

Oneida Business Committee Meeting Agenda Request Form

1. Meeting Date Requested: 02 / 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):

Ombudsman quarterly report

Action requested (choose one)

☐ Information only

☒ Action - please describe:

Accept the Ombudsman quarterly report

3. Justification

Why BC action is required (see instructions):

Required reporting

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.

3.

2.

4.

☐ Business Committee signature required

5. Submission Authorization

Authorized sponsor (choose one): Dianne McLester-Heim, Ombudsman

Requestor (if different from above):

Name, Title / Dept. or Tribal Member

Additional signature (as needed):

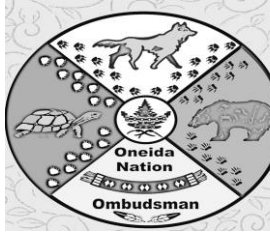
Name, Title / Dept.

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



Oneida Tribe of Indians of Wisconsin

Oneida Nation Ombudsman

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Oneida Office of the Ombudsman Quarter 1 Report/Update October, November, December; 2014 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 concepts of the Balanced Scorecard. As the Strategic directions of Elected Leadership are communicated out, the initiatives and activities will strive to be aligned with that as well. 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'

- Refining 'tools' used by the OoO for facilitation services. Areas of focus have been on Strategic Planning, Group collaboration, Mission Statement Development, and team interaction.
- Research of means by which to help identify the financial impact and Ombudsman has on an organization. Cost savings of utilizing in-house facilitation.
 - Facilitation services: based on market price, use of the OoO for facilitation matters during this quarter has amounted to a *savings of \$6,000.00*
- 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

2. Improve public administration

- Connecting with areas within the organization to identify how the OoO can be of assistance and work collaboratively with their area and current actions. This has been including functioning as a facilitator for various project groups or the completion of specific initiatives such as Mission statement development and strategic planning to align with that of the overall Oneida Tribe.
 - Facilitation with HRD and CHD, Community Health, and HRD hiring and compensation)
- Networking with collaborative initiatives within the Organization to provide input from the functionality of the OoO (My Brother's Keeper, Community Service Team, Quality of Life Committee, Child Care Complaint Policy)

3. Awareness, Accessibility, and Responsiveness

- Begin with small community communications via the Elder Meal Site to introduce the OoO and bring awareness of an option available to them for addressing concerns and or connecting to the appropriate area for direct response to concerns or questions.
- Research ways in which to improve awareness of the OoO for both the community and the organization
- Begin to create an implementation plan for increasing the interaction of the OoO with specific organizational areas such as Comprehensive Health departments and Human Resource departments
 - Streamlined Mission Statement Development and Strategic Planning to align with that used by leadership
 - Input on policy development from the perspective of the OoO to decrease future conflict or discrepancy
 - General facilitation of collaborative work between departments

4. Promote administrative justice/improvement

- Identify areas/initiatives that will further the development of a matrix identifying the options, tools, services, etc. currently provided by different areas of the organization. This to further serve as a reference, resource and tool for collaboration and effective use of resources by the organization and community.
- Continual research and outline development of an overall complaint handling process that could be implemented at the level of Leadership to improve public administration and the fair and equitable administration of process.

Identified Goals with challenges or actions needed from the OBC going forward:

The following are part of the overall goals that have been identified for the OoO as they pertain to the identified four strategic directions.

1. **Organizational excellence and ‘best practices’**
 - Continuous strategic planning for the OoO to include long, mid, and short range plans/goals/objectives to further align with the Strategic Initiatives for the Oneida Tribe to work towards continuous improvement.
 - Identify a tracking/recording tool for actions and services provided by the OoO
 - Begin to identify and functional communication plan for interaction with leadership and the Oneida Community
 - Renew membership with IOA and prepare for annual conference and training/development
2. **Improve public administration**
 - Network and collaborate with various areas of the organization and collaborative groups to continually work for positive growth and improvement
 - Provide facilitation services to organizational areas along with the ability for other services of the OoO (coaching, training, etc. often related to inter-organizational collaboration)
 - Work to improve and increase communication between the OoO and Leadership and Management for positive organizational improvements
3. **Awareness, Accessibility, and Responsiveness**
 - Continue to identify ways in which to enhance organizational and community awareness and understanding of the OoO.
 - Explore community meeting concept and interaction with different population groups such as employees
 - Collaborative efforts with various areas on current projects and initiatives for which involvement of the OoO is practical
4. **Promote administrative justice/improvement**
 - Explore community awareness sessions to increase understanding of organizational process, proper complaint/concern identification, effective communication techniques and related matters
 - Identify and clarify positive interactions between the OoO and various departments, programs, divisions, etc. to promote positive working relationships, understanding of the role of the OoO and meeting identified needs as appropriate to working interactions
 - Continue to work with ongoing matters such as the Child Care Complaint policy, Community Service Team, and collaborative initiatives between departments

Identified Challenges and/or actions needed by the OBC:

Ongoing open communication and collaboration from the level of the OBC is important in the areas of organizational excellence, improving public administration and promoting administrative justice/improvement. Communication at this level has been minimal. Continuing to look at how the OoO and areas of Administration can improve their communication is very important to the Ombudsman work in servicing the community and organization. At the level of Administration, there has been no streamlined or consistent manner in which concerns are screened or addressed. Working to get everyone on the same page regarding how such matters are addressed, and addressing them within a consistent process, would be helpful in creating a cohesive work environment as well as clarifying roles, responsibilities and expectations within the organization and community. This is an area that could be identified as an outcome measure.

Proactive actions by leadership to help ensure established processes are being utilized within the organization and by community members – work to increase open communication with organizational areas/divisions/programs especially with respect to addressing concerns would be very beneficial. The Oneida Tribe is full of many policies and processes intended to assist with equity of action, efficiency in practice, and overall positive functioning. It often comes to surface that many of these policies and processes may be outdated and at times circumvented by the organization and community members leading to inequity in how things are done. Development and use of a simple assessment tool for concerns, to be applied at the level of administration and management, could help to identify where breakdowns maybe occurring so that positive action can be taken to streamline how the organization acts and increase the equity of treatment of internal working members of the organization and community members. This could also help to ensure individuals follow proper process when wishing to address matters, provide an opportunity to educate the entire community on how to address matters, increases the sense of equity of community members, increases the respect for organizational process, create a sense of continuity and accountability, and create a better understanding of the difference in roles and responsibilities of Elected leadership and Management.