

Oneida Business Committee Meeting Agenda Request Form

1. Meeting Date Requested: 2 / 25 / 15

2. Nature of request

Session: ☒ Open ☐ Executive - justification required. See instructions for the applicable laws that define what is considered "executive" information, then choose from the list:

Agenda Header (choose one): Report

Agenda item title (see instructions):

Internal Services Division Quarterly Report

Action requested (choose one)

☒ Information only

☐ Action - please describe:

3. Justification

Why BC action is required (see instructions):

4. Supporting Materials

Instructions

☐ Memo of explanation with required information (see instructions)

☒ Report ☐ Resolution ☐ Contract (check the box below if signature required)

☐ Other - please list (**Note:** multi-media presentations due to Tribal Clerk 2 days prior to meeting)

1. <div></div>	3. <div></div>
2. <div></div>	4. <div></div>

☐ Business Committee signature required

5. Submission Authorization

Authorized sponsor (choose one): Joanie Buckley, Division Director/Internal Services

JB / Lige
2/17/15

Requestor (if different from above):

Name, Title / Dept. or Tribal Member

Additional signature (as needed):

Name, Title / Dept.

Additional signature (as needed):

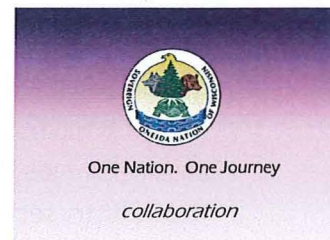
Name, Title / Dept.

- 1) Save a copy of this form in a pdf format.
- 2) Email this form and all supporting materials to: BC_Agenda_Requests@oneidanation.org

INTERNAL SERVICES DIVISION

QUARTERLY REPORT – 1st Quarter +
October - January

The theme for this quarter's report it is **Collaboration** as an outcome of the effort to maximize resources, and promoting the four directions – especially as our Commitment to Build a Responsible Nation and to Implement Good Governance. The collaboration has been driven by outcomes in materializing initiatives (aquaponics) and building events (Harvest Fest). The collaboration continues to reach across divisional boundaries, and in so, include efforts to Create a Positive Organizational Culture where other areas are collaborating on projects, and understanding the challenges and successes of each.



We have exemplified this collaboration with many examples throughout the quarter such as:

- The Harvest Fest which was a community event in October as an extension of the Husking Bee with collaboration from Tsyunhehkwa, Tourism, OCIFS, 20 Farmers' Market vendors, community member vendors, and the veterans.
- Kalihwisaks team and Communications team in developing some new multi-media approaches with the weekly podcasts.
- The Farm to School grant initiative planning efforts in collaboration with Environmental team, ISD, OCIFS, Planning, Veterans, and Facility Management to identify best location and the best project approach.
- The continued development of the longhouse with partnerships between Tourism and Stockbridge-Munsee and Menominee Tribe as they sought materials (logs/bark). It evolved into a strong relationship for tourism initiatives – stay at the Radisson, and see them in day trips.
- The cannery's work with the Value-Added grant working with UW Extension, OCIFS, Tsyunhehkwa, Tourism, and the veterans in the new pancake mix which will be rolled out at a breakfast on February 21st by the veterans.



As the collaboration continues to develop and materialize initiatives relating to community building and strengthening the operation as a support to Good Governance and fiscal accountability, we note the alignment with the four directions, established by this leadership, and the steps forward to continue Nation-Building.





MANAGEMENT INFORMATION SYSTEMS (MIS): The team continues to move technology forward for ease of business and business intelligence for solid management and financial decisions. They have done an excellent job with manpower, the shortages, and the sourcing in an industry with 2% unemployment. The industry sector has been noted in Wisconsin as a growth area; therefore, this would be a fruitful area to invest for our tribal youth. We are continuing the dialogue with NWTC to find a parallel for student internship with their curriculum, to develop a learning pipeline and afford our youth a work-study program beyond summer internships.

The tribes in Minnesota have decided to form a tribal technology group and exchange information. They have reached out to Wisconsin tribes, and would like to help with the mentorship of tribes with smaller operations. Mills Lac was the host of the group in early February, along with Microsoft. Shakopee will host the meeting in April at their location. This is a good opportunity for tribal collaborations.

Strategy #1 Deliver Business Technology Solutions – committing to build a responsible Nation

Health Care Systems

- Activation of the Oneida Patient Portal
- Upgrade the GE Centricity EMR system



Gaming Systems

- Provided technical solutions and infrastructure to support the Gaming Expansion Project
- Implemented wireless capability in the Bingo Hall to support handheld Bingo devices

Strategy #2 Promote Information Sharing & Collaboration – creating a positive organizational culture

- Extended the use of the Tribe's digital management solution (OnBase) into the Oneida Tribal School
- Applied the Tribe's business intelligence solution (Cognos) into numerous new Oneida business units

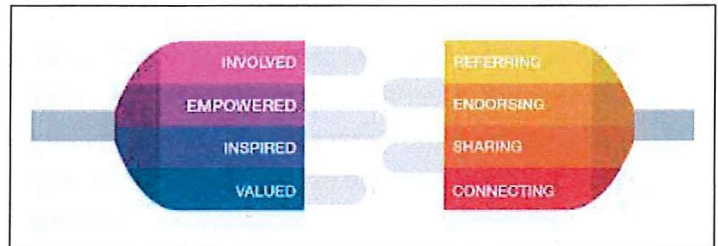


Strategy #3 Optimize Use of Resources

FY'14 EoY Budgetary Performance

- Completed the fiscal year with a positive variance of 4%
- 100% compliance with all cost containment directives

EMPLOYEE ADVOCACY: continues to work to help create a positive organizational culture through increased communication. Rather than formal litigation, EAD strives to mediate/settle cases; effectively saving the Tribe time/costs associated with hearings before the Oneida Personnel Commission and/or the Oneida Tribal Judicial System. No cases progressed to formal hearing bodies during the first quarter.



In addition to cases carried over from the previous quarter, EAD received forty two (42) new requests for assistance. The breakdown is as follows:

Employment related: 20

20 – advocated/drafted disciplinary appeals and/or complaints to area manager

11 – drafted/reviewed employment-related complaints

7 – Drafted disciplinary appeals to Area Managers

Disciplinary Decisions: 5 – Overturned

2 – Upheld – employees chose not to pursue

Cases pursued to OPC: None

Cases pursued to OTJS: None

Employee Requests denied & referred: 2 related cases.

1. EAD had conflict of interest. Arranged for employee representation through Gaming Employee Relations Department and referred employee.
2. Area Manager requested representation *against* an employee. Advised as to process and referred to Law Office. EAD represents management if *they* are the disciplined employee.

Misc. requests for assistance : 22 – Power of Attorney for Health/Finances, Living Wills, Contract Health complaints, garnishment, auto accident, trademarks, personal injury, payroll deduction, probate, family court, DOLM, etc.

AGRICULTURE/FOOD SYSTEM: We continue to build upon our present Integrated Food System by materializing some of the elements. It is important to create, to capture the ideas that can strengthen our systems, and to materialize them for sustainability. We are working to build the elements that can promote a healthy community, and build wellness with a positive quality of life.



TSYUNHEHKWA FARM & CANNERY:

#1 Embrace heritage and promote food sustainability by promoting culture through natural foods. Over the quarter (October, November, December) the farm was in full production with the various activities relating to the white corn production and the Harvest and Husking Bee event. They had a steady stream of school kids, community members, and other locals (including UW students) who contributed to the corn harvesting. The week culminated with the Harvest Fest, where there were several volunteers for husking, and community vendors to celebrate the day. OCIFS coordinated 20 Farmers' Market vendors to set up at the Harvest Fest.



UW Madison students helping with white corn

During the week of the Husking Bee, 2 representatives from USDA Farm to School traveled to Oneida to see the activities with the youth. This type of event allows us to showcase our work to funders (USDA, W.K. Kellogg) to potentially materialize grants for new initiatives.



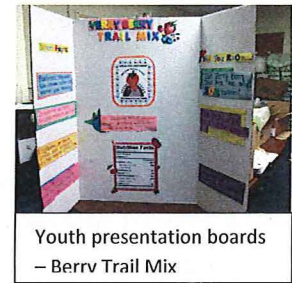
#2 Optimize resources to reduce costs and duplication, working toward sustainability. The farm has been collaborating with Oneida Nation Farm, Eco-services, Conservation, Orchard, and Tourism to minimize redundancy and maximize budgets by sharing equipment for site work, and funds and labor for the events. The cannery is working with modified duty staff and community service workers to assist in their processing efforts – especially with the apple chips. They are working at increasing the production of dried apples (chips and bites) by 25% to drive revenues. They have found some help by sharing the equipment (commercial apple peeler) purchased from the youth grant.

#3 Planned growth and development considering ROI, by assessing the viability of products (present and new). This quarter the farm continues to work with Integrated Pest Management (IPM) on the white corn production. They are collaborating to establish a baseline for corn yields, a calendar for harvesting (white corn was off fields by Nov. 4th), and the potential to maximizing the white corn production. The overarching goal is to produce 17,600 lbs. usable product on 11 acres with rotation (50 lbs/bux40u/a w/20% product waste). While it may not happen in the next 2 or 3 years, it is a goal to work toward. It is estimated that the need for the community at this time is 10,000 lbs.

Additionally, the cannery has been working on a USDA value-added grant for the white corn to test the market. The grant was for \$20K match, \$40K USDA funds, \$20K in-kind manpower. The outcome has been the development of a white corn pancake mix; showcasing our white corn products at some conferences, including LEEDS in Tulalip; new brochures, banners, displays, and sample boxes for the pancake mix; a milling machine and other supplies; and a lot of hard work. They developed a new product line – white corn pancake, which will be rolled out through the Veterans; breakfast on February 21st.



The cannery has their new steam boiler installed and functioning (tribal contribution); a walk in storage freezer up and running at the Olson Road facility (First Nations grant); and the use of the apple peeler and commercial dehydrator (First Nations/W.K.Kellogg youth grant). All of this helps with the production and processing needs.



Youth presentation boards
– Berrv Trail Mix

For the future, they are exploring the offering of fresh soups at Oneida Market and Oneida One Stop54.

OCIFS: continues to work on community engagement, promoting healthy foods with youth, and working on several grants to generate revenues for initiatives. Their strategies include:

#1 Integrate Oneida and locally produced foods into the community and institutions and provide access to healthy foods – building a responsible Nation. Not only does the Farmers' Market continue to be a success, but they continue to support Oneida with other events such as the Apple Fest and the Harvest Fest (October). The promotion of local foods to the school continues with other partnerships such as the Oneida Falling Leaves 4-H Food Club who assisted with 25 grass fed chickens for the school menu.

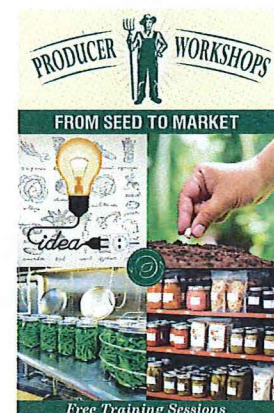


Farmers' Market

#2 Educate the community on healthy foods, nutrition and agriculture opportunities to build a responsible Nation. The Youth Entrepreneurial Program was a success and remnants of learning about healthy foods continue to be carried out throughout in the High School. Bill Vervoort has become a monthly columnist for the Seymour Advertiser News, spotlighting on food, diet and agricultural articles. Look for his byline, as this is a new initiative to promote Oneida's healthy initiatives.



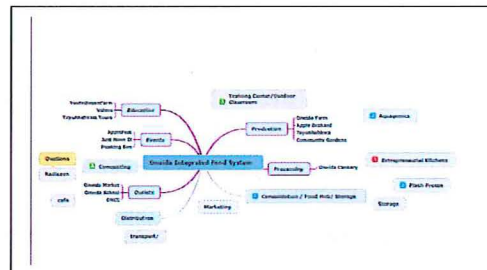
Lastly, Bill has been involved in the kick-off of a new grant which we received from USDA Agricultural Marketing Services. The \$80K grant (federal funds) with 25% in-kind match will allow us to develop training sessions for community members to become entrepreneurs. The collaboration is with various departments from the cannery, Tsyunhehkwa farm, eco-services, environmental health, marketing/tourism, business. The sessions will be on Saturdays, and will include a wide range of learning activities from tree pruning to branding your business. The grant will allow us to purchase various supplies including food certification and cannery supplies, business cards and rack cards for start-up entrepreneurs, and trees for the pruning class. This program will showcase our knowledge base and can be a springboard to other experiential learning initiatives. It's free to community members, space is limited.



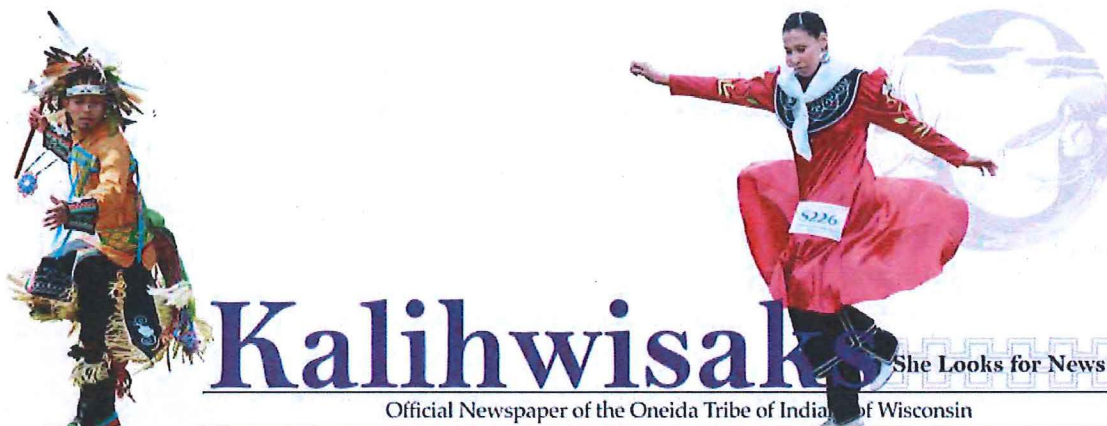
#3 Planned growth and development – implementing “good governance” processes. Bill is coordinating the efforts with Tehassi and a team to assess the viability of an agricultural law that would exercise our sovereignty when determining agricultural products to grow on our lands. Whether the products are of economic importance or community food needs, the initiative promotes our sovereignty.

OTHER INITIATIVES:

We continue to build upon the Integrated Food System with a couple of new initiatives: 1) a grant received for a medium aquaponics to provide greens to the school and become a learning activity for youth; and 2) a Community Food Center concept that would allow for space for the cannery growth, an entrepreneurial kitchen, and a small café. While it is a concept only, it allows us to explore the interest of our community in this project. We are fortunate to have engaged not only University of Wisconsin-Madison on the conceptual design for discussion purposes, and also the architect for USDA American Marketing Services to assist with the cannery design. This is collaboration with other Department such as Planning, Environmental, Tourism, and OCIFS members.



The plans have begun for the **Food Sovereignty Summit**, which is scheduled for October 26-29, 2015. While we were not fortunate with a grant award from USDA, as in our previous years, W.K.Kellogg was very impressed with the conference and reached out to both First Nations Development Institute and Oneida to consider hosting the Food Sovereignty Summit again. They have given both Oneida and First Nations seed money as a sponsor to help with the event. They will provide a letter of support if we want to use their funds for match to secure other grants for this event.



KALIWIHSAKS: has definitely incorporated the four directions into their strategies, and continues to provide a strong vehicle to the community (both in print and electronically). They had an ET through

December, and then lost the talent during the Continuous Resolution period. However, they worked with their talent, and collaborated with the Communications team on outreach initiatives.

Advancing Onyoteka principles

Value #1: Create a sense of Oneida citizenship and involvement through our news source – by aligning content to build a Nation of strong families.

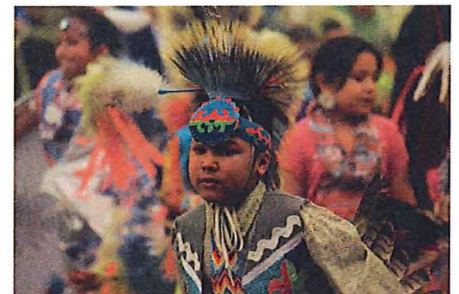
This is seen through the organization of the paper to report on

- a) the community
- b) the government and political bodies through their columns and report on BC meetings, and
- c) external information that relates or impacts our community and its members.

They have collaborated on special events, such as the work with Bobbi Webster in Communications and Legislative Analyst Tani Thurner to publish a series of special issues focusing on the upcoming Secretarial Election. The first issue was January 22, 2015. The next issue is planned for February 27. They continue to reach out to the community at functions, distributed 500 extra copies of the January 22 issue at the February 9 GTC meeting. And they continue to forge new collaborative initiatives for outreach such as the video on the Secretarial Election for the February 9th meeting developed by the senior photographer/reporter Nate Wisneski and Phil Wisneski in Communications.

This quarter was busy as they published caucus notices, ballots, OBC minutes and board postings. They have covered Oneida Business Committee meetings as well as General Tribal Council meetings.

And they continue insure that their time is allocated to cover highlights in the community and special events such as the Youth Powwow.



Committing to build a responsible nation

Value #2: Doing more with the allocated resources

It is imperative to continue to maximize resources and to develop more efficiencies as Good Governance. At times it may become difficult with the activities if there is a shortage of manpower; however, it gives us an opportunity to relook at the operational model. They are currently trying to shore up a Photographer/Reporter, and have an open position.

They continue to follow through with their activities in support of the tribal newspaper production – website updates with the intent to update more frequently; tracking submissions and invoices, and continuing to insure a quality product and on-time delivery.

Implementing “Good Governance” processes

Value #3: Anchor a strong and sustainable operation: As they continue these efforts they are working with building capacity with the staff, and collaborating with other departments – especially with communications and tourism. The weekly podcasts that they developed with Communications (Phil and Nate Wisneski) have been very successful and add another level of multimedia to the website.

The Kalihwisaks staff is looking into offering a training session on how to write a newspaper article. They will cover some photography and layout fundamentals as well. They hope to partner with Communications staff to explain what services they offer as well; and with Tourism on messaging.

Creating a positive organizational culture: They have shown a strong effort to partner and collaborate with other departments to share information about activities of the Oneida community. They have allocated pages for South Eastern Oneida Tribal Services (SEOTS), Elder Services (Drums), Oneida Family Fitness (OFF), Adventures, Culture, Oneida Community Integrated Food Systems (OCIFS), and Enrollments. They are considering approaches to showcase volunteerism in the community.



PRINT AND MAIL CENTER: has been challenged with peaks and valleys of workflow and manpower. The mail center, due to personnel losses, has re-looked at their mail routes and received support from different departments in reducing their mail to one time per day or every other day. The casino has been excellent at helping out with the redistribution of mailings for them. So, between the manpower, the peaks and valleys on workflow, Printsmith technology challenges, and the budget pressures, it gives us an opportunity to re-look at the model to see what adaptations can be made to strengthen the operation. In moving forward they will look at a few mailings to determine costs and potential efficiencies. This is just a spot check on potential process improvements.

One *very positive outcome* has been the scheduling of the GTC mailings, and the work of the Secretary's staff to insure that the timelines are met for the jobs to be printed. It allows the Print & Mail Center to better schedule the heavy volume and project the labor needed during that period. Thanks.

Strategy #1 – Align technologies to support operations: The main challenge will be Printsmith, as the software for inventory and pricing. While the software has been in place for 8 plus years, it seems to be a constant challenge with the pricing. There is a need to revamp the system, address the irregularities in a more definite manner with the vendor, and assess whether it is the input or the software. This will continue to be on the chalkboard as a process improvement.

Strategy #2 – Increase external funding: remains pending as we continue to insure that the operation flow, manpower and software are strengthened. We need to get our systems working properly, so rather than look solely at external funding; we are looking at the ability to streamline costs with efficiencies.

Strategy #3 – Capacity building for staff: The manpower pressures have been a challenge for formalized cross training; however it has also been fruitful in that the staff has stepped up to the plate in helping out other areas, and indirectly learning some of the jobs. Two printing staff members are across trained in the mail center to assist with the postage equipment. Two staff members are cross trained in customer service. They are working with accounting on the A/R and P/R process.



TOURISM: continues to invest in building up assets to showcase the Oneida brand, build partnerships, and to generate foot traffic that can eventually lead to revenue streams. They have built partnerships with our neighbors, both the Menominee Tribe and the Stockbridge-Munsee with efforts to secure wood and bark for the longhouse development.

Strategy #1 Develop Cultural Tourism – Advancing the On^yote?a.ka Principles Long House

- 2nd Set of Logs cut by Oneida Conservation & 1 day assistance from the Oneida Nation High School
- Oneida Conservation set the outside row of logs

Amphitheater – plans received ; and the dream to materialize the amphitheater continues



Strategy #2 Build Partnerships to help generate local economies

- GBCVB/Radisson – Boomers in Groups – CVB paid \$30K bid fee. Oneida sent dancers and promotional items. This effort will allow us to be the host city for an association that develops travel destinations.
- The partnership that is evolving with the Stockbridge-Munsee and the Menominee Tribe from the outcome of looking for wood (logs/bark) for the longhouse. While the bark did not materialize, it spurred another initiative for tourism collaborations for day trips from the Radisson as the hub and spoke concept.



Strategy #3 Generate Foot Traffic with in the Reservation Boundaries – advancing the On^yote?a.ka principles

- November the Oneida Smoke Dancers danced at Lambeau
- Kirby Tours

2015	11 Tours or 427 people (YTD)
2014	43 tours or 1259 people
2013	43 tours or 920 people



Strategy #4 Maximize Media – showcasing the Oneida culture

- FY15 Media Advertising document was revised in a new format including coverage area and advertising sample.
- New Tourism Video was completed and loaded on exploreoneida.com website
- New Tourism event card created.



This quarter brought new challenges but also brought new opportunities to take another look at our expense management, to rethink our operations' activities, to align to the leadership's four direction, and to build more bridges of collaboration across departments and divisions for Nation-Building. It promotes a rekindling of the fire within to advance and to build a healthy community.

Rekindle with our Nation:

www.exploreoneida.com

www.oneida-nsn.gov