

Oneida Business Committee Agenda Request

1. Meeting Date Requested: 05 / 11 / 16

2. General Information:

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

Agenda Header:

☐ Accept as Information only

☒ Action - please describe:

Accept Ombudsman FY '16 2nd 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:
Your Name, Title / Dept. or Tribal Member

Additional Requestor:
Name, Title / Dept.

Additional Requestor:
Name, Title / Dept.



Oneida Tribe of Indians of Wisconsin

Oneida Nation Ombudsman

P.O. Box 365

Oneida WI 54155

Phone: (920)-490-3717

Toll Free: 1-888-490-2457

Cell: (920)-609-1290

Office of the Ombudsman
Quarter 2 Report/Update FY16
January, February March; 2016
Dianne McLester-Heim; CO-OP Ombudsman

General Overview:

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

As an informal and confidential party, the OoO does not participate in formal actions and holds the highest level of confidentiality possible for those with whom it has contact. The OoO also does not demand actions but rather assists in the identification of concerns, potential resolutions, and offers services and recommendations to reach resolution and positive improvement.

Vision:

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

Mission:

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

Actions and activities:

The OoO works on initiatives and activities which fall within the four strategic directions of the Oneida Nation as identified by the Oneida Business Committee. Overall, the initiatives and activities of the OoO are based upon the concept of continuous growth and positive development of the Oneida Nation.

1. Case Activity

- **Comprehensive Health Division: 9 case contacts- 8 closed, 1 open**
 - 7 contacts re: Purchased Referred Care: 6 closed, 1 open
 - 4 appeal for denial of payment current notice of denial
 - Assistance provided in drafting and submitting appeal
 - 2 payment of old medical bills that had been denied (2+ years old)
 - Facilitated meeting with PRC and individual to address matter
 - 1 system fact finding due to identified community concerns

- Ongoing interactions with PRC staff to complete informal information gathering and identify potential next steps for positive improvement
 - 2 contacts re: Pharmacy services: 2 closed
 - 2 medication dispensing
 - Discussed policy related to classification of medications, some governed by external sources, some governed by Oneida's policy
- **Governmental Services: 6 case contacts- 5 closed, 1 open**
 - 1 contact re: Elderly Services: 1 open
 - Discussed and prioritized concerns, provided resource and contact information for what visitor wanted to explore, and provided referral for potential internal formal investigation.
 - 2 contacts re: Oneida Transit: 2 closed
 - 2 concerns/questions regarding customer service actions of specific program employee
 - Discussed options available to visitors, follow up with program supervisor regarding identified complaint process, provided information to visitors for possible formal complaint with program.
 - 3 contacts re: Economic Support: 3 closed
 - 3 questions regarding the availability of services and program guidelines. Referral provided to direct contact with specific programs to obtain requested information
- **Internal Services: 3 case contacts- 2 closed, 1 open**
 - 3 contacts re: Employee Benefits: 2 closed, 1 open
 - 2 contacts referred to specific benefit sources for answers to questions
 - 1 contact open case to discuss situation, obtain information from external related sources, and identify options available. Action planning done and additional resources provided to visitor
- **Environmental Health and Safety: 3 case contacts- 3 closed**
 - 3 contacts re: Community services: 3 closed
 - General questions regarding the provision of services. Information obtained and provided to visitors
- **External Service Related: 6 case contacts- 6 closed**
 - 6 contacts re: services not under the authority of Oneida: 6 closed
 - 3 contacts related to some sort of health related service activity. Education provided to visitor and referral to entity with which visitor could more appropriately address issue. Service of action planning and drafting a concern offered to all visitors. Shuttle diplomacy used where appropriate for situation
 - 2 contacts related to "community support" services that are not part of Oneida. Provided resource information regarding county information entities
 - 1 contact related to request to collaborate on an educational service project. Referral contact information for Higher Education provided to contact

Totals: 27 case contacts: 24 closed, 3 open

2. Collaborative Interaction within the Organization

- Work with areas and departments within the organization to assist in collaborative initiatives for organizational growth, development and positive improvement.
 - Participating with the work group between Elder Services and the Health Division regarding ongoing changes with Long Term Care
 - Member of the Community Service Team via Oneida Behavioral Health
 - Working with the Health Division and HRD regarding recruitment and retention matters
 - Working with Governmental Service Division in the ongoing identification of potential gaps of service and service improvement for the Oneida Community

3. Promote improvement in organizational administrative processes

- Attendance and participation with LOC open meetings to provide prospective input on the development of legislative process and action
- Work with a specific service provider within the Oneida Organization to review and assess current process, policy and procedure for potential improvement and maximization of the fair and equitable administration of service to all its consumers
- Work with a specific division within the Oneida Organization to assess, identify and review potential gaps. This will include moving into drafting recommendations and potential solutions for reducing service gaps, increasing service collaboration, and promoting community holistic wellness

Identified actions going forward:

- Revisit and review the overall complaint management process utilized by Oneida as an Organization and bring back recommendation for a streamlined process that could be used by the organization to assist in increasing concerns being addressed and resolved at the lowest level possible