

Oneida Business Committee Agenda Request

1. Meeting Date Requested: 01 / 25 / 17

2. General Information:

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

Agenda Header:

☐ Accept as Information only

☒ Action - please describe:

Approve 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:

Your Name, Title / Dept. or Tribal Member

Additional Requestor:

Name, Title / Dept.

Additional Requestor:

Name, Title / Dept.

GOVERNMENTAL SERVICES DIVISION (GSD) QUARTERLY REPORT (FY 2017 - 1ST QTR)

GSD Executive Summary

After 18 years, GSD's FY17 First Quarter experienced leadership change at the Division Director level. The incoming Director bringing extensive operational and service delivery experience began with an overall assessment of the "state of GSD". The assessment revealed significant strengths at the program and individual levels: a deep seated concern about community members, pride in the Nation's history, identity and a large group of dedicated and knowledgeable professionals that holds us all together.

Additionally, the ongoing assessment coupled with employee, funding sources and community dialogue brought to light many challenges. One of the more difficult challenges facing GSD is workplace culture. Employees get stuck in their ways and often respond harshly to calls for change. However, this resistance to change may be a contributor to what has led GSD astray in its mission to serve our community and advocate for our Oneida Nation. Whether the widespread negativity and overt disregard for organizational rules, tolerance of mediocrity or a lack of effort from some employees, together these negative aspects of GSD's workplace culture significantly harms the Nation and its ability to effectively serve our community in an era of uncertainty and diminishing dollars.

The new Division Director's job is to assess the problem(s), implement strategies that address the problem(s) and position GSD for recovery. Identifying the problems, addressing them head-on and knowing change occurs on an individual basis Area Managers were tasked with some very fundamental changes that would reinforce GSD employees' commitment to our community. An expectation was established that leadership be accountable and 'know their programs.' This increased presence set the stage and expectation for much needed guidance, direction, support, and follow through for more optimal operations.

The idea of changing workplace culture may sound simple to someone who's never been faced with the task before. But as anyone with experience knows, it's a massive challenge. GSD is committed to the community that throughout 2017 we will continue to assess, identify, adjust, correct, hold accountable and implement solutions that will honor the strength, identity and all that holds our Oneida Nation together.

EDUCATION AND TRAINING

Base Customers

	Oct	Nov	Dec
Early Intervention	65	78	89
Child Care	55	63	64
YES	442	509	509
Job Training	76	81	82
Higher Education	629	655	681
Arts	2684	1562	1112
CEC	205	205	187
TOTAL	4,156	3,153	2,724

Customer Service

	October	November	December
Early Intervention	98%	0*	0*
Child Care	0*	76%	100%
YES	93%	94%	97%
Job Training	100%	100%	100%
Higher Education	100%	83%	100%
Arts	95%	100%	0*
CEC	94%	88%	100%
Average	96.6%	90.1%	99.4%

*No surveys returned

Information obtained from Scorecard Metrix

Early Intervention

- Held annual Breakfast with Santa at NWTC on December 3, 2016. Total attendance was 388 parents/children. Oneida participation was approximately 74%.
- The Federal count as of December 1, 2016 is 74 children in Part B, this is a yearly increase of 11 children which will result in a \$65-85,000.00 increase in revenue from the BIA for 2017. Part C has also increased the number of Birth - 3 children to Brown and Outagamie counties for services. The revenue for Part C is based on a set amount of funding divided by all the participating Tribes.
- Sixty-two (62) visits were conducted which included: home, childcare centers and medical appoints.
- Currently 37 children on IEP's and 6 pending.

Child Care

- 1st quarter targets – Increased by 7 new enrollments
- All children enrolled will have health screenings 71% completed
- Child Care revising business plan collaborating with the Community Development Planning Committee (CDPC)

Youth Enrichment Services (Y.E.S)

- Morning Program at King Elementary is being held again this year with the assistance of a Cultural Resource Specialist from the Green Bay Title VI Program. A reduced number of children (11) being served due to limited staffing and space
- Y.E.S. Program is now fully staffed with the hiring of the Seymour High School Advocate in November
- West De Pere High School Y.E.S. Advocate worked with the West De Pere Title VI staff to arrange for tutors from the UWGB First Nations Studies Program
- Y.E.S. high school students participated in campus visits to the University of Wisconsin-Oshkosh (46 students) in October and the University of Wisconsin-Green Bay (38 students) in December
- Y.E.S. collaborating with Higher Education Department staff developing plans to provide scholarship workshops
- Y.E.S. Staff collaborated with the Seymour Community School District Staff to help address the mental health needs of the students and staff who were responding to the

tragedies that occurred within the community. Additional needs identified that collaboration with Oneida Behavioral Health and Cultural Heritage could support

- Y.E.S. Staff continues to collaborate with the Domestic Violence Prevention and Experiential and Adventures Programs in providing groups to address the social needs of the youth
- Y.E.S. Program Staff continue to participate in free-of-charge professional development workshops, by utilizing programs offered by the Wisconsin Disproportionality Technical Assistance Network (DTAN). Workshops: Addressing the American Indian Student Achievement Gap, Network Identity Safety, Equity and Social Justice, and Beyond Diversity
- Southwest High School Y.E.S. Staff assisted the Native Club students in hosting the Bittersweet Winds Exhibit with Richie Plass on October 26-27. Approximately 280 community members and students the exhibit

Job Training

- The number of intakes of new consumers has increased significantly from the prior 1 – 2 intakes per month during the FY 2016 fourth quarter. Sixteen new intakes were completed during the first quarter (5 – 6 per month), and the eligible consumers are in the early stages of developing Individualized Plans for Employment (IPE). There is a process for to be followed for taking a consumer from Intake to a successful employment outcome which, on average, takes about 18 months. Currently there are 82 consumers at various stages in the process.
- To date, three (3) Job Training Program consumers, carried-over from the previous quarter, completed their required 90 days of employment to be considered successful outcomes. Grants plan for 18 successful outcomes over the 12 month grant period, an average of 1.5 successful outcomes per month.
- Usage of the Job Center Resource Room has been averaging 62 individual users per month. This is a slight increase (6%) from the previous quarter.

Higher Education

- 185 students were dispersed funds, totaling \$1,066,811.48.
- Held 1st Fall 2016-17 Community College Access Night on October 20, 2016, at CEC. (3 Participants)
- Attended Green Bay Title VII Family Night on October 25, 2016. (36 students and parents.)
- Attended Site II Annual Family Feast, November 15, 2016, which was sponsored by Oneida Housing Authority. Approximately 30 participants, with 3 follow-up contacts.
- On October 25, 2016, volunteered for Seymour High School College Goal/Gear-up efforts.
- Met with 56 students from Oneida, Bayport, Freedom, Ashwaubenon, Green Bay West and Pulaski.
- Working on “Scholarship Search” presentation with Oneida Y.E.S. program.
- Meeting with HRD on “Post Graduate Work Experience Program.” Currently developing SOP for 2016-17 Pilot Program.
- Staff attended: bi-annual WASFAA (Wisconsin Association of Student Financial Aid Administrators) conference in Milwaukee in November. This conference provides staff

with the latest updates on Federal Financial Aid. Also attended NWTC Professional Learning Day.

Arts

- Christine Klimmek taught a watercolor holiday card-making class that was very well received. The Oneida Language house had a staff member attend to help add Oneida language to cards.
- The children in the MOC program performed for the Transportation conference at the Radisson in November.

Community Education Center

- Year-over-year utilization increased approximately 10-20%.
- We have completed the 2nd full quarter of classes. During the 1st quarter, 24 classes were held with 105 participants. Class offerings continue to increase.
- We have completed the 3rd rendition of the Community Guide Book, a tool that advertises programming for almost all of GSD and a few other areas. We increased the number of participating departments by approximately 30%.

PARKS AND RECREATION

There were several events in each of the departments within Parks and Recreation. In an effort to reduce Tribal Contribution funding a collaboration fundraising event between several facilities (Civic Recreation, Cliff Webster Memorial Recreation and Family Fitness) were held to raise funds for the Breakfast with Santa event. The goals of the event were to raise \$500, keep members active (\$1/ mile or class) as well as community building (adults supporting the youth event). We were pleased with reaching over 500 miles, and almost raising the \$500 goal. Breakfast with Santa is zero Tribal Contribution and is made possible by donations from community members, Ryan Funeral Home, Festival Foods, as well as community members volunteering to make this event a success.

There are over 680 members registered at Oneida Recreation. Recreation provides services from age 4 on up. The Recreation Grade Point Average (GPA) for the first quarter was 3.38 for the Civic Center and 2.4 for Clifford Webster Bldg. In addition to assisting with homework, the youth enjoy art activities, outdoor events with Experiential, and the elders have activities as well every week. The Elder Bowling league will begin in February.

Experiential has offered several classes at noon and after work. These classes are consistently full with many having waiting lists. Classes are offered with support from a Diabetic Grant. In addition to community classes and events, Experiential offers mindfulness walks where employees get RAS points. These walks have waiting lists as well.

The Fitness Center has over 4,500 members that attend the various classes and activities offered. The Fitness center provides sports classes and swimming opportunities for the Head Start students. In addition to community use, the Fitness Center offers classes and options for employees to participate in for RAS points.

Oneida Recreation

Month	Attendance – Visits	Current Members
Oct	3627	669
Nov	2388	685
Dec	3068	689

*NOTE: all memberships will need to be renewed beginning 1/1/17.

Service Development Outcomes and Customer Results:

- **Birth to 18 months:** No results
0 membership
- **Toddler – 18 mo. – 3 years :** No Results
0 membership
- **Pre-School – 4-5 years:**
25 memberships (4%) 13-Male/12-Female 18-Oneida/1-Desc./3-Other Tribe/3-Other
- **School Age – 6-12 years:**
355 memberships (52%) 212-Male/143-Female 222-Oneida/16-Desc./45-Other
Tribe/72-Other

NOTE: Youth need to be 7 years of age to attend the Recreation afterschool program.

Physical Development Needs: This age group is finally learning to master gross and fine motor skills. They have lots of energy and enjoy physical activities and structured games with rules. The Sports & Fitness area provides ample opportunities for school-age children to expend their extra energy. We encourage all school-age children to participate in 60 minutes of physical activity daily (the recommended amount according to the President's Council on Fitness). We also provide youth with opportunities to participate in structured leagues such as flag football.

Month	Outcome	Civic Center Result	Clifford E. Webster Bldg Result
Oct	Each member completes 60 minutes of physical activity/day.	23%	34%
Nov	Each member completes 60 minutes of physical activity/day.	26%	49%
Dec	Each member completes 60 minutes of physical activity/day.	33%	52%
	TOTAL	27%	45%



Emotional Development Needs: School-age children begin to form longer lasting friendships with the same-sex peers as they become more interested in identifying with the likes and dislikes of a group. They are self-conscious about their abilities and need to be acknowledged and encouraged by adults. Social Recreation area focuses on the emotional needs of youth. Girls and Guys Groups provide opportunities for school-age youth to interact with peers and learn new skills. Character Club provides this age group with opportunities to build their character and get involved in the community. For example, Character Club participants cleaned up the housing sites around each facility, made Christmas ornaments for the elders, and learned many valuable life skills. These activities allow the youth to practice the character traits they learn about all year long.

Month	Outcome	Civic Center Result	Clifford E. Webster Bldg Result
Oct	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	49.5%	51%
Nov	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	38%	57%
Dec	Participants learn about each pillar of Character Development and have opportunities to exhibit them.	32%	46%
	TOTAL	40%	51%



Cognitive Development Needs: Children this age have longer attention spans and are interested in discovering things for themselves. They like intellectual challenges and reading about things they like. The Learning Centers at each facility are filled with books to read on various subjects. The youth are encouraged to build their reading skills daily. Before youth are allowed to use the computer or gaming systems in the rooms, they are required to read for 15 minutes. Activities such as Brain Food also encourage youth to complete daily homework assignments and read for enjoyment. When the youth have completed assignments, they are rewarded with a healthy meal prepared by the staff. The Art Rooms also provide school-age youth with opportunities to explore new and exciting ways to express themselves creatively. Youth at the Clifford E. Webster Building enjoy art, journaling, upcycled craft projects, poetry, and pottery. Youth at the Civic Center enjoy drawing, photography, and completing Native American art projects such as beading and moccasin making.

Month	Outcome	Civic Center	Clifford E. Webster Bldg
Oct	Complete homework	36%	63%
Nov	Complete homework	39%	69%
Dec	Complete homework	37%	79%
	TOTAL	37%	70%
1 st Grading Period	Complete homework daily and increase GPA.	18 Report Cards Collected	7 Report Cards Collected
	Average GPA	3.38	2.40



Month	Outcome	Civic Center	Clifford E. Webster Bldg
Oct	Exposed to a variety of art mediums & techniques	38%	47%
Nov	Exposed to a variety of art mediums & techniques	98%	36%
Dec	Exposed to a variety of art mediums & techniques	76%	51%
TOTAL		71%	45%



- **Adolescent – 13-18 years:**

120 memberships (17%) 71-Male/49-Female 82-Oneida/5-Desc./11-Other Tribe/22-Other

Physical Development Needs: This time of rapid growth (the most since infancy) can lead to a lack of coordination, loss of self-esteem and feeling awkward. Sports & Fitness areas offer teens opportunities to play sports and games in a relaxed non-competitive setting. This age group enjoys interacting with staff during games and leagues.

Month	Outcome	Civic Center Result	Clifford E. Webster Bldg Result
Oct	Completes 60 minutes of physical activity/day.	14%	16%

Nov	Completes 60 minutes of physical activity/day.	12%	16%
Dec	Completes 60 minutes of physical activity/day.	10%	21%
	TOTAL	12%	18%



Emotional Development Needs: Adolescents are very self-conscious about their bodies and physical appearance in general which can lead to psychological vulnerabilities. They have a strong desire to conform to their peers and form close one-on-one relationships. Social Recreation areas work hard to provide opportunities for youth to increase their social skills. Social skills such as character development, verbal and non-verbal communication, etiquette, and personal hygiene are stressed in activities such as bingo, Girls Group, and Guys Group.

Month	Outcome	Civic Center	Clifford E. Webster Bldg
Oct	Learn about each pillar of Character Development with opportunities to exhibit them.	10.5%	12%
Nov	Learn about each pillar of Character Development with opportunities to exhibit them.	11%	11%
Dec	Learn about each pillar of Character Development with opportunities to exhibit them.	13%	5%
	TOTAL	11.5%	9%



Cognitive Development Needs: Adolescents are developing abstract thinking. They are beginning to think about social issues and future goals in life. They can plan with little or no help from adults. The Learning Centers are available for all teens to complete their homework assignments and for computer use. The Arts areas also encourage teens to express themselves creatively in a variety of activities and programs such as pottery, traditional native arts, journaling and upcycled art.

Month	Outcome	Civic Center Result	Clifford E. Webster Bldg Result
Oct	Participants complete homework assignments.	11%	17%
Nov	Participants complete homework assignments.	13%	14%
Dec	Participants complete homework assignments.	11%	9%
		12%	13%
1 st Grading Period	Complete homework assignments daily and increase GPA.	2 Report Cards Collected	6 Report Card Collected
	Average GPA	2.30	2.85



Month	Outcome	Civic Center Result	Clifford E. Webster Bldg Result
Oct	Participants will be exposed to a variety of art mediums & techniques	2%	11%
Nov	Participants will be exposed to a variety of art mediums & techniques	2%	10%
Dec	Participants will be exposed to a variety of art mediums & techniques	16%	8%
	TOTAL	7%	10%



• **Young Adult – 19-35 years:**

41 memberships (6%) 27-Male/14-Female 29-Oneida/2-Desc./1-Other Tribe/9-Other

This stage is a continuation of the adolescent phase, as young adults continue to separate themselves from family and focus more on friendships. It is an exciting time of new

opportunities for education, careers, and other life experiences. The young adult must develop into a mature adult and face their new responsibilities.

Month	Men's Basketball – Noon Hour, Sunday, After 9 pm at Civic Center
Oct	116
Nov	56
Dec	69
TOTAL	241

- **Middle Age – 36-64 years:**

58 memberships (8 %) 24-Male/34-Female 44-Oneida/0-Desc./2-Other Tribe/12-Other

This time is a period of reflection, family and career. This self-reflection is the time for a person to become content with their life and who they are as they prepare for retirement. It is a time for a person to enjoy their family life – children, grandchildren, extended family, etc.

Month	# of Rentals – Clifford E. Webster Bldg	Attendance
Oct	12	249
Nov	17	281
Dec	17	440
TOTALS	46	970

- Average # of rentals per month = 21. Average Attendance per month = 323. Community rentals range from events such as holiday parties, birthday parties, family reunions, baby showers, etc. The Clifford E. Webster Building is rented out on weekends and holidays.
- During the first quarter, the number of rentals decreased by 11% and rental attendance decreased by 14% compared to FY16.

- **Elder/Older Adult – 65 plus:**

90 memberships (13%) 28-Male/62-Female 58-Oneida/0-Desc./5-Other Tribe/27-Other

NOTE: Elders age 55 and older can attend the Recreation elder activities.

The elder adult stage is no longer considered “old age.” There are some who have to suffer the illness and discomfort of growing older, but the majority of elders are healthy and active. Retirement is a time for people to pursue the interests that they did not have time to before. It is important to stay active and involved after retirement; many find this involvement in community, social, political and personal activities and projects. Although, this stage is a time for preparing for death, it is also a time to enjoy life and do many exciting, worthwhile things.

Month	Bingo Attendance	Bowling League Attendance
Oct	160	0
Nov	200	0
Dec	116	0
TOTAL	476	0

- Bingo is held every Wednesday from 1:30 – 3:00 pm at the Clifford E. Webster building. We average 39 elders per session. The Bowling League will begin in February 2017 and will be held every other week at Ashwaubenon Bowling Lanes.



• Other Events/Highlights:

Boo Bash

Friday, October 21, 2016 –

1085 community members attended the event (638 youth ages 0-12/389 teens/adults/58 volunteers).



Flying Leaf Lacrosse Field Grand Opening

Monday, October 24, 2016 – 180 Community members attended the event. There was a traditional & youth Lacrosse exhibition, food, raffle, and lots of fun.



Fall 500

This is a Fundraiser implemented by the Oneida Family Fitness Center and held November 14 – 23, 2016.. Each participant was asked to walk/run one mile and then donate \$1 towards Breakfast with Santa. Each Recreation Facility also participated in the event.

Family Fitness Center	281 Miles Completed	\$353.50 Donated
Civic Center	127 Miles Completed	\$ 88.00 Donated
Clifford Webster Bldg.	99 Miles Completed	\$ 0
TOTALS	507 Miles Completed	\$441.50 Donated



Breakfast with Santa

Breakfast with Santa was held on Saturday, December 10, 2016 from 8:00 am – 10:30 am at the Civic Center. Youth ages 8 and below lined up to get a picture with Santa and receive a gift. All family members were able to enjoy a hot breakfast of pancakes, sausage and milk, water or juice. Festival Foods donated the pancake mix, sausage, water, milk, juice, and butter. The Veterans

donated the syrup and tablecloths, and Retail donated the plates, napkins, and plasticware. Volunteers from the community helped with cooking, serving, and clean up. John Powless III volunteered to be Santa while elders assisted with dispersing presents. Attendance was 405 (ages 8 and under); 349 (ages 9+ and adults) and 19 volunteers. Total = 773.



Oneida Experiential & Adventures

Customer utilization number First Quarter- 608 programs varied between an hour to multiday programs.

Average Customer Satisfaction= 97%

There has been excellent attendance for the RAS & Diabetic noon and evening classes. Some classes now having a waiting list and have adjusted staff to accommodate the number of registrants.

Oneida Experiential has provided healthy options for the RAS point system by helping employees to improve their health by making real behavior changes and discovering and overcoming road blocks that has prevented them from making these changes previously.

Health Center Diabetic Prevention, Depression prevention, Family Enrichment Programs, RAS- Program, Domestic Violence Alternative HS, Lombardi Yes boys and Girls, Wise Women Gathering Place

Family Fun Night – hosted a Family Feud Game night sponsored by the Special Diabetic Programs for Indians grant (SDPI) with 32 participants to have fun while learning about Diabetes management.

Flute Making Class- participants made an Indian Love Flute while learning about living in balance and the positive effects that has on themselves, their families, and the community

After school program for Lombardi students – both boys and girls groups that works with the YES advocate to look at leadership development.

Bi-monthly intervention group - for two classes of boys at the Turtle School who are showing violent tendencies and/or are being very disrespectful to teachers.

Snow Shoe Hikes - held five (5) hikes for both the Diabetic and the RAS programs paid for by the Diabetic grant. These are very well attended with comments received stating what great medicine it is.

Mindfulness Walks - teaches people to take a moment to practice mindfulness techniques out in nature to connect with them and nature, in effort to reduce stress and increase positive coping techniques.

-IOP Alcohol and Drug BH - experiential initiatives (2x/month) – Therapeutic Recreation programming methods of teaching healing processes from addictions. This month we had over 20 participants where the focus was on addiction and the impacts on the family.

-Journey Outpatient Alcohol and Drug BH - experiential initiatives (2x/month) Therapeutic Recreation programming methods of teaching healing process's from addictions.

Family Enrichment - provided canoe and kayaking tours for families to experience fun, leisure activities they can do while building stronger family connections.

Title VII - contracted to do a seven (7) session teambuilding/conflict resolution/mindset/stress management program

Yes Community Connection Program - held a program for the mentoring of Lombardi students by the Southwest students in an effort to ease any tensions of Lombardi students going to high school. Program has a focus on community involvement and how to be/have a positive impact.

Alternative School - making and planning objectives in order to achieve goals.

Depression care - provided birding tours for the elderly. This is an ongoing program that serves the elderly to address depression and ways to cope and live life to the fullest. Group members are pushed to expand their comfort zone and explore fixing a mindset restricting of growth.

Survival classes - Collaborated or provided Survival classes that meet bi-monthly for recreation members.



Oneida Family Fitness

This quarter, Oneida Family Fitness focused on max improve the health and wellness of the membership,

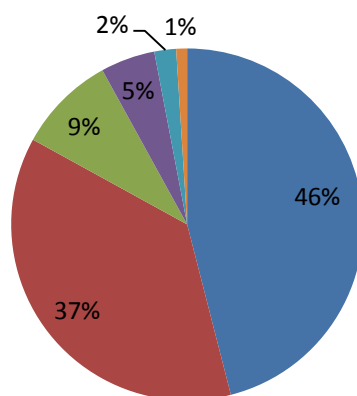
First quarter statistics:

Membership total: 4,599
Facility usage: 29,579

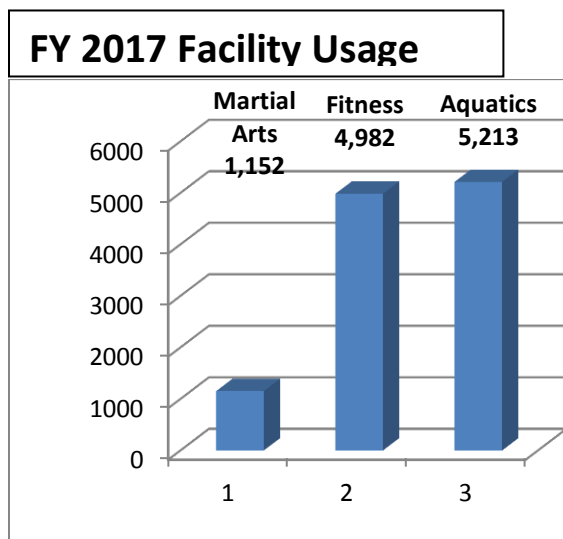
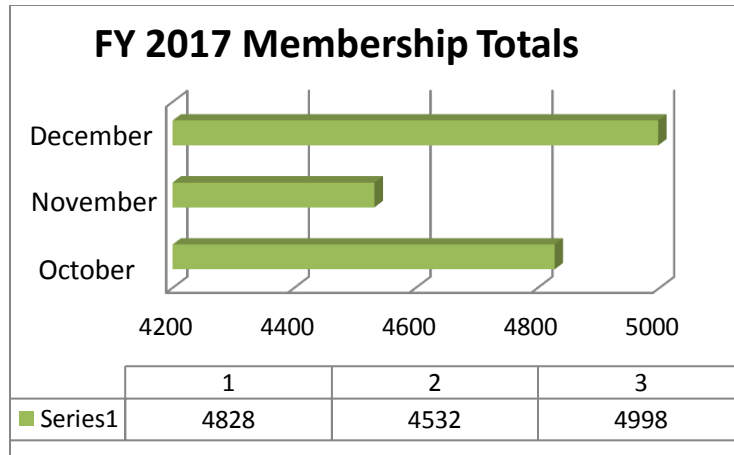


FY 2017 Membership Type

■ 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ 6



Oneida -2222 (46%)
Corporate Oneida – 1756 (37%)
Corp. Non-Oneida – 427 (9%)
Martial Arts/Other – 251 (5%)
General Public – 99 (2%)



1 st Quarter Focus – Increase Engagement		
Initiative	Activities	Outcomes
Provide fitness & wellness programs for all ages and abilities.	1) Fit Kids’- Head Start program 2) Swim lessons 3) Increased family swim availability 4) Provide Tai Chi & Chair Yoga services for elders at Elder Services. 5) Fit-Ball Challenge to engage members to meet the recommended physical activity guidelines by checking into facility and exercising.	1) 159 Head Start children 2) 6 levels offered; 38 youth attended. 3) Extended hours on Aquatics schedule for family 4) 4 x per month at Elder Services. 5) 40 members participated

Increase participants' knowledge, skill, and ability of physical fitness and healthy lifestyles to reduce health care costs.	1) Offering stress management 6 week program – RAS point eligible 2) Reward members who engage in the recommended physical activity (3-5 days/week) 3) Offering weight management program to earn RAS points	1) 35 individual completed the program 2) 10% of Membership 3) 40 individuals completed the RAS weigh of Life program
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CULTURAL HERITAGE

Cultural Heritage consists of 30 employees tasked with providing language, history and culture throughout the Oneida Nation community and to invite, encourage and share knowledge of the components listed in the Tsi>Niyukwalihot^ definition. Cultural Heritage is in the process of addressing collaboration and accessibility that will enrich and support integration efforts throughout our tribal community

Administration:

- *Increase practice and participation of Oneida Culture*
- *Increase cultural events*
- *2 year academy- Tsi>Niyukwalih%=t<*
- *Rites of Passage*

Total Employees: 27 Oneida and 3 Non-Oneida

Cultural: 4 employees

- 1 Cultural Advisor
- 1 Cultural/Language Archivist
- 1 Wellness facilitator
- 1 Healing facilitator

Entrusted to work with individuals providing traditional healing and wellness practices using their individual talents of mind, body and spirit

History: 5 employees

- 1 Tribal Historic Preservation officer
- 1 Tribal Historian
- 1 Researcher
- 1 History Archivist
- 1 History Multi-Media Specialist

Promote knowledge of cultural resources, historical events and connection to ancestors. Keep knowledge of culture alive throughout the Oneida community Entrusted to the preservation of Tribal member remains. Protect and uphold Federal Laws. Survey Tribal lands in reservation boundaries.

Language Department: 8 employees

- 1 Manager
- 1 Language facilitator
- 1 Language Multi-Media specialist
- 1 Elder supervisor
- 4 Language trainees

Entrusted to work with tribal entities and the Oneida community to revitalize, expand and use the Oneida language

Library: 5 employees

- 1 Manager
- 1 Assistant Manager
- 1 Administrative Assistant/Library Aide
- 1 Librarian
- 1 Library Aide

Access to current, balanced materials, services and programs, enriched cultural and recreational use of time, up to date research material

Museum: 6 employees

- 1 Manager
- 1 Assistant Manager
- 1 Administrative Assistant
- 1 Interpreter
- 1 Educator
- 1 Gift Shop Coordinator

Increase visitor and community knowledge through exhibits, tours and off-site presentations. Promote Oneida artists exhibiting their art, gift shop sales, collaboration, and /or acquiring to add to Museum collection. Increase revenue through gift shop sales. Collaborate with other departments, Iroquois museums, cultural centers, libraries and/or collecting institution

Accomplishments/Achievements:

Administration - December marks the 9th months of the 1st official 2-year intensive adult language/ culture initiative following a 2-year pilot program. Participants are able to identify, pronounce and say a short opening or thanksgiving address. They are able to introduce themselves by their Oneida name, clan, and nation. Any of the participants who did not know their clan were able to get assistance in identifying their clan family. They are aware of the creation story and the yearly ceremonial cycle. Daily language lessons help them identify common phrases and items in different tenses. Cultural activities developed skills or knowledge in tanning hides, making baskets, Kastowes. The Language/Culture Archivist conducts the classes.

The same participants in the morning group wanted to begin evening craft or sewing classes. They meet on Tuesday and Thursdays from 5 – 9 pm to sew, bead, and/or complete regalia or other projects.

	Oct	Nov	Dec	Average
# served	112	91	101	101

# of times	663	643	648	651
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Obstacles & Solutions:

- Operating at capacity
Obstacle: Limited Instructors
Proposed Solution: Align and update job descriptions to address the need to work collaboratively with other tribal programs and community to incorporate the Oneida Language and Culture within the Oneida Nation.
- Balancing Resources
Obstacle: Current alignment limits sharing of knowledge
Proposed Solution: Align and update job descriptions to address the need to work collaboratively with other tribal programs and community to incorporate the Oneida Language and Culture within the Oneida Nation.

Obstacle: Access limited to language speakers and knowledge holders. Social Services identify significant 'gap' in language & Culture with 'at-risk' and 'in-need' tribal members

Proposed Solution: Collaborate efforts to robustly and consistently integrate language and culture into community and programs

Performance Highlights

- 7-10 participants attend daily Language/Culture lessons in the 2-year intensive Adult initiative. They are able to introduce themselves by name, clan, and nation.

The skills obtained include making Kastowes, baskets, tanning a buffalo hide, making cow horn rattles, and water drums

- Evening craft and sewing classes are held at Redstone from 5-9 pm. Seven (7) attendees worked on dresses, shirts, star quilts, and completing past projects involving raised bead work. Pot luck meals are often shared.



Language

Service Outcomes and Customer Results:

- October –1) Attended Kaliwiyo ceremonies and hosted Kaliwiyo in Oneida which strengthens the Oneida language and our ways. 233 visitors during Kaliwiyo ceremonies with 915 people renewing their relationship with our Creator
- Beginning to strengthen partnerships with College of Menominee Nation (CMN), Headstart and Oneida Community Education Center (OCEC) by meeting/communicating about scheduling classes and language sessions

Museum

The museum accomplished the objectives and activities for the first quarter. We focused our energy and efforts in creating and installing new exhibits, offering community activities and increasing gift shop sales.

1. Increase visitor knowledge through updated exhibits and increasing visitor knowledge

Six Nations Exhibit: This exhibit focuses on the Haudensaunee and commonly known to others as the Iroquois Confederacy. A map shows the territorial boundaries of our homelands in New York State. Kastowes are displayed representing the 6 Nations of the Iroquois Confederacy. Technology was incorporated by installing an I-pad station which allows visitors to gain additional knowledge of Oneida and the other five Nations.



Tours and Off-Site Presentations

The Oneida Museum conducted 12 tours during the first quarter of FY17. Tour groups included UW Whitewater's Center for Global Education, three tour groups of Oneida Tribal Members – two Norbert Hill Head Start classes and one Oneida Judicial System Judge, and an international student group from Lycée René Char Academy of Avignon, France partnered with the "French Connection" program at North High School in Sheboygan, WI.

TOUR GROUPS

DATE	GROUP	SIZE
10/2016	Culture Tours	20

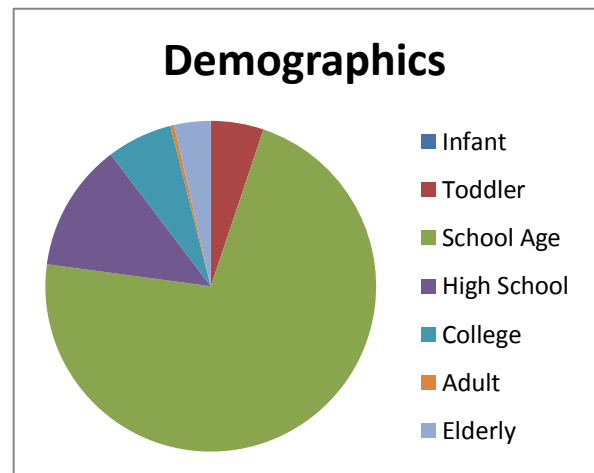
10/2016	Center for Global Education - UW Whitewater	27
10/2016	Northwestern University	10
10/2016	Oneida Judicial System	1
10/2016	Norbert Hill Head Start	20
10/2016	Lycée Rene Char and North High School	47
10/2016	Norbert Hill Head Start	22
11/2016	Gift Certificate Winner	9
11/2016	Menasha High School	55
11/2016	Cub Scouts Pack 4463	9
12/2016	Neighborhood House of Milwaukee	2
12/2016	NWTC	15

OFFSITE PRESENTATION GROUPS

DATE	GROUP	SIZE
10/2016	Tsyunh#hkw<	79
10/2016	Tsyunh#hkw<	76
10/2016	Tsyunh#hkw<	40
10/2016	Tsyunh#hkw<	74
11/2016	Hemlock Creek Elementary	150
11/2016	Green Bay Kenney Elementary	36

TOTALS

MONTH	MUSEUM TOURS	OFF-SITE PRESENTATIONS
Oct	147	269
Nov	73	186
Dec	17	0
Totals	237	455



2. Promote Oneida artists by exhibiting their art, gift shop sales, collaboration,

acquiring art to add to museum collection.

Promoting Oneida artists

The museum hosted craft classes taught by and to promote Oneida artists. The classes included a raised beadwork barrette class, basket weaving, and a beaded earring class. The classes were well received and booked to capacity. The classes offered related to Oneida History and Culture and stemmed from survey results received from Tribal members. With the limited space within the museum's "Education Center" (the trailer) and depending on the project, classes cannot exceed more than 15 participants. To also cut down on Museum expenses, materials for classes are extended to the instructor. Registration fees are then collected by the instructor..

Basket Weaving

In November, the museum hosted The Oneida Basket Guild to demonstrate the creation of a simple basket and for participants to create their own. The class was provided free of charge as a part of a grant the Guild received to teach their craft. Everyone finished, however, due to limited space, the class could only accommodate eight participants.



Raised Bead Work Barrette

Beading is always a very popular topic. The raised bead work barrette class filled up quickly. The museum hosted Neva Cahill, represented in the International Raised Beadwork Conference, as an instructor of the class. The museum is hosting another raised beadwork class in the second quarter.

Beaded Earrings

The beaded earring class filled up within two hours of the posting with a waiting list. This is another class that community members enjoy. We have been asked to offer this class again; therefore, it is also scheduled to be repeated in the second quarter.

**BEADED
EARRING
CLASSES**

WITH ELIZA SKENANDORE
Wednesday, Dec 14, 2016
5:00 - 8:00 PM
W892 Cty Hwy EE

Facebook.com/SMCrafts

12 Spots Available, Materials Provided

\$20

Contact Eric Dextator to Sign Up
edextat3@oneidation.org
(920) 869-6534

Hosted by:

ONEIDA
Museum

Museum Gift Shop Vendors

The museum promotes and supports Oneida artists by purchasing their crafts and artwork which is resold in the gift shop. The vendors that we invested in this quarter include:

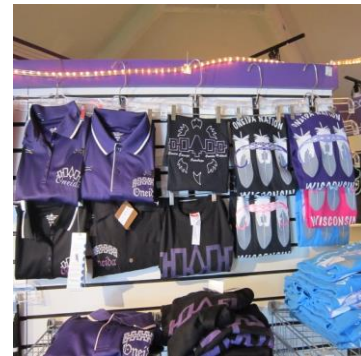
Adding Art to the Collections

The museum obtained a large donation of art by a tribal artist, David Ninham. The art is now part of the museum permanent collection. However, due to limited space, we cannot exhibit the collection at our current location.

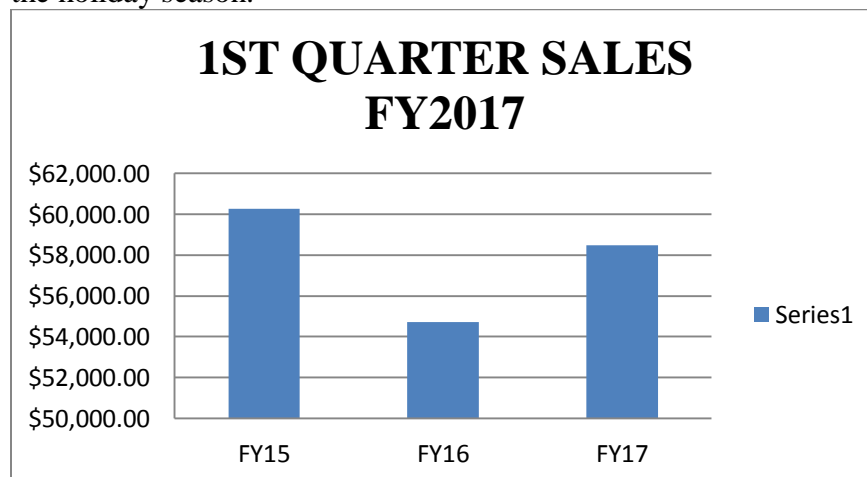
3. Increase revenue through gift shop sales.

We have worked diligently to increase the number of Tribal vendors utilized who come from within the Oneida Nation and other Haudenosaunee Nations. Many items are hand crafted. As a result, the artist can only produce a small number of items in comparison to mass-produced items. However, our visitors prefer the hand crafted items which are usually purchased as gifts. The challenge is finding various vendors that can make similar items. We continue to add more artists every year. The better selection results in increased sales as indicated in the quarterly comparison.

Gift shop sales continue to increase. This is another opportunity for us to educate and share information regarding our culture. We accomplish this by supplying clothing with cultural designs. We also carry items that are part of our culture to include black ash baskets, raised beadwork, water drums, and more. Because of the wide variety of products, we see an increase in sales.



Our gift shop sales increased over FY2016. The sales increase was a result of the vendors sending new product prior to the holiday season. We were also able to obtain re-orders during the holiday season.



4. Collaborate with other tribal departments, Iroquois museums/cultural centers/libraries and collecting institutions.

The museum is a resource for other tribal departments and outside agencies. During the first quarter, the museum assisted with

- Provided photographs to Somerville Architects to incorporate into the new head start building
- Assisted videotaping of Cultural Session for the Health Center Staff.
- Provided educational information and presentations at Tsunhehkwa's Harvest Days
- Assisted the Recreational Center with Boo Bash

Issues, concerns and recommendations:

- The museum continues to encounter issues with the current location. We were unable to utilize the classroom and breakroom located in the trailer because a few inches of ice froze the door and it locked shut. This is an ongoing problem.
- More recently, we had a group of 120 students visit the museum. The group was split into 4 groups. Unfortunately, we did not have a comfortable place for them to eat. The children sat on the floor in the museum to eat their lunches.
- Bathrooms were also a problem because we only have one stall for females and one for males. This is a huge inconvenience when you have a large group.
- Another major concern is lack of parking space. During the holidays, we only have about five (5) available spaces for customers. Parking along the driveway can be treacherous in the winter.

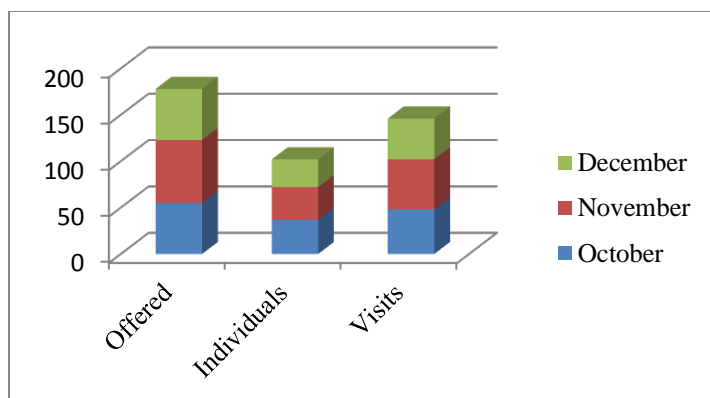
Objectives for Next Quarter:

- Install Pottery Exhibit highlighting the accomplishments of Jennifer's Stevens
- Install a pottery exhibit at the Casino which ties back to the exhibit here at the museum
- Events: Reception for Jennifer Stevens Exhibit, Young Artist Auction, Guess the Thunders
- Classes: Scarf Making and two beading classes
- Update forms, update SOP's, and focus on the archives

Cultural Wellness

Customer/Client utilization of services

Month	Offered	Individuals	Visits
Oct	55	37	48
Nov	68	35	54
Dec	55	30	44
TOTAL	178	102	146

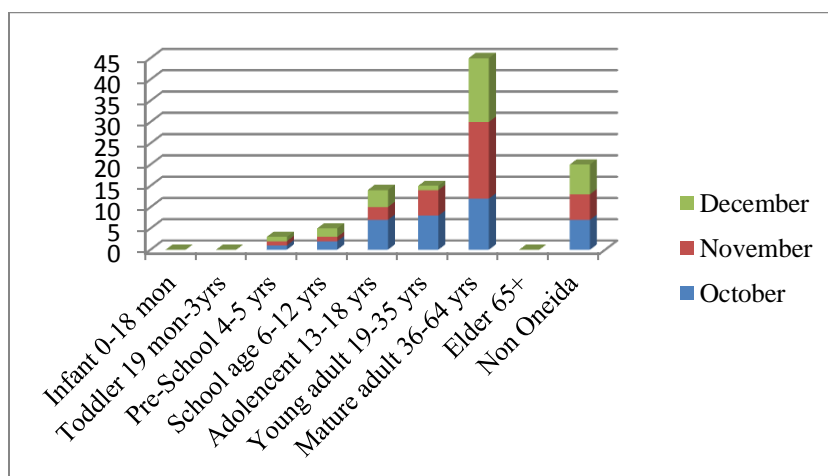


Goal: Assist Individuals in holistic health needs

Outcome: Assisted 102 individuals in traditional healing and wellness practices using a holistic approach by addressing the unmet needs of mind, body, emotion, and spirit. Of those 102 individuals, 44 were repeat visits. There were a total of 178 appointments scheduled this quarter.

Customer/Client age breakdown

Customer Base	October	November	December
Infant 0-18 month	0	0	0
Toddler 19 mon-3 yrs	0	0	0
Pre School 4-5 yrs	1	1	1
School age 6-12 yrs	2	1	2
Adolescent 13-18 yrs	7	3	4
Young Adult 19-35 yrs	8	6	1
Mature Adult 36-64 yrs	12	18	15
Elder 65+	0	0	0
Non Oneida	7	6	7



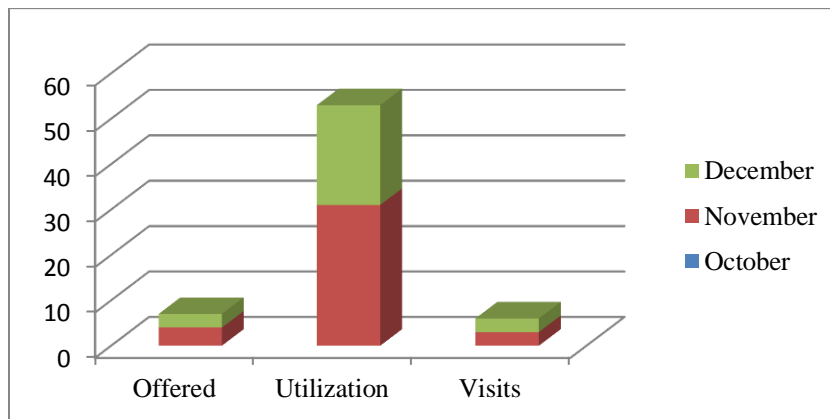
Customer Based Learning Opportunities

Enhanced Domestic Abuse Service for Native Americans Grant Schedule

Date	Time	Location	Class	Presenters
Nov 8	5-7 pm	OLC/Green Rm	Intro/Experiential-Team Building	Cindy
Nov 15	5-7 pm	OLC/Green Rm	Safety Planning	Vange/Annette
Nov 22	5-7 pm	OLC/Green Rm	Midwinter Ceremony	Randy
Nov 29	5-7 pm	Cannery	Self-Care Products	Laurie/Annette
Dec 6	5-7 pm	OLC/Green Rm	Corn Bread Workshop	Cannery
Dec 13	5-7 pm	OLC/Green Rm	Moccasins	Rosa
Dec 20	5-7 pm	OLC/Green Rm	Moccasins	Rosa

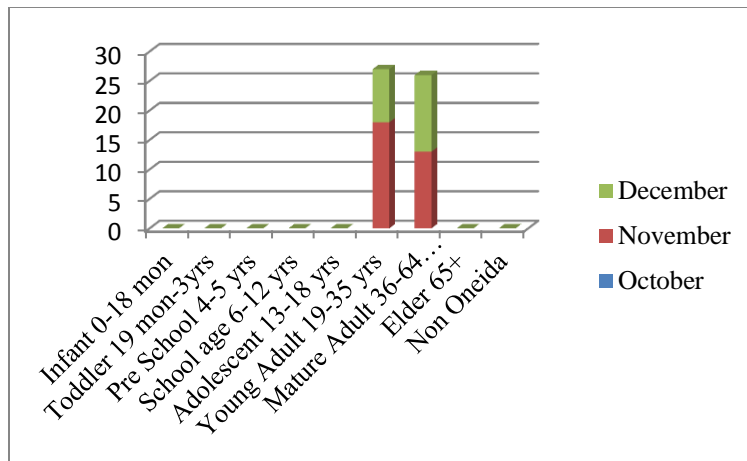
Participant Participation

Month	# Offered	Utilization	Visits
Oct	0	0	0
Nov	4	31	3
Dec	3	22	3
TOTAL	7	53	6



Participant age breakdown

Customer Base	October	November	December
Infant 0-18 month	0	0	0
Toddler 19 mon-3 yrs	0	0	0
Pre School 4-5 yrs	0	0	0
School age 6-12 yrs	0	0	0
Adolescent 13-18 yrs	0	0	0
Young Adult 19-35 yrs	0	18	9
Mature Adult 36-64 yrs	0	13	13
Elder 65+	0	0	0
Non Oneida	0	0	0



Customer Based Learning Opportunities: Assisted in seven (7) classes for the Enhanced Domestic Abuse Service for Native Americans Grant. The group meets on Tuesday evenings from 5-7:30 pm. The population serviced is young and mature adults.

Objective: Create a 2017 list of presentations

Outcome: Finished presentation topics and confirmed location for 2017 presentations

Historic Preservation

Project	October	November	December	Total
Customer Satisfaction	100% all verbal comments, good job	100% verbal comments, good Job	100% 2 written customer satisfactions/verba 1	100% total customer satisfaction
Oneida Language Acquisition	1/ability to identify 6 fundamental components	1/ability to identify 6 fundamental components	1/ability to identify 6 fundamental components	Creation Story Clans Ceremonies Great Law Kalihwiyo Post contact
Customer Base Learning	# of 5 opportunities offered, 14 attended	#4 opportunity' s offered, 4 attended	# 2 opportunities offered, 2 attended	11 total opportunities offered/ provided
Utilized how many times	1x	1x	1x	1x
Projects provided	17	17	17	51
Tribal reviews	0	21	6	27
General Public reviews	0	0	0	0
Ind. Tribal Member reviews	0	21	0	21
WISDOT reviews	45	22	8	75
Site monitoring	0	0	0	0
Consultations	1	0	0	1

Archives & Lit search	50	133	23	206
CPSR permits	0	21	0	21
Burial/inadvertent	1	1	1	3
Consultants	1	1	1	3
DOLM/Lease/Demolition	45	22	8	75
Total # of projects per month	160	259	64	Total of 483 projects for first quarter

Outcomes for the first quarter:

- Conducting 160 projects for October
- Conducted 259 projects for November
- Fifty (50) acres of property had Phase I, II, and III of Archeological Surveys completed. Phase I surveys are used to identify the site, conduct literature, and review records such as WPA Notes, GLIS burial, historical maps and elder interviews etc. Phase II consists of more in-depth research which includes an evaluation of the site and assessments of effects that may or may not affect the project. When the assessment is conducted and if artifacts, mounds, burials, or cultural ceremonial place are identified, it is determined there will be an effect to the project. Phase III involves the resolution of any effects and developing a data recovery plan during the evaluation phase. If the burial sites, mounds, archeological site, and/or cultural sensitive area will be impacted by the project, consultation begins to determine if the area can be left intact or if things will need to be removed. If removed, a data recovery plan is developed with specific and detailed instructions of the area and scope of work to save cultural items.
- 219 individual projects were entered and categorized into Onbase for record preservation while 228 individual projects need yet to be indexed. All federal, state, county, and Tribal reviews are entered into Onbase and scanned and categorized and maintained for better record preservation.

The majority of the customer-based learning for the first quarter were 36-64 year of age and elders 65 and older. However this number is substantially low due to many of the projects listed in chart are not yet completed or not scheduled to begin until after the colder winter months. Projects during the spring, fall, and summer increase significantly due to the fact there is 80% more ground visibility.

Accomplishments/Achievements:

- Received a WISDOT capacity Grant of \$4,500.00 to be used for a historic preservation project at the Methodist cemetery to help identify un marked Native American human remains.
- Corina D. Williams was nominated by and voted in by all 11 Wisconsin Tribes to serve as the Secretary of the Wisconsin Inter-Tribal Repatriation Committee. It is a 4-year term and is responsible to administer funding, along with establishing the Committee as a 501c3 c to allow for independent fundraising to aide in covering costs for repatriation

efforts for catalogued and uncatalogued Native American human remains throughout the state of Wisconsin.

Social Services Area

Executive Summary: The Oneida Tribal Social Service programs strives for continued performance in service reporting and delivery to the Oneida population to meet the diverse and challenging needs on and off the reservation. The programs serve as a last-resort assistance unit as social service programs continue to be an important safety net for the membership.

SEOTS

Focused on 1) Maximizing community engagement, and 2) Surveying indicators of wellness within the Oneida community of southeast Wisconsin.

Statistics: **Base Number:** 717 (+22% over prior year)
 Utilization: 1,660 (+9% over prior year)

Utilized Programs/Services: Medication Distribution (569), Native American Craft Fair (344), Tuesday Elder Activities (291), Office Equipment Use (81), Craft Class (81).

- The Native American Craft Fair held on Saturday, November 19th was the best attended event thus far with 344 attending throughout the day. The event provided exposure to Native American artists and crafts.
- The second half of the SEOTS community wellness survey was implemented during October. The results have been compiled and are currently being reviewed by staff and local agencies.
- SEOTS continues to maintain a close relationship with the Oneida Elder community of southeast Wisconsin. Of the 1,660 visits during the 1st quarter, 707 were age 55+ (of those who identified their age).

Performance Targets: The performance target for the 1st quarter was to increase participation over prior year by 3% with the understanding that programs and services will continue to improve. SEOTS has exceeded that goal.

During the 2nd quarter SEOTS plans to start revising the strategic plan based on survey data gathered over a two-year period.

Customer Satisfaction: The average score 90%.

Food Distribution

Services five (5) counties (Brown, Outagamie, Door, Manitowoc, and Kewaunee). This is a low-income program funded mostly by a USDA grant and 25% Tribal contribution. The program supplies families with a nutritional and well balanced food package valued at over \$100.00 per person. This includes fresh fruits and fresh vegetables as well as a variety of meat and other foods supplied by the USDA.

Scorecard Statistics

	Oct	Nov	Dec	Total	Average
Base # of customers	746	798	808	2,352	784
Customer Utilization	597	727	718	2,042	681

- Identify 1st quarter initiatives to achieve customer outcomes: Wellness Outcome. We continue to supply fresh vegetables and fruits to each household.
- Customer trends: There has been an increase in participation of Food Distribution because of the standard shelter/utility expense deduction that is allowed to each household. The standard income deduction of \$400 has helped many households to qualify.
- Operations forecast for program based upon customer information. Through the continued efforts of the Tribal organizations to push USDA to offer traditional foods such as wild rice and salmon fillets and are starting to see them added gradually.

Program Narrative Summary: The Food Distribution Program on Indian Reservations (FDPIR) is a federal program that provides USDA foods to low-income households, including the elderly, living on Indian reservations. Our partnership with USDA through established grant contracts continues to provide healthy/nutritional values in the food products provided to clients with a food package that meets or exceeds the requirements in the national food pyramid matrix.

Identify Program challenges/efforts to overcome them: In order to provide the continuing services and benefits of our program provided by the grant contract agreements with USDA, that allow our community to receive the nutritional foods provided by USDA. SOLUTION: Monitor budgets insuring that we use the monies that are in our grant.

Identify Program performance targets achieved: Delivery services have increased based on increased participation: Oct-75, Nov-75, Dec -79, Average: 76

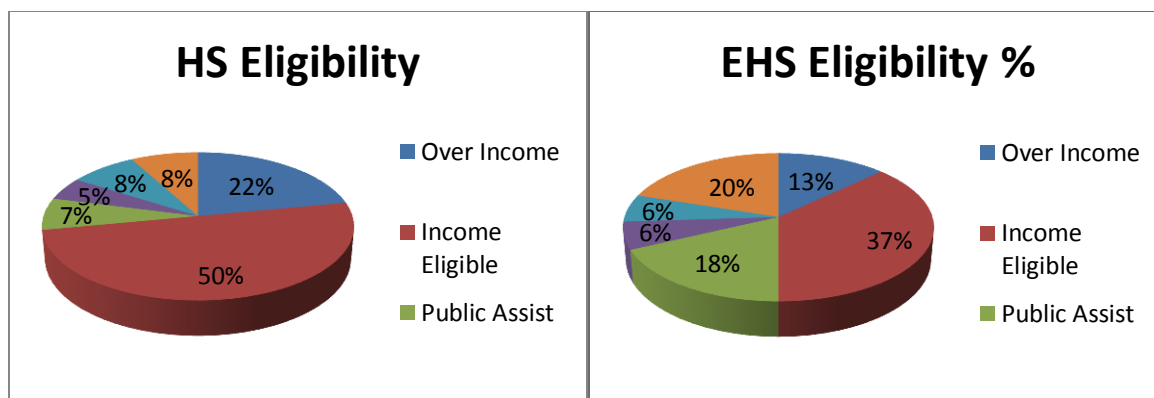
Identify performance target(s) for 1st quarter achievement: Continue to monitor customer satisfaction in food product quality.

Head Start/ Early Head Start

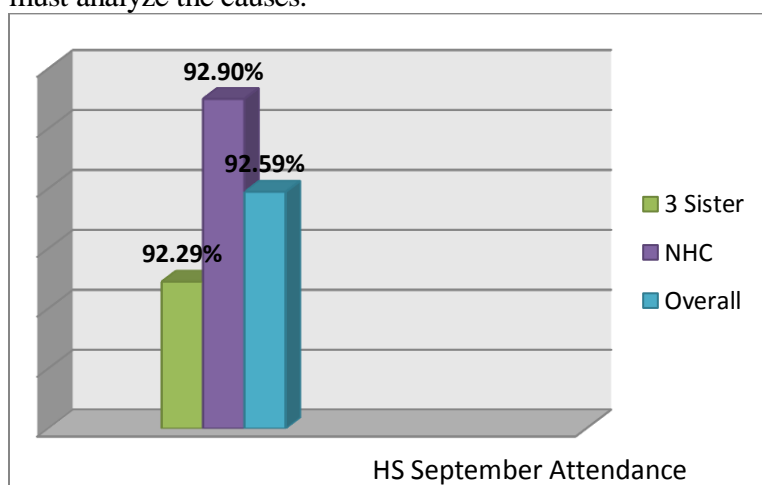
Membership total: (Base Number) 424

Duplication of Numbers: (Utilization) 591

Federal regulations allow Tribal programs to have up to 49% of the children over income provided that all income-eligible children are given opportunities to be in the program.



1302.16 (b) If a program's monthly average daily attendance rate falls below 85 percent, the program must analyze the causes.



1 st Quarter Focus		
Initiative	Activities	Outcomes
Head Start monthly child attendance at 91% or above	1. Parent information on attendance requirements given at first home visit in August 2. Attendance Policy discussed at Parent Orientation 2016. 3. Parent attendance reminders went out to all Head Start parents whose children fell below 85% for attendance which is the federal benchmark	1. Attendance at 92.59%
Based on the Tribal Budget alignment, 95% of children reaching developmental milestones to get the children ready for school.1302.33	1. Weekly educational home visits with families in the Early Head Start program 2. Monthly family	Early Head Start Social Emotional - 94% Large Motor - 97% Fine Motor - 98%

(b)(2) A program must regularly use information to determine children's strengths/needs and to adjust data to better support the children's development	Socialization for EHS families 3. Data collected quarterly. HS was not in session during this quarter	Cognitive - 98% Literacy - 86% Math - 69%
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Oneida Head Start/Early Head Start's customer satisfaction rating was at 96% on average.

Plans for FY 2017:

- Continue to increase children's skills in the area of math
- Maintain Head Start attendance at 91% or higher

Some of the challenge we see that prohibits our membership to be more engaged are:

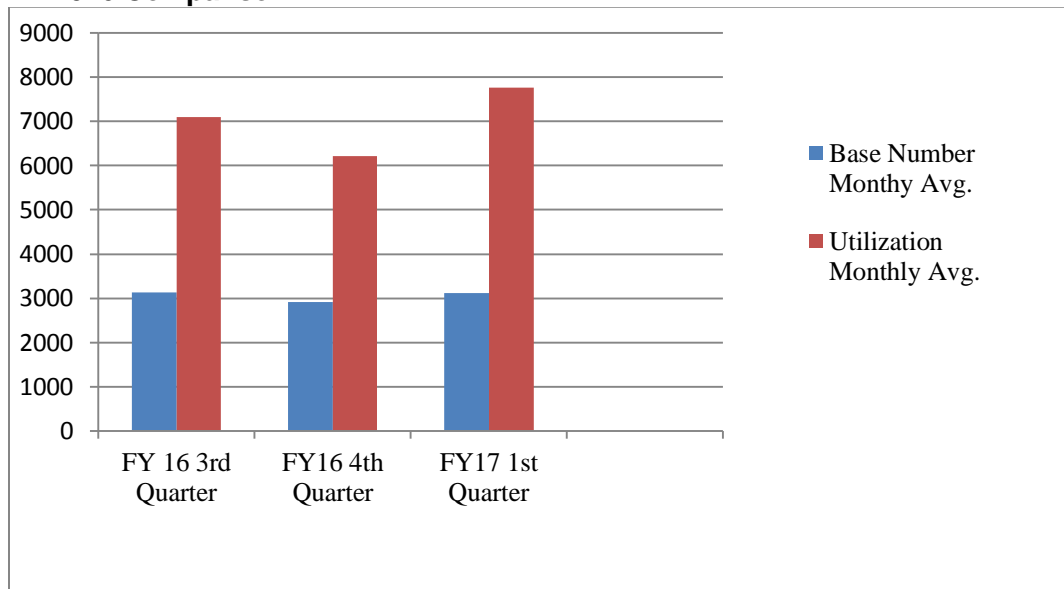
- Parents who send children to school less than 85%
- Parents understanding what math skills are for infants and toddlers

Family Services

Focused on increasing utilization in services to promote safe and healthy families in addition to increasing financial stability for families through improved collection rates for Child Support.

Statistics: **Clients/cases:** (Base Number) 3,120 monthly average
Number of client contact: (Utilization) 7,763 monthly average

FY 2016 Comparison



1st Quarter			
Program	Initiative (On-Going)	Activities	Outcomes

Child Support	Increase collections of current support for children	<ul style="list-style-type: none"> -Sending Treasures and Making Parents Smile (STAMPS) -Barrier Assessment -Offer Co-Parenting Class 	<ul style="list-style-type: none"> -Offered to Child Support families who had an incarcerated parent. -Utilized during initial appointments-referral -December 6th 1 attendee
Indian Child Welfare (ICW)	Increase safety and permanency for children	<ul style="list-style-type: none"> -Case management of Oneida children in the Child Welfare system -Ensure placement preferences are followed 	<ul style="list-style-type: none"> -174 new referrals -59 current on-going cases -79% w/parent or relative
Foster Care/Kinship Care	<p>Providing support for Kinship providers</p> <p>Providing Oneida foster homes for children in need of placements</p>	<p>Kinship Care payments</p> <p>Collaboration with ICW</p>	<ul style="list-style-type: none"> -53 Families served monthly for Kinship Care -12 children in Oneida Foster Homes
Parenting	Successful completion of program	<ul style="list-style-type: none"> -Trauma Informed Parenting -Teen Parents -PEC 	<ul style="list-style-type: none"> -15 Participants completed -2 teens plus their support s -9 participants
Prevention	Education	<ul style="list-style-type: none"> - Community Response (Child Welfare Prevention) -On-going weekly programming at Turtle school for Head Start, Elementary and Middle School. 	<ul style="list-style-type: none"> -7 families -145 youth

Domestic Violence	Education/Awareness/Support	-Men's Group	-42 participants
		-Girls Group	-31 participants
		-Boys Group	-14 participants
Yetiya'tanu'nha	Supporting students credit recovery	-Supporting student's through credit recovery and reconnecting them to school and community partners	-11 students

Special initiative that required assistance from all of our programs was the annual Giving Tree coordinated by one of the staff. This year approximately 425 youth were served. This is not specific to Social Services connected families; it is open to the entire community.

Family Support Services conducts quarterly customer satisfaction surveys for the Child Support, Prevention, and Domestic Violence programs. The average satisfaction rating was 98%. The surveys provide feedback on program and services, staff, and the facility.

Some of the challenges encountered:

- Lack of community participation in groups/education events that are offered.
- Staff shortages in Child Support and Prevention due to leaves.
- Lack of supportive services funding for families in need.

Economic Support Services

Program	Trending	POP	Base #s	Utilization	Qualitative Improvement
Income Maintenance	Cases fluctuate monthly.	Low Income	3739	Program participants have 6 month and annual reviews. Some months higher than others	New programming of FSET requirements has added single people now eligible for services.
N.E.W (New Employment Works)	Case #'s fluctuate depending on new employment.	Low Income	306	Some times of the year are higher than others due to grant being specific for new employment	SOP revised for implementation
General Assistance	Consistent Oct-4 Nov-4 Dec-4	Low Income	12	Consistent	Calendar year grant and ends Dec. 31 annually

TANF	Oct-16 Nov-19 Dec 19	Low Income	54	Program participants have 6 month and annual reviews. Some months higher than others	TANF Manager and 2 Case management staff attended the National TANF Institute on 7/17/16.
TANF Diversion/Crisis/Support Services	Diversion: 10-31 11-10 12-38 Crisis: 10-4 Nov-6 Dec-0	Low Income	89	Consistent utilization for these services	Investigating new support services to offer clients – ongoing.
Child Care	Needs increasing	Low Income	222	Utilized consistently and has risen	Continually improving service delivery and adjustments made accordingly.
Daycare	Consistent each mth	Low Income	176	Utilized consistently and rising.	Currently operating with one Daycare teacher and posted for 2 nd teacher
Oneida Food Cards	Consistent each mth	Low Income	452	Appears members are utilizing the food card more often due to the changes in food share requirements	Plan to investigate this program further for improvements
Community Support	Consistent	Low Income	103	Not utilized as much as previous years	Amending SOPs due to currently working with the LOC on changes to the Fund Policy.
WHEAP	Case #s rise in Oct.-Apr. each year	Low Income	192	Consistent	WHEAP continually update on new program requirements.
CSBG (Community Services Block Grant)	Counts fluctuate each month	Low Income	12	Members utilize for rental and emergency food assistance.	Part of the Family Services Grant shared with Children and Family Services. Investigating other ways to utilize funds.
Food Voucher Program Low Income			396	396 Members served with 10 Denials.	Temporary program until Food Pantry opens.

The Base Numbers for programs constantly change due to the nature of the programs.

Community Support assisted as many as 37 members in October; 41 in Nov; and 25 in Dec. These numbers will fluctuate each month and cannot be projected.

This is a program that is being thoroughly looked at currently and revisions to the policy are being made in collaboration with the LOC.

Elder Services

To revitalize and refocus Elder Services' culture, mission and commitment to tribal elders, GSD and Social Services has identified new Elder Services leadership who has been tasked to robustly assess operations, policies, services and staffing.

Challenges:

- Leadership transition
- Insufficient oversight and policies/SOP with some critical frontline services
- Insufficient training with some critical frontline services
- Inexperienced employees in critical service positions
- Insufficient staffing to meet the needs in critical frontline services
- Growing elder population resulting in 'waiting lists'
- Limited collaboration with other Oneida programs

To aide in determining challenges and developing solutions and improvements, Oneida Elder Services also conducts monthly customer satisfaction surveys of the following service areas:

- Apartments
- Service Specialist
- Outreach
- Activities
- Respite/In-Home Chore
- Congregate Meals
- Reception
- Benefit Specialist
- Native American Family Caregiver program
- Home Repair
- Transportation
- Home Delivered Meals

The surveys provide feedback on program and services, staff, and the facility. The plan for FY 2017 is to continue to provide quality programs and services for the Oneida Community elders , use the feedback from the surveys to increase participation in our services, and make the appropriate improvements where necessary.

Statistics – Unduplicated (#of customers)

	Transport	Activities	Home Repair	In Home Chore (Homemaker)	Respite Care (Personal Care)	Elder Abuse	* NAFCG	Benefits
Oct	42	49	27	56	4	5	5	19
Nov	28	46	19	54	1	12	8	47
Dec	29	40	27	60	4	6	4	33

*NAFCG= Native American Family Care Giver

	Outreach & Assessments	Congregate Meals	* HDM	Home Chore	** ADRS	*** DCS	Apartments	Major Home
Oct	18	154	67	80	34	12	29	0
Nov	8	136	70	80	37	5	29	0
Dec	10	151	68	120	60	5	29	0

*HDM= Home Delivered Meals, **ADRS = Aging & Disability Resource Specialist, ***DCS = Dementia Care Specialist

a. Customer utilization number (Duplicated units)

			Home	In Home Chore	Respite Care	Elder		
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	Transport	Activities	Repair	(Homemaker)	(Personal Care)	Abuse	NAFCG	Benefits
Oct	420	205	40	110	19	18	29	52
Nov	266	172	29	144	13	20	47	114
Dec	291	145	38	157	20	15	55	23

	Outreach & Assessments	Congregate Meals	HDM	Home Chore	ADRS	DCS	Apartments	Major Home
Oct	429	1263	1549	74	22	Only track unduplicated		0
Nov	270	1050	1426	74	11			0
Dec	296	1087	1571	323	39			0

1 st Quarter Focus – Increase engagement		
Initiative	Activities	Outcomes
<p>Work with AJRCCC to send out high quality food that the elders enjoy but still meet guidelines.</p> <p>Dementia Care Specialist to increase awareness of Dementia Care Program</p> <p>Help make the Nation Dementia friendly</p> <p>Keeping people in their communities and out of nursing homes will be an increasingly important issue as we go forward.</p> <p>Providing adequate Long Term Care Services.</p> <p>Keep elders safe in their homes</p>	<p>Recruit volunteers and attend and keep the communication open with the Nutrition Advisory Council</p> <p>Keeping the Nutrition Advisory Council involved by having them participate in the meals.</p> <p>Offered presentations to other tribal departments</p> <p>Offer Purple Angel program</p> <p>Started Memory Café and offer memory screens</p> <p>Enrolled caregiver in REACH program to help keep elders stay at home longer</p> <p>Attend state meetings and trainings on Aging programs Alzheimer's Caregiver program for coordination of home and community based services with the Native American Family Caregiver program.</p>	<p>Working with the Nutrition Advisory Board and volunteers to help maintain independence when coming to the meal site.</p> <p>Support for caregivers and people with dementia have a social outlet by offering Memory Café</p> <p>Support caregivers in their efforts to care for their loved ones at home and stay in the community longer.</p> <p>Support people who may have dementia who are looking for services and need a diagnosis</p> <p>Planning upcoming evidence based workshop for Healthy Living with Diabetes, Stepping On fall prevention and Powerful Tools for Caregivers. 3 Staff trained in all 3 courses</p> <p>Elder Abuse and Adult</p>

	Work with OPD, other entities to ensure policies are in place	Protective Services
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Veterans Department

- 761 Clientele visits
- 31 Other Tribes
- 51 Days Bldg Usage
- 1033 Calls Received
- 33 VA Disability Claims
- 7 new clients

A major initiative of the Veterans Department is improving customer service and to maintain clientele numbers at approximately 253 visits per month and approximately 344 calls per month.

Another major initiative was the 1st Wild Game Feast held in November. A Purple Heart Veteran was donated a Bear Hunting Tag and in turn donated the Bear he shot with some deer meat. The Oneida Conservation Department donated duck and geese, and the Oneida Nation Farm donated the buffalo. Community members along with the Purple Heart Veteran's family did the cooking and serving. Turnout for this event was extremely good, and the Veteran's Department received an abundance of positive feedback.

In December, for the holidays, the Oneida Nation Veterans Advisory Committee honored all 14 veterans at the Anna John Resident Care Community Center with a fruit/food/candy/cheese box; Wis. Indian Veterans Association-Oneida Chapter donated 8 food baskets to area needy families, along with the Native American Veterans who provided 30 food baskets for community families, and Robert Cornelius VFW Post 7784 provided a miniature Christmas tree plant and sang Christmas carols to every resident at our AJRCCC.

Re-alignment: Consistent with GSD's commitment to address opportunities to improve operations, oversight, service delivery and/or revenue stream(s) GSD worked with the Internal Services and Comprehensive Health Divisions to align services and programs:

- Veterans Department align/report to Internal Services Division
 - o Two employees
 - o Compliments agricultural strategies specifically Aquaponics
 - o Compliments Tourism, volunteerism and community-wide destination-events

Transit

Transit has identified significant opportunities for improvement in service delivery and internal operations. In upcoming quarters Transit will actively evaluate policies and long-standing operations that may no longer adequately and efficiently serve the community.

Public Transit saw a slight increase in utilization. Public Transit customers bridge two (2) significant population demographics economically: Lower Middle Income and Low Income. These economic sectors are highly affected by costs associated with transportation such as vehicle, vehicle maintenance, and fuel.

Transit experienced an increase in utilization for **youth by 59.7%** which is attributed to a seasonal cycle as various K-12 schools in Public Transit Service Area begins in September annually.

Number of Trips & Total Miles Fiscal Year 2017

	Adult (18— 54)	Elder (55+)	Youth (6— 17)	Infant (0— 5)	Wheel Chair	Total		Miles
October	1,285	1,388	1,117	90	230	4,110		27,254
November	1,165	1,282	1,166	104	152	3,869		26,621
December	1,117	1,298	1,246	172	152	3,985		27,727
Subtotal	3,567	4,893	3,529	366	534	11,964		81,602

Total	3,567	4,893	3,529	366	534	11,964		81,602
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