

Oneida Business Committee Agenda Request

1. Meeting Date Requested: 04 / 26 / 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:

Accept Governmental Services Division FY '17 2nd quarter 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/Submitter:

Your Name, Title / Dept. or Tribal Member

Additional Requestor:

Name, Title / Dept.

Additional Requestor:

Name, Title / Dept.

Governmental Services Division

FY 2017 Second Quarter Report

George Skenandore, Division Director

DIVISION EXECUTIVE SUMMARY

The purpose of the Governmental Services Division (GSD) is to provide education and lifelong learning opportunities, programs, and services for individuals and families to further improve their wellbeing. The second quarter report of GSD reflects the continual high level of use of programs/services by community members of all ages. Program areas and the employees who serve in those areas continue providing quality customer care and services consistent with the mission, vision and values of the Nation as a whole. In an effort to improve operationally across the Division, performance assurance audits continue to occur with findings being followed up on as required. There are position vacancies being addressed to enhance the service to the customer/client base and the work teams that serve them. Budget preparations will begin for the 2018 fiscal year with the interest to review the Division operations to ensure that efficiencies and best practices are considered as part of program design and delivery of services. We are thankful for the opportunity to serve the community and for the community's support throughout the years.

CULTURAL HERITAGE AREA



Executive Summary

NARRATIVE	DEMOGRAPHIC TITLES & #'s		FREQUENCY/ UTILIZATION	BULLET POINTS
<p>Mission Statement:</p> <p>To preserve, protect, maintain, and interpret the Oneida traditions, artifacts, language, customs, and history in a manner that shall promote the dignity and respect of the Oneida people and culture.</p> <p>Core Values:</p> <p>Kahletsyalúsła - The Heart felt encouragement of the best in each of us.</p> <p>Kanolukhwásła - Compassion, caring, identity and joy of being.</p> <p>Kaʔnikuli·yó - The openness of a the good spirit and mind</p> <p>Kaʔtshatásła - The strength of belief and vision as a People.</p> <p>Kalihqi·yó - The use of good words about ourselves, our Nation, and our future.</p> <p>TwahwahtsíláyΛ - All of us are Family.</p> <p>YukwatsístayΔ - Our fire, our spirit within each one of us.</p>	Base #:	4804	Customers used the Oneida Cultural Heritage Services 17, 396 times in the 2nd quarter of FY17	Refer to Bullet Points under each department header.
	AGE GROUPS		17396	
	0-3:	253	Social Media Counts:	
	4-9:	375	21,127	
	10-17:	1375	Emails relating to services:	
	18-30:	665	7313	
	31-54:	1208	Phone calls relating to services:	
	55-70:	390		
	70+:	8	1397	
	Non-Oneida	530		

NARRATIVE	DEMOGRAPHIC TITLES & #'S		FREQUENCY/ UTILIZATION	BULLET POINTS
<p>Cultural Heritage Administrative Office identifies and develops initiatives to meet resolutions:</p> <p>09-25-84 A 03-17-89 A 05-04-90 08-12-00 C 04-03-02 B 08-10-05 A</p> <p>using information from the 2005-2025 comprehensive plan survey responses, and the quality of life reports and event surveys.</p> <p>Our primary focus is on developing, implenting, monitoring, and improving the following:</p> <ol style="list-style-type: none"> 1. A two (2) year intense initiative on Oneida Cultural Indentity and Language Development known as Tsi'Niyuwalihóta, 2. assisting with mentorship via Tetwanhatényes (We are changing our lives) the Rites of Passage group, 3. Social Development through a sewing circle open to the public, and 4. planning for the 2017 OnΛyote'a'ká Gathering 	Base #:	123	Customers used the Cultural Heritage Administrative Office Services 304 times in the 2nd quarter of FY17	<p>Helped support development of Tetwanhatényes (We are changing our lives) the Rites of Passage (RoP)</p> <p>Accompanied the RoP group for HoYan as their first activity</p>
	AGE GROUPS		304	Recited the Creation Story for the Tetwanhatényes group and Tsi'Niyuwalihóta classes.
	0-3:		Social Media Counts:	
	4-9:	5		Started 2nd group for Tsi'Niyuwalihóta with 10 participants
	10-17:	15	Emails relating to services:	
	18-30:	6	2763	Completed Decolonization with over 64+ people in attendance.
	31-54:	62	Phone calls relating to services:	
	55-70:	32		
	70+:	3	52	Sewing Circle has an average of 10 people participating every week.
	Non-Oneida:			



CULTURAL IDENTITY

NARRATIVE	DEMOGRAPHIC TITLES & #'S		FREQUENCY/ UTILIZATION	BULLET POINTS
<p>Lead Educators for Tsi?Niyuwalihóta: focusing on Language Development & Cultural Identity</p>  	Base #:	19	Customers used the Cultural Identity Services ? times in the 2nd quarter of FY17	<p>Educated Students through discussion & hands on activities such as:</p> <ul style="list-style-type: none"> Mid-Winter Ceremonies Post -Contact Treaties Wampum History The Beginning of the Creation Story The Great Law Maple Syrup making     
	AGE GROUPS			
	0-3:		Social Media Counts:	
	4-9:		702	
	10-17:		Emails relating to services:	
	18-30:	1		
	31-54:	7	Phone calls relating to services:	
	55-70:	10		
	70+:	1		
	Non-Oneida			


CULTURAL WELLNESS CENTER

NARRATIVE	DEMOGRAPHIC TITLES & #'S		FREQUENCY/ UTILIZATION	BULLET POINTS
<p>Mission Statement:</p> <p>Promote a holistic cultural based approach to Wellness that encourages and strengthens Tsi’Niyuwalihóta</p> <p>The wellness approach of the Oneida Cultural Wellness Center is based on the traditional healing model of the 15 string Condolence that moves consecutively through stages of: Stabilization, Personal Awareness, Contextual Awareness, and Personal Retivalization that integrates Holistic Healing ú Wellness.</p> <p>Cultural Wellness Center employees are tribally funded and provide in-kind services to support other departments recieving grants.</p>	Base #:	281	Customers used Cultural Healing and Wellness Services 504 times in the 2nd quarter of FY17	<p>Cultural Wellness reports: Weekly Staff Meetings, 1 on1 meetings, DV Culture Group meeting, CST meeting, Language Class, SOP Training, Employment Law Meeting, Program Development Meetings, Decolonization Mandatory In-service, & Fire Extinguisher Training.</p> <p>Indigenous Diet and Holistic Health Presentation was well received. Attendees are "Hungry for more education"</p> <p>A need for more flexible hours - hours of operation during standard work week inhibit the utilization of services needed.</p> <p>Mood and Food Presentation was also well received. Found the "Explanation of how the mutated genes affect you," and "Learning more useful foods to eat, learning about physical symptoms of lack of nutrients" most useful. Additional sessions requested regarding nutrition.</p> <p>Assisted Museum with menu planning for Cultural Heritage Spring Break Event.</p> <p>Cultural Healing reports: Number of people utilizing services is increasing again.</p> <p>Lots of activities planned</p> <p>Language Classes</p>
	AGE GROUPS		504	
	0-3:		Social Media Counts:	
	4-9:	52		
	10-17:	23	Emails relating to services:	
	18-30:	22		
	31-54:	105	Phone calls relating to services:	
	55-70:	77		
	70+:	2		
	Non-Oneida			

ELDER INTERVIEW/ HISTORY

NARRATIVE	DEMOGRAPHIC TITLES & #'S		FREQUENCY/ UTILIZATION	BULLET POINTS
Oneida Elder Interview/History meets the Cultural Heritage mission by collecting, organizing, preserving , and presenting materials that pertain to the Oneida Nation and its people. These activities are supported solely by Tribal Contribution.	Base #:	7	Customers used the EI/History services 7 times in the 2nd quarter of FY17	<p>Collaborates with Records Management to preserve Land Claims documents chronologically through scanning and organizing filing cabinets.</p> <p>Identified need for renovations to the "Land Claims" side of Cottage II to assist in establishing a research center with lockers and coat rack according to the Oneida Nation Archives Research Center Procedure.</p> <p>Organizing historical material for efficient accessibility for Oneida Nation employees, Historians, researchers and scholars.</p> <p>Preparations under way for presentation in May about the "Religious Influence in Oneida" by researching church archives, the Great Law of Peace, and interviewing tribal members.</p> <p>Elder Interviews are ongoing - aiming for four (4) interviews/ month. Increased data storage space obtained to log interviews.</p> <p>Between Feb 21-28 there was a 433% increase in page visits on Facebook.</p> <p>Community Presentations have been given in collaboration with Tsi'NiyuwalihtóΛ, the Museum, SEOTS, the C.E.C., and CESA 7 Educators.</p> <p>Log Home Tours & New Employee Orientation continues.</p>
	AGE GROUPS		7	
	0-3:		Social Media Counts:	
	4-9:		2846	
	10-17:		Emails relating to services:	
	18-30:			
	31-54:		Phone calls relating to services:	
	55-70:	7		
	70+:			
	Non-Oneida:			

LANGUAGE DEPARTMENT

NARRATIVE	DEMOGRAPHIC TITLES & #'S		FREQUENCY/ UTILIZATION	BULLET POINTS
<p>Oneida Language Department is supported by Tribal Contribution funds. The Oneida Language Department follows all the regulations set forth by the Oneida Business Committee and HRD. Currently, there is no external funding in the way of grants but the Oneida Language Department is seeking and applying for grants with various partners.</p> 	Base #:	1662	Customers used the Language Dept. Services 5,812 times in the 2nd quarter of FY17	Jan: Attended Midwinter ceremony in Thames; with Shalihokt opening and closing the ceremony. Upon return gave a report and scheduled our ceremony for Feb 2-5. 135 individuals regenerated with stirring the ashes.
	AGE GROUPS		5812	Began Head Start, Afterschool, Arts Program, CMN, & CEC community classes. Assisted Oneida Adventures ONHS in snowshoe class. Base learning, 197; utilization 259.
	0-3:	117	Social Media Counts:	
	4-9:	259	244	
	10-17:	634	Emails relating to services:	
	18-30:	316	125	Feb: Assisted & participated in conducting Midwinter ceremony: Feb. 2: 147ppl Feb. 3: 119ppl Feb. 4: 187ppl Feb. 5: 97ppl Continued classes at CMN, Head Start, Afterschool, Arts Program & Community classes. Began 6 week sessions at CEC.
	31-54:	279	Phone calls relating to services:	
	55-70:	55		
	70+:	2	30	
	Non-Oneida:			Mar: Participated in storytelling event at CMN; Assisted with tobacco burning at Pamperin Park for Fishing Ceremony; Invocation for National Veteran's Conference,as well as, continued classes with Head Start, after-school, arts program, language weekend, early intervention and began re-org with school board.
			Began language lessons with the new students attending Tsi'Niyuwalihoṭa.	



COMMUNITY LIBRARY

NARRATIVE	DEMOGRAPHIC TITLES & #'S		FREQUENCY/ UTILIZATION	BULLET POINTS
Funded through Tribal contributions, the Library Collection Grant, Library Federated Awards Grant, and the Native American Library Services Enhancement Grant; this allows for access to current balanced materials, services and programs, enriched cultural and recreational use of time.	Base number:	2035	Customers used the Library services 10,092 times in the second quarter of FY17	Homework Help Outreach Job Search Drop-ins Lovers Luau Dragons Tacos Elder Day Cookies & Canvas Monthly Maker Space Suessabration 3,431 materials circulated Continuing to promote Oneida Language Classes by hosting them on Tuesdays and Thursdays at the Main Library. On avg. 6 participants per class. Events: Coding Initiative in WI Public Libraries have been integrated into some of our STEM projects which have been drawing some interest. The Library Board is developing a plan to expand and enhance space to attach customer use in our library. Citing our limited meeting rm to 16x24 as an example. We continue to provide our youth with literacy encouragement and STEM games, puzzles, and time for socialization in a safe helpful atmosphere.
	AGE GROUPS		10092	
	0-3:	106	Social Media/ Computer Counts:	
	4-9:	59	2,634	
	10-17:	688	Emails relating to services:	
	18-30:	269		
	31-54:	704	Phone calls relating to services:	
	55-70:	209		
	70+:		324	
	Non-Oneida:			

MUSEUM

NARRATIVE	DEMOGRAPHIC TITLES & #'S		FREQUENCY/ UTILIZATION	BULLET POINTS
The Oneida Nation Museum mission it to increase visitor knowledge through updated exhibits, tours and off-site presentations. Promote Oneida artists by exhibiting their art, gift shop sales, collaboration, acquiring art to add to museum collection. Increase revenue through gift shop sales. Collaborate with other tribal departments, Iroquois museums/cultural centers/libraries and collecting institutions.	Base #:	677	Customers used the Oneida Nation Museum services 677 times in the 2nd Quarter of FY17	Installed Jennifer Stevens History of Oneida Pottery Exhibit. Installed Casino Pottery Exhibit, which ties into the Jennifer Stevens Exhibit.
	AGE GROUPS		677	Hosted and conducted the Young Artists Auction which promotes young tribal artists.
	0-3:	30	Social Media Counts:	Created and hosted a Spring Break Event for tribal Youth over two weeks allowing youth from various schools to participate. Event included language, history, hands-on activities, healthy lunches and snacks.
	4-9:		14,701	
	10-17:	15	Emails relating to services:	
	18-30:	51	4425	
	31-54:	51	Phone calls relating to services:	Hosted and promoted bead class by tribal artist. Offered various gift shop promotions to include "Guess the Thunders". We offered a special gift shop promotion to encourage tribal members to use the gift cards from the GTC meetings by offering a special discount.
	55-70:			
	70+:		991	
	Non Oneida:	530		

EDUCATION & TRAINING AREA

Executive Summary

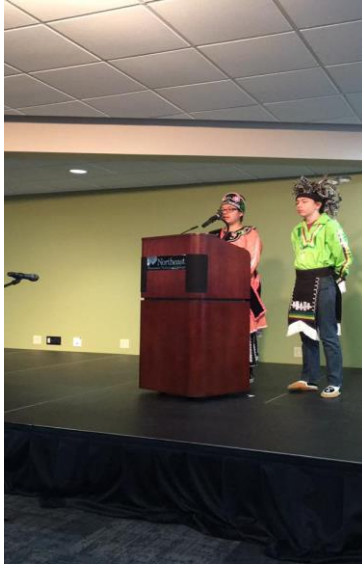
The second quarter brought some exciting news for students in Youth Enrichment Services and Arts Program. Following are some highlights.

- Youth Enrichment Services
 - 102 high school students with a GPA of 3.0 or above.
 - Sophie Skenandore-Wheelock, a student at Seymour High School, was inducted into the National Honor Society.
 - Hailey Oskey, who attends Seymour High School, was featured on the local news for hitting 1,000 points in basketball.
- Arts Program – KLU presented in Appleton. They went with knowing they would be presenting to approximately 40 Native students. However, the host school released all students (approx. 700) to see the presentation. The KLU students did an awesome job at presenting to the large group and the presentation was a huge success.

The Education & Training Area seen an increase in customers in the Early Intervention Program while others seen a decrease.

- Early Intervention seen an increase in referrals. The Birth to 3 year olds program saw an increase of 62%. Also, in their 3 – 6 year olds there was an increase of 18%.
- Higher Education seen a slight decrease in students. However, 72.82% of students funded are based in Wisconsin.
- In Job Training, WIOA Program, seen a decrease in customers due to staff medical leave.

ARTS

NARRATIVE	DEMOGRAPHICS	FREQUENCY/UTILIZATION	BULLET POINTS
<p>The KLU program is an upshot from the Music from Our Culture program. It prepares our advanced students to publically present the Thanksgiving Address, Social and Hymn music from this culture. The KLU kids are frequently asked to perform. This quarter, they performed at the Martin Luther King celebration at NWTC and a presentation for the Appleton School District. In Appleton, KLU students thought they were presenting for only the Native students in the district, but at the last minute, the host school decided to release all the students to see the performance so the KLU students went from the anticipated 40 students to close to 700 students. The feedback from the school was overwhelmingly positive and appreciative. They represented the Nation with poise, knowledge, and a nerve.</p>	<p>Base Number:</p> <ul style="list-style-type: none"> - 1,265 unique audience members - 247 unique participants in classes and projects; - 1,000+ listeners on WPNE Native Radio Hour 	<p>Customers used the 6 services 71 times in the 2nd quarter of FY17</p> 	<p>The Arts Program offered 8 different art classes; 5 school residencies through the SEEDS program; 5 planning meetings for Music from Our Culture; 2 presentations by our MOC/KLU students at NWTC for the Martin Luther King Program and one at a school; 30 band rehearsals at the tribal elementary school including students participating in solo and ensemble; 2 ¹¹ students working on their KLU social performance; 3 basket guild meetings and work sessions; 2 SEEDS artist trainings.</p>
	AGE GROUPS		
	0-3: 0		
	3-6: 4		
	7-12: 877		
	Teens: 430		
	Adults: 126		
	Elders: 75		

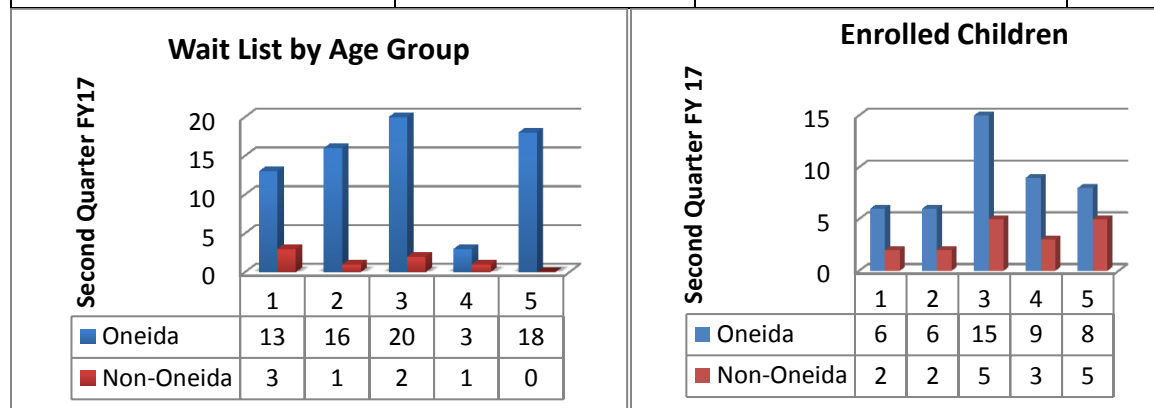
COMMUNITY EDUCATION

NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
The Community Education Center continues to develop community programs. New this quarter is the Oneida Chess Club. The Chess Club kicked off with an Expert Chess Player, Doug Younkle, challenging up to 20 players at one time. Five people took up the challenge, with none winning. Chess is an excellent way to increase brain growth, exercise both sides of the brain, raise your IQ, improves memory, spark creativity, and increase problem-solving skills. The Oneida Chess club meets the 2nd and 4th Tuesday of each month from 4:00 – 7:00pm. Come and practice, challenge, and learn.	Base Number: - 1848 unique visits - 249 unique participants in classes, meetings, and trainings.	Classes are generally 1 to 3 sessions; with 21 different classes, that makes 56 times people where coming to the CEC.	<ul style="list-style-type: none"> - Assisted community members with writing marketing materials; - Provided schools with 16 presentations of Oneida Culture - Presented 3 RAS programs on financial health; - Created a joint marketing brochure for the community that included classes from arts to computer to culture; - Tutored 37 students; - Assisted 36 adult learners working on their GED; - Taught 9 computer classes; - Taught 3 financial wellness classes - 7 computer trainings for 5 Oneida departments - 7 meetings held at the CEC; - Taught 7 community enrichment classes
	AGE GROUPS		
	0-3: 0		
	3-6: 0		
	7-12: 15		
	Teens: 53		
	Adults: 1010		
	Elders: 1019		

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CHILD CARE

NARRATIVE	DEMOGRAPHICS	FREQUENCY/UTILIZATION	BULLET POINTS
Since Sept. 1974 Child Care has serviced and continues to service the Oneida Community. Children are taken off the wait list by priority: Siblings being the highest, Oneida working for Oneida, Oneida not working for Oneida, Non-Oneidas working for Oneida and Non-Oneida not working for the Oneida Nation being the lowest priority.	Base Number: 61	Customers used the Child Care services 5,985 times in the second quarter of FY17	<ul style="list-style-type: none">Oneida culture and language opportunities in all classrooms 100%Developmental Screenings: 100%Healthy Meals monitored by OCHC-Nutrition Dept. 100%Encouraging/Assisting children in developing their self-controlAssisting in developing children at their developmental stages. 100%
Wait list O =Oneida Age NO =Non-Oneida	AGE GROUPS Enrolled	Month: 1,995 Weekly: 125 Daily: 66	
0-1: O-13 NO-3	0-1: O-6 NO-2		
1-2: O-16 NO-1	1-2: O-6 NO-2		
2-3: O-20 NO-2	2-3: O-15 NO-5		
3-4: O-3 NO-0	3-4: O-9 NO-3		
4-5: O-18 NO-0	4-5: O-8 NO-5		
	61 = O-44 NO-17		



Please note: There are two 2-3 year old classrooms. Children are taken off the “Wait List” by the wait list team: 4 Supervisors, 1 Administrative Assistant and the Child Care Director

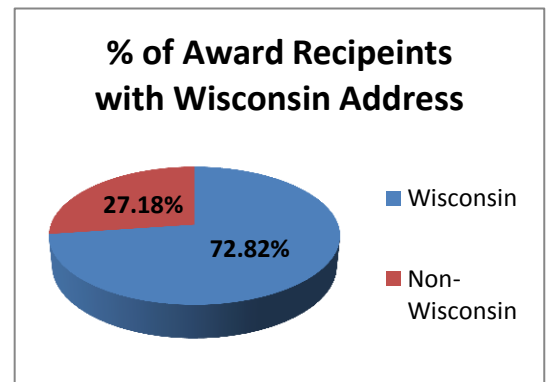
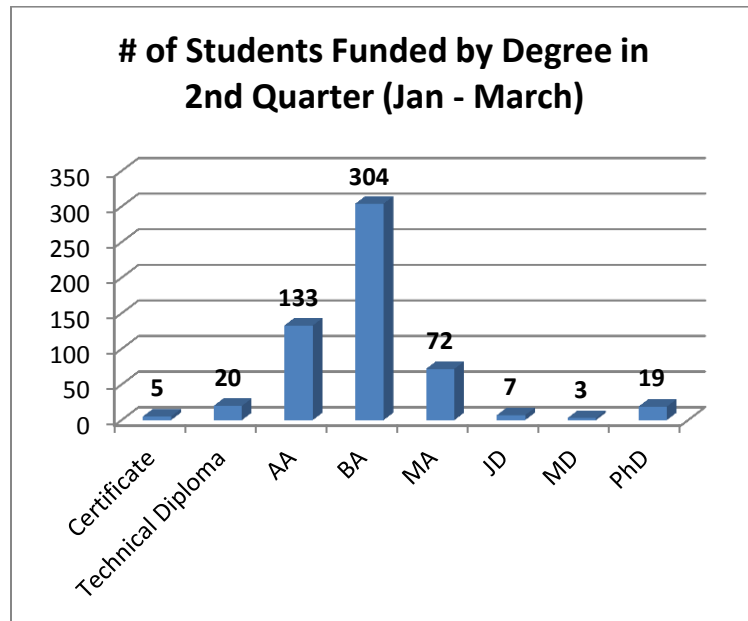
BIA EARLY INTERVENTION

NARRATIVE	DEMOGRAPHICS	FREQUENCY/UTILIZATION	BULLET POINTS
BIA Early Intervention provides services to infants, toddlers and young children with disabilities. These services are provided at several locations throughout the reservation and the following programs; FACE, Head Start and Childcare. All services to families and children are free, and services depend on the severity of the young child's disability. Children receive speech therapy, occupational and physical therapy and special education instruction. The program also offers advocacy services for children and parent education classes on early childhood topics throughout the year.	Base Number: 80		<ul style="list-style-type: none"> · Referrals to Birth to 3 up 62% • 34 infants & toddlers receiving services
B-3 State of Wisconsin Grant This grant supplies age appropriate books to children in the program.	34 total	400 books distributed this quarter to families	14
	AGE GROUPS		
	Birth-3: 34 total		Therapy equipment provided includes: 5 point harness high chairs. Therapy peanuts, therapy toys & board books
	3-6: 46 total	Children received approximately 240minutes/month of therapy services	<ul style="list-style-type: none"> • Direct services to children 3-6 years old up 18%
		Children used therapy services 1,104 times in the second quarter of FY17 and received 552 hours of therapy.	<ul style="list-style-type: none"> • 87% of disabled 3 year olds, 91% of disabled 4 year olds and 100% of disabled 5 year olds receive Speech therapy

HIGHER EDUCATION

Narrative	Demographics	Frequency/Utilization	Bullet Points												
<p>Higher Education operates from GTC Resolution (8-12-96 A) and strives to promote higher education for all Oneida citizens.</p> <p>The Oneida Higher Education grant is funded through a combination of Tribal Contribution (95.84%) and BIA funding (4.16%).</p> <p>Oneida Higher Education is funding degrees from certificates through professional level degrees including doctoral degrees with a goal towards self-sufficiency.</p>	<p>Number of Students Funded: 563</p> <table><tr><th colspan="2">Age Groups</th></tr><tr><td>18-24</td><td>266</td></tr><tr><td>25-34</td><td>148</td></tr><tr><td>35-44</td><td>84</td></tr><tr><td>45-54</td><td>47</td></tr><tr><td>55+</td><td>18</td></tr></table> <p>% of student's based in WI: 72.82 %</p>	Age Groups		18-24	266	25-34	148	35-44	84	45-54	47	55+	18	<p># of Phone Calls/Emails: 1431</p> <p># of Walk-in Clients: 169</p> <p># of Checks Disbursed: 593</p> <p># of Missing Letters Disbursed: 858</p> <p># of Grades Processed: 409</p>	<p>Community Outreach:</p> <p>1. Financial Aid Workshop –Saturday, March 4th: 16 participants</p> <p>High School Visits: 28 Students</p> <p>Probation Contacts/Outreach Efforts: 41 Phone calls to discuss probation requirements</p>
Age Groups															
18-24	266														
25-34	148														
35-44	84														
45-54	47														
55+	18														

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JOB TRAINING

NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
The Job Training Programs, the American Indian Vocational Rehabilitation (AIVR) and Workforce Innovation Opportunity Act (WIOA) are federally-funded pre-employment training activities that provide low-income, unemployed, under-employed and disabled Native Americans with services leading to achievement of a goal of entering, and successfully remaining in competitive, integrated workforce. This programming of the Job Training Programs is the only programming available that provides dedicated employment and training services to these populations.	Base Number: Total = 256 AIVR = 179 WIOA = 77	Customers accessed Job Training services 1,056 times in the 2 nd quarter of FY17. AIVR = 565 WIOA = 197* Job Center = 294 Most sought after services provided: <ul style="list-style-type: none"> • Job search • Resume' development • Employment application assistance • Work clothing • Work tools • Guidance and counseling • Work experience • Skills training • Job shadowing • Mentoring • Education credentialing 	During the quarter: <ul style="list-style-type: none"> • 53% of disabled AIVR program users who exited the program successfully entered employment. • 70% of low-income, poorly- skilled WIOA eligible individuals who exited the program successfully entered employment. • Staff conducted promotion/ information programs at: <ul style="list-style-type: none"> ✓ OCHC ✓ Wise Women Gathering Place
	14 – 21: = 60		
	22 – 65+: = 196		

***The low numbers are attributable to the WIOA Counselor being off on medical leave of absence during the months of February and March.**

YOUTH ENRICHMENT SERVICES (Y.E.S.) PROGRAM

NARRATIVE	DEMOGRAPHICS	FREQUENCY/UTILIZATION	BULLET POINTS
<p>The Y.E.S. Program Staff provide academic enrichment, social support services, mentoring and promote college and career readiness to Y.E.S. Eligible children in the schools listed below:</p> <p>Green Bay's King Elementary Advocate</p> <p>Green Bay's Lombardi Middle Advocate and Specialist</p> <p>Green Bay's Southwest High Advocate and Specialist</p> <p>Seymour Rock Ledge Advocate, Enrichment Aid, Specialist</p> <p>Seymour Middle School Advocate and Specialist</p> <p>Seymour High School Advocate and Specialist</p> <p>West De Pere Middle School Specialist</p> <p>West De Pere High School Advocate</p> <p>Funding for the Y.E.S. Program comes primarily from Tribal Contribution, at 92%, with Self-Governance at 8%. The majority of program funds are spent on wage related expenses to provide direct services to students.</p>	<p>453 Y.E.S. Eligible Youth (414 Oneida Enrolled). This number does not include the 137 American Indian youth served who are descendants. The Y.E.S. Eligible youth are in grades:</p> <p>Grade K – 7</p> <p>Grade 1 – 19</p> <p>Grade 2 – 14</p> <p>Grade 3 – 19</p> <p>Grade 4 – 19</p> <p>Grade 5 – 21</p> <p>Grade 6 – 36</p> <p>Grade 7 – 53</p> <p>Grade 8 – 49</p> <p>Grade 9 – 51</p> <p>Grade 10 – 60</p> <p>Grade 11 – 55</p> <p>Grade 12 – 50</p> <p>Y.E.S. youth are tribally enrolled or are 1/4 American Indian from a federally recognized nation(s)/tribe(s) and whose parents have complete Y.E.S. paperwork.</p>	<p>Customers worked with the Y.E.S. Staff 26,572 times from January to mid-March.</p> <p>Utilization includes:</p> <p>In school/after-school tutoring/academic reinforcement, development of organizational skills, mentoring and homework help.</p> <p>Boys'/Girls' Groups at Seymour's Rock Ledge, Middle and High Schools and Lombardi Middle School.</p> <p>After-School language classes at Lombardi, Rock Ledge, and West De Pere.</p> <p>In-school Oneida Language and Culture Classes at Seymour Middle School.</p> <p>Beading Groups for Seymour Middle and High youth and West De Pere High School.</p>	<p>Staff collaborated with Domestic Violence Prevention, TRAILS, Experiential Adventures, Language Revitalization, Oneida Higher Education, Oneida Workforce Development, and the West De Pere Native Home/School Liaison to provide groups for the youth.</p> <p>102 high school students had grade¹⁷ point average of 3.0 or above.</p> <p>One student was inducted into the National Honor Society.</p> <p>Hailey Oskey, Seymour High School, hit 1,000 points in basketball and was featured on the news.</p>

PARKS AND RECREATION AREA

Executive Summary

The Parks and Recreation Area have an increased in the second quarter in the number of customer and usage. The first of the calendar year the Fitness center see an increase in customer count due to New Year's Resolutions and Recreation has membership renewals at the first of the year. The membership for Recreation does have a 4% increase from second quarter 2016. The customer service score for both facilities remain over 95%, which is excellent news for the Area. The Area also participated in a Survey with Planning regarding assessment of facilities and programs of several buildings and programs. This survey, as well as future surveys and assessments will be used for updating the past plans and information for fitness and recreation. In addition, the Planning staff reviewed the 18 parks and prepared a landscape plan for each park. This document will help guide some low cost or no cost maintenance and improvements in our park system. Some ideas include grassy parking that is separated from the play area, quiet area with benches, and multipurpose fields that can be used for soccer, football, kickball, or lacrosse in several of our neighborhoods.

With the mild winter, the Fitness Center was able to have a Spin Class outside in February, which was well attended by the noon members, and the Recreation Centers were able to take advantage and have programmed activities outside. The mild winter made it difficult for the Adventures staff to snow shoe and cross country ski, but still made use of the time for outdoor hikes, mindful walks and hikes. In addition, the Adventures staff had another successful year in snow shoe tying class. The participants were able to make their own set of wooden snow shoes while learning about diabetes, healthy hobbies, habits and food choices.

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The Parks staffs were able to use the mild winter to do some branch and cleanup work in the parks as well as clean out some dead trees and repurpose those for craft activities for Elders. In addition to park clean up, the staff also assisted in items for the Fitness Center to better meet the needs of the Customer. Unfortunately, we also had some snow mobiles and cars running over the lacrosse field at Flying Leaf Neighborhood Park and into the ball diamond at Mission Park. Fortunately, the fields were not damaged and only minor repair and cleanup was needed at both parks.

RECREATION DEPARTMENT

NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
The Oneida Recreation Department provides a quality after-school program for youth ages 7-18. During the after-school program, we try to accomplish the following outcomes:	Current Recreation Members = 403	Customers have used Recreation services 7597 times during the Second Quarter.	January = 2319/ February = 2527/ March = 2751
1. Enhance the educational development of each participant - complete homework assignments and increase GPA.	AGE GROUPS		Learning Center G.P.A. School Age Civic 3.5 CW 3.19 Adolescent Civic 3.0 CW 2.7 Homework Completion Rate School Age Civic 48% CW 65% Adolescent Civic 4% CW 15%
2. Increase the physical activity of each participant - each member completes 60 minutes of activity daily.	0-5: 5	46	60 minutes of daily activity School Age Civic 41% CW 56% Adolescent Civic 18% CW 21%
3. Introduce the youth to various art mediums to encourage creative expression.	6-12: 210	3285	Exposed to new art mediums School Age Civic 74% CW 33% Adolescent Civic 20% CW 8%
4. Increase participant's awareness of the Six Pillars of Character Development.	13-18: 69	1153	Participate in Character Club School Age Civic 43% CW 51% Adolescent Civic 11% CW 10%
	19-35: 16	25	
	36-64: 35	99	
Elder Bingo and Bowling	65 +: 68	448	
Youth team practices: (Baseball, Softball, Lacrosse) Dartball and Men's Basketball	Varies	1402	
Weekend rentals for the Cliff Webster Building	Varies	944	
Guests	Varies	195	



PARKS DEPARTMENT

NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
<p>The Parks Department provides maintenance and landscaping (mowing/ tree branches, etc.) to 18 parks throughout the reservation and 2 multipurpose fields next to the Cliff Webster Recreation Facility. In addition to snow removal at the Parks, during the second quarter the staff removed leaves, prepped the fields for the winter, repaired parks equipment, built benches for the parks, and did maintenance on the lawnmowers and weed-eater equipment. In addition to regular maintenance of equipment, the 2 Staff assist in gathering items and preparing items for crafts with elders, building and repairing items for the parks for summer use.</p>	<p>Base number: 18 Parks and 2 multipurpose fields</p>	<p>Customers used the 18 parks and fields several times in the second quarter of FY17 due to the mild winter.</p>	<p>Provide tree trunk slices and branches for the crafts program with the Activity Specialist working with community members at Elder Services. Worked with Grounds Crew to share Truck during weekend snow removal. Built shelf for the Fitness Center for customers to leave their coat/ water bottles while on the track. Repaired vandalism that occurred at the NHC Pond (Fence and Gate), Flying Leaf Lacrosse field (driving on field) and Mission Park Ball Diamond (snow mobile driving on field)</p>



ONEIDA FAMILY FITNESS

NARRATIVE	DEMOGRAPHICS	FREQUENCY/UTILIZATION	BULLET POINTS
Oneida Family Fitness provides health and wellness opportunities for all ages and abilities, to include physical activities and preventative health education to encourage total well-being. This quarter we continued to focus on maximizing fitness and wellness programs to increase engagement and participation.	Base Number: 4,658 members AGE GROUPS 0-3: 4-12: 13-17: 18-35: 36-54: 55-64: 65+:	Customers used Oneida Family Fitness services 27,143 times in the 2nd quarter of FY17 20 members; 108 visits 211 members; 2,141 visits 186 members; 2,119 visits 344 members; 5,204 visits 412 members; 7,860 visits 196 members; 3,418 visits 150 members; 3,834 visit	<ul style="list-style-type: none"> • Provided a Weight Loss challenge/incentive (117 participants with a total weight loss of 719.6 pounds) • Provided Swim Lessons; 30 participants • Provided 460 fitness classes (4,954 attendees) • Aquatic attendance (1,583 attendees) • Provided 153 Martial Art classes (1,327 attendees)
Collaborate with Oneida Programs to provide wellness opportunities.			<ul style="list-style-type: none"> • Provide programming for Diabetic clients (22 clients; met 179 times) • Provide exercise class for elders at Elder Services 1x week (77 participants)
Increase participant's KSA's of physical fitness and healthy lifestyles to reduce health care costs.			<ul style="list-style-type: none"> • Offered RAS programs ²¹ <ol style="list-style-type: none"> 1. Yoga (18 participants) 2. Stress Management (15 participants) 3. Weigh of Life weight management (13 participants) 4. Exercise & Running Presentations (13 participants)



EXPERIENTIAL & ADVENTURE

NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
Oneida Experiential & Adventures uses hands on interactive activities to help individuals and groups develop themselves to help them be their best selves. .	Base number:700	Customers used Oneida Adventures services 1970 times in the 2nd quarter of FY17	Provided classes for a Diabetic Grant, Elder Services, and the Fitness Center. Provided winter activity and sports training as well as activities for Reasonable Alternative Standard (RAS) Points for employees.
Oneida Experiential 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.	AGE GROUPS		
	18yo -70yo	314	Provided mindful walks, hikes, and snow shoe walks for employees for RAS points in conjunction with Diabetic walks and hikes. The RAS Participants increased of relaxation tech by 75%
Health Center Diabetic Prevention Depression prevention Family Enrichment Programs Domestic Violence Support AODA	18yo -81yo	1302	Diabetic prevention participants reported increase of 60% understanding and awareness by 60% Elders self -reported significant Increase in morale
Youth program: Behavior Intervention, Character Development, Environmental, After school, Survival, Outdoor skills, High School Adventure, Archery, Youth Healthy Relationships	7yo-18yo	354	Provide group sessions for Oneida students and local schools. Girls reported an increase in feeling connected and accepted Youth Increased Skill Sets By 46%



SOCIAL SERVICES AREA

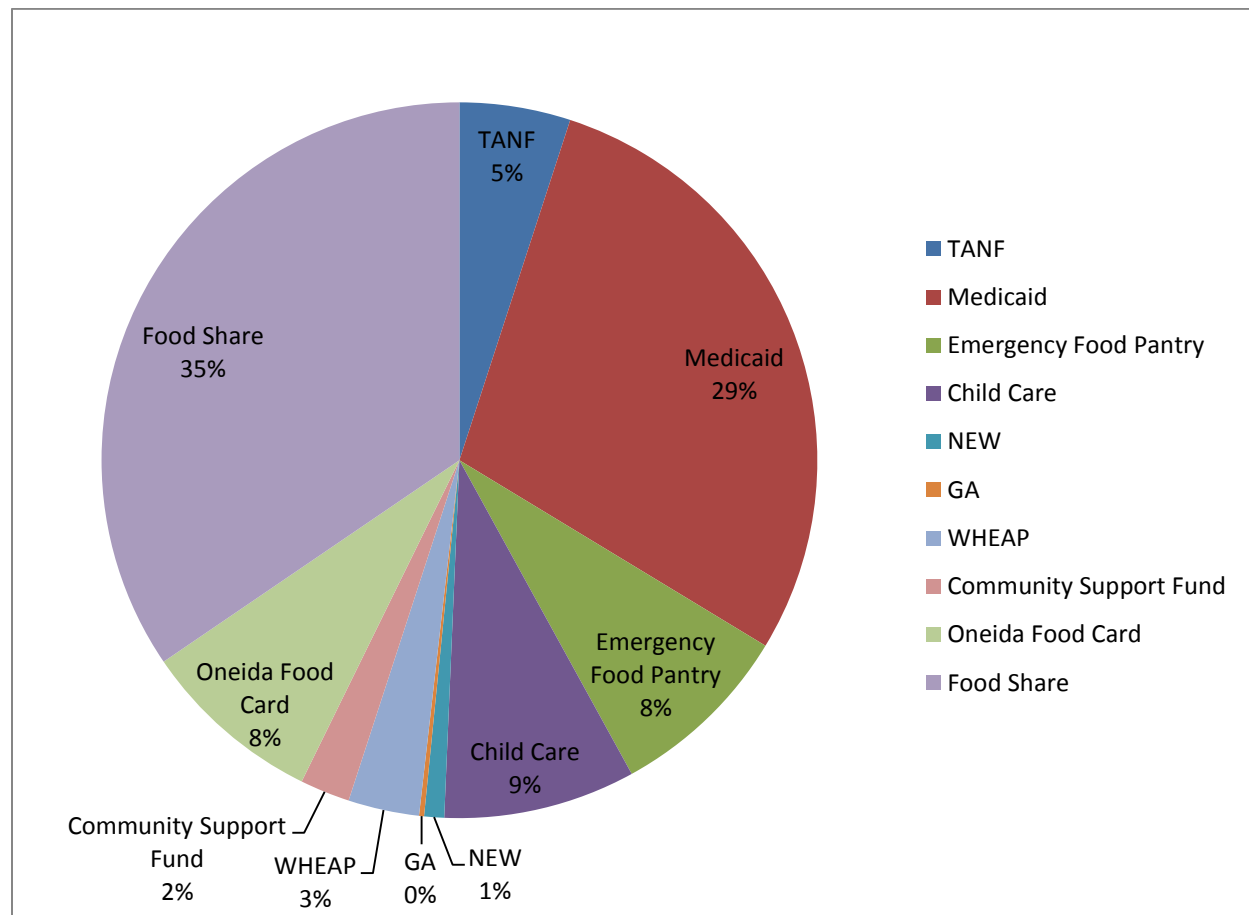
Executive Summary

ECONOMIC SUPPORT SERVICES

NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
Economic Support administers many public assistance programs within the department. One of those is the TANF (Temporary Assistance for Needy Families) program. The TANF program promotes work and personal responsibility to strengthen families. This is done by providing parents or caretakers with employment preparation and/or supportive services that promote self-sufficiency and responsibility.	TANF Case Averages: Cash Assistance: Avg. 18 Crisis: Avg. 4 TANF Diversion: Avg. 67	101 appointments held - 20 walk-ins - 862 phone calls in/out	75% of program assistance for TANF is done through the Diversion classification. Cash Payment makes up 20% and Crisis 5%. Diversion assistance helps families with dependent children with employment-related support services as an alternate to applying for cash assistance.
Food Share and Medicaid Assistance is another program provided to low-income families in need of food and health care coverage.	Medicaid: Avg. 2,421 Adults (18+): 1,143 Children (0-17): 1,278 FoodShare: Avg. 615		Staff completed Child Care Case Conversion from CSAW to EBT CSAW program.
Child Care is also provided to low-income families through 2 different ways. WI Shares is the state child care assistance program, while CCDF (Child Care Development Fund) is a federal grant that is utilized to fund child care subsidies as well.	Child Care Case Averages: Wi Shares cases: Avg. 77 CCDF: Avg. 77 Children (0-12 yrs.)	On site Child Care center utilized: Avg. 126 children/month	New EBT Child Care programming initiated February 1st. Families will now be required to use EBT cards to purchase their child care at their centers. 17 Social Services Clinics were held after hours that utilized the onsite center.
Native American Employment Works (NEW) is a program to assist those with work related expenses when starting new employment or retaining employment.	16 cases (+18 yrs.)	40 phone calls in/out	NEW support services consisted of auto insurance, repair and work clothing or tools for employment.
General Assistance is a program designed to help with shelter costs while waiting for SSD Benefits.	Avg. 4 cases currently	25 phone calls in/out	Cash payment given to those for housing related costs including rent, mortgage or utilities.

WHEAP (Wisconsin Home Energy Assistance Program) is administered to low-income individuals in need of heat and electric assistance	Avg. 57 cases each month	Avg. of 13 WHEAP appts./mo. Avg. of 190 phone calls received for all three programs. Food Card usage is consistent.	Mandatory State WHEAP training held in January.
Community Support Fund is a program supported by tribal contribution to assist enrolled Oneida tribal members when experiencing a catastrophic event, illness, or injury.	Avg. 40 cases each month		Community Support Fund law was adopted on 1/11/17. Currently the rules are being created to uphold the law.
Oneida Food Card	Avg. of 146 families/mo.		Consistent usage
Oneida Food Pantry was established to address an emergency food assistance need in the community.	Avg. of 74 families/mo.	156 customers determined eligible with 148 (Jan/Feb count only) picking up food at the pantry.	New Emergency Food Pantry opened January 11 at Tower Foods.

ECONOMIC SUPPORT CASES



NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
Elder Services Mission: To assist our elders to maintain an independent, healthy, productive & quality lifestyle through love, caring & respect by services we provide. Vision: We provide quality home & community based programs for elders & are a model for other aging entities.	Brown & Outagamie Counties within Reservation Boundaries. Priority is given to elders age 70+ and age 55 to 69 with proof of disability. Base number: 1106	customers used the Elder Services Department services several times in the second quarter of FY17, for detailed information see below	Twa wah tsile (We are all family) Elder Services provides home & community base services to assist elder to remain in their homes.
	AGE GROUPS		
Congregate Meals	Native American 55+ & Non-Native 60+	436 Clients & 3,480 Services	Meals provides 1/3 of daily nutritional value - Meals are provided 5 days a week.
Home Delivered Meals	Native American 55+ & Non-Native 60+	226 Clients & 5,036 Services	Meals provides 1/3 of daily nutritional value - Meals are provided 7 days a week.
Supportive Services	Priority 70+ and disabled, Native American 55+ Non-Native 60+	231 Clients & 748 Services	In-home Chore & Personal Care
Native American Family Care Giver	Native American 55+	52 Clients & 188 Services	Support groups, Respite Care & Voucher program
Outreach Services	Priority 70+ and disabled, Native American 55+ Non-Native 60+	63 Clients & 246 Services	Assessments & Monitor Emergency Response System (ERS)
Elder Abuse	Native American 55+	15 Clients & 39 Services	Case Management
Home Repair	Priority 70+ and disabled, Native American 55+ Non-Native 60+	84 Clients & 119 Services	Minor handy man repairs
Home-chore	Priority 70+ & 55 - 69 disabled, Native American	360 Clients & 195 Services	Snow plowing & lawn services

Transportation	Native American 55+ & NonNat. 60 +	151 Clients & 1,690 Services	Transportation to meal-site & bus passes for working elders
Information & Referral (I&R) & DRUMS	55+	1155 elders - DRUMS 10 elders for I&R and 14 referrals	DRUMS articles posted monthly in Kalihiwisaks, Elder Services Facebook page and A-Z email communications; Information & Referral varies from dangerous trees needing to be cut to financial assistance to looking for work
Dementia Care Specialist (DCS) strives to increase awareness of Dementia to the Nation by making Oneida Nation Dementia Friendly. This is done by holding monthly memory cafés, memory screens, offering support for caregivers and family and offering education to the community.	3 elders/caregivers 55-70 5 over the age of 71	8 elders/caregivers used DCS services in the 1st quarter. Contact was made by phone and 1-1 meetings.	<ul style="list-style-type: none"> *Memory Café *Memory Screen *1-1 with caregiver *presentations *employee health *Senior Companion/Foster Grandparent *Dr. Vir and providers *ONCOA *Library *Marketing of DCS program prior to GTC meeting on 3-19-17
The Aging & Disability Resource Specialist offers information and referrals on community and county resources to Oneida community members. The ADRS is also able to functionally assess members for Medicaid programs that are found through the Community Option Program Family Care, IRIS and Partnership programs through Brown and Outagamie Counties.	17.5 - 59 = 0 60-99 January 45 60-99 February 86	131 Customers inquiring about specific services; 3 emails relating to services; 131 phone calls relating to services	<ul style="list-style-type: none"> ▪Memory Screens=0 ▪Developmental=13 ▪Elderly 60+=122 ▪Mental Health=19

SEOTS Mission is strengthening our cultural connection and providing services and programs to enhance the well-being of On^yote?a-ka living in southeastern Wisconsin. During the second quarter of FY2017, SEOTS continued to work on community engagement activities, in addition to regular programming.	<p>Base number:1,466 Unduplicated: 548 Total Oneida Population of Southeast Wisconsin: 2,134</p> <p>0-3: 10 4-9: 29 10-17: 29 18-30: 74 31-54: 254 55-70: 601 70+: 179</p>	<p>*Total visits (1,466) plus total incoming calls (2,890) = 4,356 client interactions</p> <p>*Social Media Counts: 1,289</p> <p>*Emails relating to services: NA</p> <p>*Phone calls relating to services: 2,890 Incoming calls</p>	<p>*Annual Holiday party (155 attendees) and the family bowling outing (59 attendees). Total participation increased by 6% over the same period in FY2016.</p> <p>*Total Facebook page likes increased by 149 likes during the second quarter.</p> <p>*SEOTS Averaged 45 incoming phone calls per day.</p>
Apartments	Base number 29	Unduplicated Services 140 including rental payments, work orders	Routine maintenance and payment of rent
Major Home repair	0 clients	budget constraints	repairs re: health

FAMILY SUPPORT SERVICES

Executive Summary

Child Support: Program had 62 new cases for the quarter. In addition to establishing paternity and managing the current case load the program offered a Co-Parenting workshop for families. This is an initiative that began last fiscal year in collaboration with the Parenting program and now has expanded to include the family court judges. The program began utilizing a texting service to send customers appointment reminders or to put out notice of any upcoming program events. So far this seems to be well received by the customers and has been a helpful tool in ensuring for appointment times. In March two staff went out to Sanger B. Powers Correctional to present on Child Support and answer any questions inmates had which was also successful.

Indian Child Welfare (ICW): Program continues to see an increase in cases related to community drug trends. The department was able to hire an additional Intake worker to assist in managing the incoming reports and investigations. This was possible through our new Title IV-E funding, which is a federal funding source which provides partial reimbursement for Child Welfare services that are done by the agency. Program has been in process or working in collaboration with the LRO on the new Children's Code.

Foster Care: Program continues to recruit to license new foster homes and kinship care providers. One new home licensed this quarter. Hygiene drive initiative was promoted this quarter and the program was received enough donations to create hygiene bags to offer to youth in out of home care.

Parenting: Program offered Parenting Education Class (PEC) that began in January and ended March 29th with 10 parents who completed the program. Trauma Informed Parenting (TIP) was also offered with 12 parents completing.

Prevention: Services this quarter have been tremendously limited as the program had one staff who had retired and the other who was on leave. Staff from other programs had assisted with providing some services to the youth, but there were still some significant service gaps. The grantor was updated as there were concerns that we may not meet out grant goals and objectives. Program was informed to document to prevent loss of future funding.

Domestic Violence: Program has received a total of three new grants this FY one of which was finalized and approved this quarter, the Office on Violence against Women (OVW) which will offer legal resources to women experiencing domestic violence as well as some housing security (limited). The three new grants will fund an additional two Full-Time positions and one Part-Time position, two of which have been filled. Program offers individual, crisis and group support and education to youth, adults and families.

Yetiya?tanu'nha: Program served an average of 11 students for the 2nd Quarter. Programming on prevention and credit recovery services are offered Monday through Thursday. The program is partnered with many of the community partners such as; Social Services, Oneida Family Fitness, Oneida Adventures, College of Menominee Nation, Oneida Nation High School, Human Resources Department, Oneida Police Department etc. to offer students a diverse range of services to meet their needs and to support their growth in the program. The program had a site visit by the Office of Juvenile Justice and Delinquency Prevention (OJJDP) who currently funds the program. This is the final year of the current grant. The program has submitted a new grant application to the OJJDP in hopes to continue offering the program to youth in the community.

FAMILY SUPPORT SERVICES

NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
What does the department do, explain the grants that you have, explain details about the program	Base number: Based on average for the entire quarter.	customers used the Family Support Services Departments services many times in the second quarter of FY17: home visits, office	have highlights and explanation of your services over the last 3 months in this column * Additional program highlights included in Summary Page
Child Support: The primary purpose is to strengthen parental responsibility for their children through establishment and enforcement of child support and bring families into being more self-sufficient. This is accomplished through the following five federal mandates: Paternity Establishment; Child Support Order Establishment, Modification, Enforcement; Locate Services. As well as community outreach & education. Funded through federal grant.	2851 (Oneida parents)	home visits, office visits, phone calls, emails, letters, staffings, weekly group attendance etc. 4963	*62 New Cases *Texting services began for appointment reminders or upcoming program activities.
Indian Child Welfare: Program area provides child protection services, parenting services and foster care services to Oneida children and families in accordance with the Indian Child Welfare Act and the Children and Family Services Department Mission. Program goal is to assist/support families in their effort and ability to provide a safe, nurturing and stable home environment for their children.	174 (Oneida children and families involved in county/state Child Welfare systems)	 694	* 98 On-Going Cases *76 Intake Cases *Received IV-E reimbursement funding which is funindg an additional Intake worker to meet the increasing case loads

Foster Care: License foster homes and kinship providers to offer placements for youth in out of home care (voluntary and involuntary) that follow the placement preferences set forth by the Tribe.	65(Oneida youth in out-of-home care)	926	* 12 youth in foster care*56 Kinship *One new foster home licensed.
Parenting: Provide parenting education & support to families in the community who are either mandated to meet conditions or voluntarily participating.	30 (voluntary or mandated parents)	320	*10 parents completed the Parent Education Class (PEC) * 12 parents completed the Trauma Informed Parenting (TIP) * 2 Teen parents
Prevention: Services provided to youth K-8th grade as well as families designed to support them in healthy and safe lifestyles.	11 (K-12)	59	*Tutoring services offered at the elementary schools.
Domestic Violence: Education on healthy relationships, crisis and on-going support to families who are experiencing or who have experienced domestic violence.	238 (All ages)	423	*Women's Group *Men's Group *Girls Group *Boys Group *Individual and crisis support offered
Yetiya?tanu'nha: Provides culturally based prevention and intervention program that works with at-risk teens to recover credits in order for the teens to graduate from high school, works on conflict and coping skills, assists with behavior modification, and gain entrance into post-secondary schooling or begin work.	11 (8-12th grade)	528	*Students attend program 4 days a week. *Grant re-applied for

HEAD START

NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
Head Start provides a classroom experience that prepares children for school. In addition, the program works with families to engage them in their child's education. Head Start looks at the whole child	Base number: 282	Families and Children utilized the program 435 times	Number of children meeting/exceeding benchmarks during this quarter was as follows: *Social/Emotional *Cognitive *Large Motor *Fine Motor *Language *Cognitive *Literacy *Math
	AGE GROUPS	Referrals : 175	*Attendance for the children in the Quarter averaged 90.82%
	3 to 5 year olds	Family Events: 221 Family Goals: 24 Family Needs Assessment: 15	143 Parent-Teacher Conferences

Early Head Start

NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
Early Head Start is a home visiting program where the Home Visitor meets with the parent and child weekly to work on school readiness. They also engage the parent in their infant/toddlers education	Base number:	Families and Children utilized the program 312 times	Number of children meeting/exceeding benchmarks during this quarter was as follows: *Social/Emotional 84% *Cognitive 88% *Large Motor 86% *Fine Motor 91% *Language 80% *Literacy 84% *Math 79%
	AGE GROUPS		
	0-3:	Referrals: 95	
		Socialization: 71	
		Family Goals: 120	
		Family Needs Assessment: 26	

ONEIDA PUBLIC TRANSIT

NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
<p>Oneida Public Transit provides secure-reliable transportation at a reasonable cost to our passengers of the Oneida community and surrounding communities and is paid for with grants from Wisconsin Department of Transportation (WisDOT), Federal Transportation Administration (FTA), and Tribal Contribution.</p> <p>Oneida Public Transit implemented the Ecolane Automatic Dispatch Software System.</p>	Base number: 926	13,015	<p>Overall 9% increase compared to Qtr1 FY2017.</p> <p>Transit's existing Access Database was run in tandem with Ecolane March 6, 2017 — March 10, 2017. Trip data was entered into both systems simultaneously to ensure on-going Transit operations throughout the transition period.</p> <p>To Date: Positive feedback from customers as the On-Time Performance is improving to over 90%. Target Goal: 95%</p>
	AGE GROUPS		33
	0 — 6:	504	38% increase compared to Qtr1 FY2017
	7 — 18:	4,016	14% increase compared to Qtr1 FY2017
	19 — 54:	4,115	15% increase compared to Qtr1 FY2017
	55 — +	3,796	4% decrease compared to Qtr1 FY2017
	Wheelchair	584	9% increase compared to QTR1 FY2017
	Total Miles	92,165	13% increase compared to QTR1 FY2017