Yes Boys Group	Employee Health
	Veterans Program

Teen Parents Support Group

Hunter Safety- Survival skills

JMIO- Events

Oneida High School –Archery, Biking Units

The staff has done an amazing job, covering the duties and programs of this position but this is not sustainable. I have been cross training employees from other departments and people from outside the tribe in efforts to mitigate this deficit, this is only a temporary fix. These people have a primary function or role that is their priority when a wage line in the budget should be adjusted to hire a fulltime seasonal position along with sub-relief staff that is scheduled when program demands reflect the need. This would allow more programming options that would enable our department to serve more clients, larger groups, continue convenient hours, and increase program venues. The department does an excellent job offering programming options during evenings, weekends and the need is the greatest.

Continued programming for the above programs with a customer satisfaction rating of 96% or better. Provide three week long youth camps that focus on character development by utilizing the Climbing, Paddling and Adventure venues to teach the youth lifelong social and interpersonal skills.

6. Customer = 96% Customers are stating on the post evaluations that the programs that attended are helping them make needed life changes. These programs are designed to help community members and employees to improve their health by making real behavior changes and discovering and overcoming road blocks that has prevented them from making these changes previously.

Social Services Area

**3<sup>rd</sup> Quarter - GSD Quarterly Performance Report****Elder Services****Quarter: April – May – June 2016****Date: July 20, 2016****1. Scorecard Statistics****a. Base number of customers**

Month	Transportation	Activities	Home Repair	In Home Chore	Respite Care	Elder Abuse
April	35	44	8	62	5	2
May	32	42	5	62	5	0
June	44	46	25	71	7	6
Total	111	132	38	195	17	8

Month	NAFCG	Benefits	Outreach	Congregate Meals	HDM	Home Chore
April	12	No Report	62	170	87	39
May	16	No Report	21	178	79	80
June	25	18	16	171	84	80
Total	53	18	99	519	250	199

NAFCG= Native American Family Care Giver

HDM= Home Delivered Meals

Month	ADRS	DCS	Apartments	Major Home	
April	20	3	29	1	
May	17	2	29	4	
June	37	2	29	0	
Total	74	7	87	5	

ADRS = Aging &amp; Disability Resource Specialist

DCS = Dementia Care Specialist



**b. Customer utilization number**

Month	Transportation	Activities	Home Repair	In Home Chore	Respite Care	Elder Abuse
April	496	270	9	233	49	12
May	409	116	5	208	41	0
June	442	280	54	236	33	11
Total	1347	666	68	677	123	23

Month	NAFCG	Benefits Specialist	Outreach	Congregate Meals	HDM	Home Chore
April	144	No Report	96	1352	1727	84
May	114	No Report	56	1353	1692	149
June	164	37	63	1409	1846	146
Total	422	37	215	4114	5265	379

Month	ADRS	DCS	Apartments	Major Home	
April	40	3	29	1	
May	33	2	29	4	
June	79	2	29	0	
Total	152	7	87	5	

**Operation initiatives to achieve customer outcomes**

<b>Transportation</b>	<ul style="list-style-type: none"> <li>Reorganized vehicle inspection reports to simplify staff's time involved performing inspections. New vehicle replacements for older units</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>Tried various new activities to attract new clientele, if one doesn't work, tried something else. Also expanded crafts activity &amp; having higher participation.</li> </ul>
<b>Home Repair</b>	<ul style="list-style-type: none"> <li>Hired new staff saving program money for outside referrals &amp; ability to serve clients requests for minor home repair</li> </ul>
<b>In Home Chore</b>	<ul style="list-style-type: none"> <li>Reorganized schedules to serve more clients, assessed each client to ensure the proper amount of time is spent with them</li> </ul>
<b>Respite Care</b>	<ul style="list-style-type: none"> <li>Reorganized schedules to serve more clients assessed each client to ensure the proper amount of time is spent with them</li> </ul>
<b>NAFCG</b>	<ul style="list-style-type: none"> <li>Received a new grant – Alzheimer Family Caregiver Support Program which will improve on the Caregiver Support Program</li> </ul>
<b>Elder Abuse</b>	<ul style="list-style-type: none"> <li>Presented flyers &amp; articles for Elder Abuse Awareness Day (June 15<sup>th</sup>)</li> </ul>

<b>Outreach</b>	<ul style="list-style-type: none"> <li>Planning upcoming evidence based workshop for Healthy Living with Diabetes, Staff will be trained in all 3 evidence based trainings by August 4<sup>th</sup>, 2016</li> </ul>
<b>Benefits Specialist</b>	<ul style="list-style-type: none"> <li>Hired an Emergency Temp to fill the vacancy</li> </ul>
<b>Congregate Meals</b>	<ul style="list-style-type: none"> <li>Using an Elder Helper employee and volunteer who help serve trays for the handicap. With the help of the Nutrition Board presenting concerns at the Nutrition Advisory Council, the meals have gotten better</li> </ul>
<b>HDM</b>	<ul style="list-style-type: none"> <li>Just hired a third driver, which makes the routes shorter and allow us to meet the required temps of the meals delivered.</li> </ul>
<b>Home Chore</b>	<ul style="list-style-type: none"> <li>Hired three (3) new Home Chore workers and we are working collaboratively with other Tribal departments on Clean Sweep &amp; named Snowstorms, which has improved the high demand for those services.</li> </ul>

## Operations forecast based upon customer information

Planning for the future of caregiving for those living at home in Wisconsin, it's estimated that about 120,000 people have Alzheimer's disease or another form of dementia. Those numbers could triple by 2050 because of the aging Baby Boomer population.

Move to keep older people in their own homes as long as possible has meant more demand for home health care workers -- a job that is not only tough, but that can be low-paying as well and very limited. (Aging Network)

According to the Enrollments statistics, Baby Boomers equal 4,164 or 24.3% of the membership. In 1999 elder membership was 1,897. Statistics reported for 2015 was 3,998. In ten years, those Boomers will be retired which will increase the demand for services. Without additional funding, services will decline.

## 2. Detailed narrative summary explaining or clarifying the above statistics

Activities dropped in May from 270 in April to 116 in May: There are two holidays in May which lowers the count and we promote activities around Older Americans month i.e. dance and those numbers aren't recorded.

Home Repair huge variance from April 9, May 5 to June at 54: Home Repair position was vacant until mid-June

Elder Abuse No counts for May: No calls came in for Elder Abuse

Benefit Specialist No report for April and May: Leave of absence of position  
5/9/16 – 7/15/16

Home Chore April 84, May 149 and June 146 The variance from April to May: No snow removal and minimal lawn care for April. Lawn care season starts primarily in May

### 3. Challenges to the Program and continuous improvement efforts to meet the challenge

<b>Reception</b>	<ul style="list-style-type: none"> <li>Staffing vacancies and training time needed for new staff. <u>Improvement:</u> Writing procedures clearly, training more staff on various area.</li> <li>Customer rudeness at times – demanding and/or demeaning. <u>Improvement:</u> Communicate the “Unacceptable Behavior by a Customer SOP” and follow-up as the SOP states.</li> <li>Last minute requests for changing our procedures. <u>Improvement:</u> Document and follow-up to the best of our ability.</li> </ul>
<b>Elder Abuse Benefit Specialist Outreach</b>	<ul style="list-style-type: none"> <li>Elder Abuse Prevention is the lack of training overall. <u>Improvement:</u> Being added to an Adult Protective Service (APS) training workgroup for all new APS workers &amp; also researching Elder Abuse online.</li> <li>Challenge for Benefit Specialist Area is Leave of Absence. <u>Improvement:</u> Supervisor taking on these extra duties until we hired an Emergency Temp position.</li> <li>Outreach area is getting the evidence based programs started, not enough clients to hold a workshop. <u>Improvement:</u> Getting assistance and materials to market workshops from Keetah Smith, DHS &amp; Michelle Comou, Wisconsin Institute for Healthy Aging.</li> </ul>
<b>Home Chore</b>	<ul style="list-style-type: none"> <li>Not having a consistent Home-Chore crew, no Maintenance Supervisor, old equipment, and our</li> </ul>

	<p>growing demands of elders wanting and/or needing services.</p> <p><u>Continuous improvement:</u> Continue recruitment for Home-chore, updating Maintenance Supervisor job description and revamping lawn list.</p>
<b>Apartments</b>	<ul style="list-style-type: none"> <li>• <b>Apartments:</b> The Apartments tenants refusing to use the tornado room for their own safety when there is a fire or tornado drill.</li> </ul> <p><u>Improvement:</u> Flyers on apartment doors and asked for professional help.</p>
<b>Supportive Services</b>	<ul style="list-style-type: none"> <li>• Not enough employees/positions to service more for elders.</li> </ul> <p><u>Improvement:</u> Encourage families to provide more for their elders.</p> <ul style="list-style-type: none"> <li>• <b>Activities:</b> Low participation in certain activities,</li> </ul> <p><u>Improvement:</u> Changing the activity to a new one to encourage more participation.</p> <ul style="list-style-type: none"> <li>• <b>Home Repair:</b> Vacant position causing many repairs to be out sourced causing the program extra money.</li> </ul> <p><u>Improvement:</u> Filled position enabling us to serve clients requests for minor home repair</p> <ul style="list-style-type: none"> <li>• <b>In Home Chore:</b> High demand for in-home chore requests and not enough openings.</li> </ul> <p><u>Improvement:</u> Reorganized schedules to serve more clients, assessed each client to ensure the proper amount of time based on need.</p> <ul style="list-style-type: none"> <li>• <b>Respite/Personal Care:</b> High demand for personal care requests and not enough openings.</li> </ul> <p><u>Continuous improvement:</u> Reorganized schedules to serve more clients, assessed each client to ensure the proper amount of time is spent based on need and adjust how much time is spent with each elder so we can serve more.</p>
<b>Director</b>	<ul style="list-style-type: none"> <li>• Challenges include the delivery of local services such as health care, housing and transportation. Keeping people in their communities and out of nursing homes will be an increasingly important issue as we go forward. Providing adequate Long Term Care Services. The two biggest reasons for the increase in aging elders are the baby boomers and the improvements for health care leading to elders living</li> </ul>

	<p>longer.</p> <p><u>Continuous Improvement:</u> Attend state meetings and trainings on Aging program and hiring an Aging and Disability Resource Specialist and Dementia Care Specialist. Received a new grant for Alzheimer's Caregiver program for coordination of home and community based services with the Native American Family Caregiver program.</p>

**4. Performance targets the program achieved at the end of the quarter.**

- Keeping current the State Mandated SAMS Program Reports, the primary information system for states to report on the Older Americans Act programs of supportive services, nutrition, caregiver support, etc. which we provide and keep updated on a monthly basis. Document the huge variances in counts.
- SAMS includes information about who the participants are, what services they receive, and what funding is expended for this program, Tribal and non-tribal. Service Program Reports (SPR) reports also serve as a critical data source for measures of the performance of the Title III and Title VI programs. Any variance is flagged and justification required by the granting agency.

**5. Performance targets for each program for the next quarter.**

- Make it easier for older people to access an integrated array of health and social supports
- Help older people stay active and healthy
- Support families in their efforts to care for their loved ones at home and in the community through Supportive Services and Evidence Based Health Promotion programs.
- Ensure the rights of older people and prevent their abuse, neglect and exploitation
- Promote effective and responsive response to service request.

**6. Customer satisfaction score for the program**

<b>Benefit Specialist</b>	<b>79.71%</b>
<b>Transportation</b>	<b>87.71%</b>
<b>Service Specialist</b>	<b>92%</b>
<b>Apartments</b>	<b>95%</b>

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Activities	95%
Outreach	96%

Two area surveys are completed each month.

### **Demand for services:**

The demand for service is high. Some areas have started waiting list for those 55-69 age bracket. We strive to meet the priority age bracket of 70 +.

### **How many customers:**

Grand Total: Elders served is 423 and we provided 13,444 various services.

Our SAMS data system tracks unduplicated and unduplicated counts.

### **The trends and forecast for services**

- Our most obvious trend is our ever growing elder population. Limited funding, staffing and/or reliable equipment.  
Forecast: Possible means testing for services that are supported by TC funds, scaling back to core services and/or raising the age requirement for services.
- We're seeing that there is a trend where the older parent just wants their own space, and not so much to be in a big household with their kids or their grandkids. They turn to us for research on housing needs.
- High demand requests for Native American Family Care Giver Outreach for shopping/appointments. With the growing aging population, this will increase.
- Supervisors will need to be more creative in order to fill the need. Like adjusting how much time we spend with each elder so we can serve more. We will not fulfill the need for all; however we can fill the need of more elders. Making available services more effective or more accessible.
- With the Baby Boomers aging and moving back to the reservation for better Health Care benefits, there will always be a need for more housing needs. Benefits are better if you live within the reservation boundaries.

- Elders that come to the meal site in need of Home Delivered Meals (HDM) as they age, causing an increase in HDM. Forecast is a higher increase in HDM verses Congregate meals, which is currently happening.

**Are you achieving the intended development outcomes of your service/s toward intended improvement in your customer?**

We are meeting the intended development outcomes, based on the request coming in. We do the best we can to the best of our ability along with follow up calls on customer satisfaction. We may have a handful of complaints or request for services that we do not do.

We are starting waiting list and some of those list include the age 70 plus. Even though we set a priority of serving those with higher need and most frail, the aging population is growing and the demand is high. The funding agencies are cutting on the Federal side, which will decrease services.

Customer Service improvements are being worked on through clarifying SOP's, HRD training attendance and staff meeting communication.

Meals – Home Delivered Meals, we had hired a third driver to meet the growing clientele need.

The congregate meals we have the Nutrition Advisory Council assist with the menu change and volunteer assistance with the trays for the handicap so they can still get a meal and stay independent.

Because of the client population growing, there will always be a constant need for services to help clients maintain independent and in their own homes. To make this happen we need to do some kind of means testing and service the ones that are eligible because right now grant funds have been depleting faster, and not all clients can be served if grant funds are spent out.

Apartments- Maintained full capacity, no vacancies. Apartment Manager attending meetings with the Project Manager, Director and ONCOA for the Apartment Garages CIP Project development. Apartment garages are a huge improvement for Health and safety of Apartment Elders.

Major Homes: Project transferred from Assistant Director to Apartment Manager in April. Re-phased process of collecting documented information needed for Elder home.

Phase I- Collect personal information

Phase 2- Start the bidding process

Phase 3 –Repairs started

Phase 4- Inspection and payment

Processing forms into phases to work with elders for their better understanding of the process and responsibility of getting their home fixed has improved service. We do offer assistance when needed.

## Food Distribution

1. Scorecard Statistics
  - a. Base number of customers: (A) 355, (M) 357, (J) 360, Avg = **357**
  - b. Customer utilization number: (A) 731, (M) 739, (J) 755, Avg = **742**
  - c. **Identify 3rd quarter initiatives to achieve customer outcomes: WELLNESS OUTCOME**. Increased utilization of the fresh fruits and vegetables portion of our Programs offerings which indicates that, I believe, a better perspective on the value of healthy eating habits for the short and long term that benefits themselves and their family members. We will continue to provide meaningful information thru pamphlets, brochures, DVD's, and hands-on menu preparation (taste tests) utilizing our USDA food products.
  - d. Customer Trends: There appears to be an apparent increase in the number of applicants formerly on SNAP, (Food Stamps) now utilizing our services 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. Whatever the reason we will continue to provide the best in available foods to our Native communities.
  - e. Operations forecast for Program based upon customer information: Continuation with USDA to provide healthy/nutritional values in our food products that provide our clients with a food package that meets or exceeds the USDA requirements in the national food pyramid matrix.
2. Program Narrative Summary: Our partnership with USDA thru established Grant contracts continues to provide the needed resources in the form of various food products, both fresh, frozen, and canned, that sustain our Native community by providing sustenance and a balanced approach to healthy eating habits, both for the individual as well as an entire family. The numbers that are generated reflect a continuing effort to meet the food necessities required by the populace



we serve, and to ensure that future generations get the provisions that make for a healthy/vibrant Nation.

3. Identify Program challenges/efforts to overcome them: In order to provide the continuing services and benefits of our Program, it is essential to maintain the close support/funding provided by the contract agreements with USDA, that allow our community to receive the nutritional goods /provisions so necessary in being a vibrant and healthy Nation for our current and future generations. SOLUTION: Allowing budget measures that provide for the continued growth and future goals of the Program while pursuing necessary funding from USDA that assists in meeting those endeavors.
4. Identify Program performance targets achieved in 3rd quarter. Delivery services for the 3rd quarter indicate a lower but consistent useage in the number of customers utilizing our delivery service as a direct benefit. (A) = 53, (M) = 56, (J) = 62. Avg. = 57 VS. 75 of last quarter statistics. This could be attributable to the warmer weather of early spring/summer where personal transportation is less of a factor in getting to our facility to pick-up their food supplies.
5. Identify performance target(s) for 3<sup>rd</sup> quarter achievement: To apply our greatest efforts in meeting the sustained base/utilization numbers that reflect our customers dependence upon our Program, and continuing to provide the needed resources being available for their benefit and overall welfare.
6. Identify customer satisfaction score: (A) = 97.7%, (M) = 98.7%, (J) = 95.2% Avg. = **97.2%** An overall excellent rating IAW rating scale utilized.

#### Southeastern Oneida Tribal Services

- 1) **Base Number of Customers:** 612  
**Customer Utilization Number:** 1703  
**Operation Initiatives:** SEOTS focused on providing education and awareness around Historical Trauma, offered traditional healing for the Trauma, and hosted a Resiliency Celebration. We also kicked off our Summer Youth Programs in June.  
**Operations Forecast:** In 2015, SEOTS completed the first half of an overall wellness survey targeting the Oneida population of southeast Wisconsin. In September of 2016 we will complete that second half of that survey.
- 2) During January, February, and March, 612 different people visited SEOTS for various activities and services. Many of the customers visited more than once, resulting in a total of 1,703 visits during the three month period. The most utilized services during that time frame were medication distribution and Elder activities.
- 3) Challenges during Quarter 2 include the ability to engage Tribal membership in dialogue around health and to establish high levels of participation in activities that improve overall wellness. There were some challenges with Oneida Accounting because they changed their procedures, but did not communicate those changes, resulting in missing checks for time sensitive payments.
- 4) SEOTS performance targets revolve around client interactions, which not only includes utilization rates, but also includes phone calls received. The phone vendor is currently having difficulty pulling the data report for calls received. We are continuing to work on the problem. Utilization

rates are up over previous data, signaling we are in line with increasing interactions at the desired rate.

- 5) The performance target for Quarter 4 is to continue to increase client interactions at a rate of approximately 3%.
- 6) Average Customer Satisfaction Score: 92%

## Veterans

The Oneida Nation Veterans Service Officer is a retired Air Force Veteran and is employed full time by the Oneida Nation of Wis. He is supported by a full time Benefit Specialist.

The bulk of our workload is VA Compensation claims with a few pension claims. Our outreach to the community includes house/nursing home visits for our disabled and elderly veterans, which includes help in transportation if needed. Our Veteran Dept. is dedicated to Maintain, Protect, and Improve our Veterans standard of living. This office responds to the needs and concerns of our veterans, and advocate to improve their quality of life.

The Oneida Veteran Dept. did provide a presence at the Great Lakes Inter-Tribal Councils State of the Tribes address in the State Assembly Chambers as a color guard participant.

We continue to provide gas vouchers in support of those veterans that are job hunting, appointments and other urgent needs. The dept. also scheduled outreach in the form of 2 veteran awareness meetings for our community veterans. 1 which included our Tribal Bank President on our Veteran Home loan Program, our Housing Area Manager on Veteran Tribal housing opportunities, and the introducing of our Behavioral Health staff who facilitate our weekly men's PTSD group meetings. Our 2<sup>nd</sup> outreach meeting was informing our Veterans of the tribe's award of the HUD/VASH Program which is an initiative for homeless veterans thru a Voucher system, and of our new Tribal Flag Policy currently being developed thru our Oneida Nation Veteran Advisory Committee and our Law office.

Our greatest goal/accomplishment is that the Oneida Nation Veteran Dept. is 100% accredited as representatives of the Dept. of Veterans Affairs to legally represent veterans claims with the Wis. Dept. of Veteran Affairs, Military Order of the Purple Heart and the National Association of County Veteran Service Officers Association. We are members of the Wis. CVSO Association as full voting members.

Our 2<sup>nd</sup> goal/accomplishment is in the award of the VA's Contract Nursing Home program, it became Official the 1<sup>st</sup> of September. The process took us 2 years. The CNH for VA purposes enables certain disabled veterans to stay at the AJJRCC and the Federal Gov't will pay for their stay, and our veterans get to keep all of their assets.

The Oneida Nation Veteran Dept. does continue to attend National, State, and local training conferences and regional meetings.