

Oneida Business Committee Agenda Request

1. Meeting Date Requested: 03 / 09 / 16

2. General Information:

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

Agenda Header:

☐ Accept as Information only

☒ Action - please describe:

Accept report as information and accept call back SOP.

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

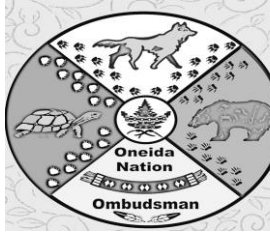
5. Submission

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

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Oneida Office of the Ombudsman Quarter 1 Report/Update FY16 October, November December; 2015 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 in the pursuit of just, fair, and equitable administration of process and delivery of services for all.

As an independent impartial party, the OoO receives ongoing oversight from a top level of management (currently the Oneida Business Committee) while being ultimately accountable and responsible to GTC. 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.

Strategic Priorities:

1. Organizational excellence & exhibiting ‘best practices’ in performance and service
2. Improve public administration
3. Awareness, Accessibility, & Responsiveness
4. Promote administrative justice/improvement

Actions and activities:

The OoO works on initiatives and activities which fall within the four strategic priorities that have been identified by the office. The strategic priorities have been set to align with the Four Strategic Directions 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. Organizational excellence and 'best practice'

- Review and revision of office SOP's. A call back SOP has been developed for the office of the Tribal Ombudsman and is attached for review and acceptance of the OBC.
- Renewal of membership with International Ombudsman Association.
- Maintain connection with professional network of Ombudsman to stay abreast of current hot topics, tools, and resources
 - Continually seeking and preparing for professional development opportunities both local and those connected to the International Ombudsman Association and professional facilitation and mediation groups. This is for the purpose of office use and continuation of certification as a Certified Organizational Ombudsman Practitioner.

2. Improve public administration

- Work with areas and departments within the organization to assist in collaborative initiatives for organizational growth and development.
 - Elder Services and CHD, Community Service Team via Behavioral Health, Budget sessions, Long-term Care initiative, Dialysis Center review, and CHD with HRD regarding hiring and compensation.

3. Awareness, Accessibility, and Responsiveness

- Identify work to be done in the next fiscal year to help improve community and organizational awareness of the Office of the Tribal Ombudsman
 - Begin the outline of a communication plan for the Oneida Community and Organization to become more aware of the Office of the Tribal Ombudsman.
- Continue to create and implement plans for increasing the interaction of the OoO with specific organizational areas such as Comprehensive Health departments (including Behavioral Health), Human Resource, Child Care departments, and other potential areas where collaboration can increase the effectiveness of service delivery
 - Input on policy development from the perspective of the OoO to decrease future conflict or discrepancy
 - General facilitation of collaborative work between departments
 - Facilitation of organizational and community interactions
- General numbers of individual matters coming to the Office of the Tribal Ombudsman by organizational area:
 - Comprehensive Health Division 13 all issues are closed
 - Provider/staff related 3
 - Customer service interactions
 - Pharmacy services 3
 - Understanding Policy
 - Purchased Referred Care 5
 - Access to Service 2
 - Internal Services 6 all issues closed
 - Referral for direct contact to address questions
 - Insurance related
 - Hiring related
 - Internal process questions
 - Formal complaint information provided

- Governmental Services 6 all issues closed
 - Child Support 4
 - Still related to failure of the website to be updated
 - Economic Support 2
- General Resource Questions 7 issues were referrals to entities and are closed
 - Resource questions regarding tribal services

4. Promote administrative justice/improvement

- Work with various aspects of the Oneida Tribal Organization in the development of policy, procedure, and process by providing the services of an Organizational Ombudsman as an identified neutral as matters are worked on.
- Facilitate conversation and interaction between service components of the Oneida Tribal organization for the purpose of improving working relationships and collaborative work as organizational, policy, and process changes are explored for the improvement of service delivery and functionality of the Oneida Tribe.
 - Specifically advancing work within the area of Governmental Services

Identified actions going forward:

- Continue to work on the updates to office process and procedure. Some delay has been experienced within this area as the OBC continues to roll out the reorganization plan. Where the Office of the Tribal Ombudsman is placed within the organizational structure has a direct impact on office processes and procedures. Finalization is needed by the Office of the Tribal Ombudsman in order for the Tribal Ombudsman to complete updates in this area.
- Increased interaction with the LOC as identified and suggested by OBC members as process and policy development occurs to increase communication between trending data of the OoO and Oneida's Legislative process.
- Revamp of the structure of the OoO reports for the improvement of clarity and understanding to meet the identified requested information from leadership and the Oneida Community to be implemented with FY16. This is ongoing as again, the alignment of the Oneida Tribal Organization has a direct impact on how the reports are formatted to ensure goals and expectations are being met.

ONEIDA TRIBE OF WISCONSIN STANDARD OPERATING PROCEDURE	TITLE: Call Back	ORIGINATION DATE: REVISION DATE: EFFECTIVE DATE: After last signature
AUTHOR: Dianne McLester-Heim	APPROVED BY:	DATE:
DEPARTMENT: Tribal Ombudsman	APPROVED BY:	DATE
DIVISION:	APPROVED BY:	DATE:
	APPROVED BY:	DATE:
EEO REFERENCE NUMBER:	COMPLIANCE REVIEW BY: <i>EEO</i>	DATE:
PAGE NO: 1 of 2	APPROVED BY: <i>HRD Manager</i>	DATE:

1.0 PURPOSE

- 1.1 To establish a standardized procedure for the Office of the Tribal Ombudsman to utilize in when receiving contact from parties seeking the service or assistance of the Office of the Tribal Ombudsman.
 - 1.1.1 This process is primarily intended for use with individual parties or groups contacting the Office of the Ombudsman for service and/or assistance
 - 1.1.2 This process may not be applicable with respect to addressing systemic matters within the organization.

2.0 DEFINITIONS

- 2.1 All terms contained within are used with standard meaning

3.0 WORK STANDARDS / PROCEDURES

Work Standards

- 3.1 Contact with the Oneida Tribal Ombudsman's Office shall be accepted by phone, e-mail, mail, or delivered in person to the Office of the Tribal Ombudsman.
- 3.2 All service related contact made with or by the Office of the Tribal Ombudsman's Office shall be documented for accountability purposes in a general log.
 - 3.2.1 Documented information shall only include general demographic information such as date, time, general nature of the contact made, and outcome of contact if appropriate.
 - 3.2.2 No specific identifying information will be maintained in an accountability log.

- 3.3 All contact with the Office of the Tribal Ombudsman's Office for service must be made by an individual directly involved or affected by the matter, or by the guardian of such an individual.
 - 3.3.1 The Tribal Ombudsman **does not** have the authority to act on any matter related to a specific individual without the specific individual's knowledge or consent.
 - 3.3.2 The Tribal Ombudsman **does** have the authority to receive a referral for service and make contact to individuals whom may be directly involved and/or affected for the purpose of offering services.
- 3.4 Contact received by the Office of the Tribal Ombudsman that is of a third party nature shall be treated as a referral for service.
 - 3.4.1 The individual(s) specifically involved or affected by the matter has the authority to accept or decline services offered by the Office of the Tribal Ombudsman.
 - 3.4.2 Such result of offered service shall be documented for accountability purposes.
- 3.5 All contacts received by the Office of the Tribal Ombudsman, and the information contained within conjunction to are considered property of the Office of the Tribal Ombudsman and covered by the Confidentiality and Privileged Information SOP for the Office of the Tribal Ombudsman.
- 3.6

Procedures

Contact made to the Office of the Tribal Ombudsman

- 3.7 Document date, method, and time (if possible) in which contact was received by the Office of the Tribal Ombudsman on the Intake Data Form (or into an established data base).
- 3.8 Document the contacting parties name and contact information on the Intake Data Form (or into an established data base).
- 3.9 Document any information relating to the purpose for contacting the Office of the Tribal Ombudsman on the Intake Data Form (or into an established data base).
- 3.10 Acknowledge receipt of contact by returning a call to the contacting party and documenting action on the Intake Data Form (or into an established data base).
 - 3.10.1 Acknowledgement responses shall be made within 3 business days of receipt of contact by the Office of the Tribal Ombudsman.
 - 3.10.2 Acknowledgement responses shall be made by phone unless no phone contact information was provided by the contacting party.
 - 3.10.2.1 If the contacting party provided another means of contact, the Office of the Tribal Ombudsman will attempt contact via the method provided within 3 business days.
 - 3.10.3 Three (3) separate attempts will be made to reach a contacting party by the Office of the Tribal Ombudsman.
- 3.11 Document all attempts made to reach the contacting party on the Intake Data Form (or into an established data base).
- 3.12 Following three (3) failed attempts to reach a contacting party, Closure will be

assigned to the identified original contacting information.

3.12.1 Closure will be noted on the Intake Data Form (or into an established data base).

3.12.1.1 This note will include the date on which closure was determined and the reason for closure as lack of follow up by contacting party.

4.0 REFERENCES

- 4.1 General Tribal Council Directive from July 11, 2005 (GTC Minutes, 07-11-05)
- 4.2 Oneida Code of Laws Chapter 3 – Code of Ethics (BC-09-27-06-E)
- 4.3 Oneida Code of Laws Chapter 7 – Open Records and Open Meetings (BC-10-14-09-B)
- 4.4 Confidentiality and Privileged Information SOP of the Office of the Tribal Ombudsman
- 4.5 International Ombudsman Association – Code of Ethics
- 4.6 International Ombudsman Association – Standard of Practice

5.0 FORMS

- 5.1 Intake Data Form