

Oneida Business Committee Agenda Request

1. Meeting Date Requested: 01 / 13 / 16
~~12 / 23 / 15~~

EXCERPT FROM DECEMBER 23 2015: Motion by Lisa Summers to adopt the agenda with the noted change [defer section XIV. Reports to the January 13, 2016, regular Business Committee meeting], seconded by Jennifer Webster. Motion carried unanimously.

2. General Information:

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

Agenda Header: Reports

☒ Accept as Information only

☐ Action - please describe:

3. Supporting Materials

☒ Report ☐ Resolution ☐ Contract

☐ Other:

1. Ombudsman FY 15 4th quarter report

3.

2.

4.

☐ Business Committee signature required

4. Budget Information

☐ Budgeted - Tribal Contribution

☐ Budgeted - Grant Funded

☐ Unbudgeted

5. Submission

Authorized Sponsor / Liaison:

Dianne McLester-Heim, Tribal Ombudsman

Primary Requestor/Submitter:

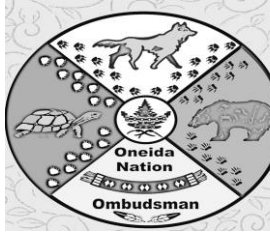
Your Name, Title / Dept. or Tribal Member

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
Fax: (920)-490-3799

Oneida Office of the Ombudsman Quarter 4 Report/Update July, August, September; 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'

- Continuing to correlate information and resources for the creation of a draft recommendation regarding a Complaint Management and Complaint Handling System with respect to Governments, Organizations, and Programs.
- 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 HRD 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
- 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 26
 - Provider/staff related 7
 - Customer service interactions
 - Pharmacy services 8
 - Understanding Policy
 - Purchased Referred Care 6
 - Access to Service 6
 - Internal Services 3
 - Licensing matter
 - Internal process questions
 - Governmental Services 10
 - Child Support 6
 - Economic Support 3
 - Fitness Center 1
 - General Process Questions 13

- Hiring
- Benefits
- Housing
- Access to care with in Health Division

○ General Resource Questions 15

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.

Identified actions going forward:

- Finalization of the updates to office process and procedure to be completed within the first quarter of FY16. This is to include an SOP for customer service as it relates to communication with consumers, an update to the intake process, an outline for anticipated response and resolution time frames, and data to be retained and tracked by the OoO.
- Revamp of the strategic plan for the OoO to ensure it is aligned with the identified strategic directions as identified by the OBC. This includes ensuring goals and measures are set utilizing the same language for improved clarity and understanding.
- 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.