

# Oneida Business Committee Agenda Request

1. Meeting Date Requested: 10 / 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 GSD fourth 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.

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# **Governmental Services Division**

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**FY 2017 Fourth Quarter Report**

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George Skenandore, Division Director

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## ***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 fourth 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 to ensure that efficiencies and best practices are considered as part of program design and delivery of services. There are position vacancies being addressed to enhance the service to the customer/client base and the work teams that serve them. We are thankful for the opportunity to serve the community and for the community's continual support throughout the years.

## CULTURAL HERITAGE AREA

MISSION STATEMENT	FREQUENCY/ UTILIZATION		HIGHLIGHTS
The Oneida History Department collects, organizes, preserves, and makes available materials that pertain to the history and development of the Oneida Nation and its people.	Customers used the <u>7</u> services <u>60</u> times in the <u>4th</u> quarter of FY17		July - The Original Founding Fathers by Josh Gerzetich * Created the 2018 Presentation Series Brochure to include a mini 200 year lunch series
<b>History Presentations</b>	<b># of Participants:</b>	6	
<b>Archives Researchers</b>	<b># of Researchers:</b>	6	* One researcher (from Connecticut) came in looking to research the Brothertown Collection. * Several genealogy researchers came in to go through the obituary database
<b>Log Home Tours/NEO</b>	<b>Tour Counts:</b>	329	* 12 Log home tours with 1 no show * 5 New employee orientation presentations * Senior tour by Loretta (requested from tourism)
	<b># NEO Participants:</b>	126	
<b>Kalihwisaks Articles</b>	<b># of Articles out of # of Publications:</b> 4 articles out 6 possible publication opportunities		* Cold War - Hot War by Loretta * All Kinds of Weather by Loretta * Who's Your Folks by Loretta * Eleazer Williams Charmed People for His Own Gain by Josh Gerzetich
<b>Book Sales</b>			* 3 General History Books sold * 5 Sagoli book sold
<b>Genealogy</b>	<b># of Participants:</b>	22	* Genealogy workshop offered each month * New names added to the Family Tree Maker: 363
<b>Elder Interviews</b>			* Sign-up opportunity for Elder Interviews at the Elder Expo. One (1) elder signed up.
<b>Website</b>			* Continued work on the Culture page, social media & the Oneida website. * The website is having issues with creating new pages & sometimes edits are not saved correctly. * 20 files uploaded to the Culture/history web pg. * The website was down for two (2) weeks in September.
<b>Other Activities</b>			* Loretta participated in the Big Apple Fest on September 16
	<b>Total # of Contacts Made:</b>	489	

## ***EDUCATION & TRAINING AREA***

### **Executive Summary**

This quarter, Jennifer Hill-Kelley, the new Area Manager of Education and Training Area continued to meet and learn about each Department. Performance reviews were completed and individual and program goals were set for the coming year. Communication and organizational systems are being developed and implemented. Supervisor Training is occurring sporadically due to the HR Training department schedule.

Highlights of the quarter include:


- WI DCF Secretary Anderson and WI DPI visit
- NWTC President's Diversity Council Meeting
- WI Act 31 celebration at Menominee
- Collaborative process review meeting with Headstart and Early Intervention
- OBC Transition meetings
- Achieve Brown County Meetings
- E&T Leader meetings once a month
- Individual meetings with direct reports at least once a month
- Attended departmental staff meetings once a month
- Weekly GSD Area Manager's meetings

The Education and Training Area is comprised of seven areas:

- Arts Program
- Community Education Center
- Airport Road Child Care
- Early Intervention and Birth to Three
- Higher Education
- Job Training ( VR & WIOA)
- Youth Enrichment Services (YES)

The following detail reports from each department include activities for July and August, unless otherwise specified.

## Arts

Narrative	Demographics	Frequency/Utilization	Bullet Points
<p><i>Music from Our Culture:</i> 7 Students, ages 8 – 14, performed for the Wisconsin Coalition Against Domestic Violence conference in Brookfield; approval rating was 95%. Also, performances held at the Woodland Indian Arts Show and Market and Unity Camp.</p>  <p><i>Summer Brochure and Online:</i> the CEC unveiled its new website with online registration. We were unable to get online payment due to a number of issues. We are hopeful that we are able to fix this problem for the fall classes.</p> <p>Major activities:            Art Camp            Unity Project: for young adults            Basket Guild            Art Classes: watercolor painting</p>	<p>Base Number:            2522 Total Membership or clients/ month</p> <ul style="list-style-type: none"> <li>- 532 Tribal members/employees</li> <li>- 21 students</li> <li>- 1,000+ listeners on WPNE Native Radio Hour</li> </ul> <p>Our exposure includes our weekly radio show on WPNE and the Let's Be Frankly monthly publication. These venues provide great exposure for Native artist</p>	<p>9030 unique audience members</p> <p><i>Art Camp:</i> There were 30 students in camp, 24 students signed up, 3 came the day of, and 3 dropped in.</p> <p>48 students including 38 in MOC camp and 10 in band camp. This also includes performance at tribal school (100 people) and repeat performance at the Inauguration (200 people).</p>	<p><i>Music Lessons:</i> Dustin Skenandore is teaching 18 community members guitar and/or piano lessons for a fraction of the cost</p> <p><i>Unity Project:</i> This was the first time for this project. We are working on finding ways of continuing to connect to our students as they get older. With this project, we created a special camp, without the younger students, to help the group bond.</p> <p><i>Interns:</i> The interns continued to work on: Every Little Bit Counts – acts of random kindness and encouragement.</p>

## Community Education

Narrative	Demographics	Frequency/Utilization	Bullet Points
<p>The Community Education Center continues to develop community programs.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>• Tutoring</li> <li>• GED and HSED assistance</li> <li>• Computer classes</li> <li>• Computer usage for job searches and personal use.</li> <li>• Copies and faxes</li> <li>• Community enrichment classes</li> <li>• Chess Club</li> <li>• Astronomy Club</li> <li>• Facility used for various meetings</li> </ul>	<p>Base Number: 888 participants in classes, meetings, and trainings.</p> <p>Approximately 66% were tribal members, 11% were Tribal Employee, 10% were other tribes; 7% were non tribal and 6% unknown.</p>	<p>888 people utilized the CEC 1047 times</p> <p>342 First time visits</p> <p>612 sign-ins for computer use; 62 copies and faxes</p> <p>Tutoring: 23 students @ 29 sessions; 20 GED students; 28 HSED 5.09 students; 50 attending 8 class; 7 meetings</p> <p>Workforce Development held training for 3weeks at the CEC starting August 14.</p>	<ul style="list-style-type: none"> <li>• Model Rocket Camp - 8 kids</li> <li>• Held first Chautauqua Series, a collection of free community events designed around an environmental theme.</li> <li>• Assisted in organizing a free theatre performance for the community from July 25-28.</li> <li>• The proto-type joint online registration process was introduced and the continued joint marketing. This took (and is taking) staff energy and time to create systems and correct systems as we work out the bugs. We are confident that this system will be a big improvement for all of the community services and activities.</li> <li>• Customer satisfaction was 100% (29 participants).</li> </ul>

During the month of August, the CEC capitalized on slow programming periods to renovate a few rooms for fall and winter programming.

Large Classroom: Due to sound issues during presentations and videos, research was completed over the last year to develop the most fiscally responsible way to reduce echo. DPW dropped the ceiling and put in LED lighting with a dimmer switch. This has significantly reduced the echo and sound problems we have witnessed.



Figure 1 Rocket Camp

Lounge Area by Main Classrooms: Just outside the Large and Small Classrooms used to be un-utilized areas. CEC staff noticed that people like to use this space to socialize and gather between classes, especially when it is cold outside; therefore, this space was developed to be warm and inviting for clients. Now this space includes an area for people to get coffee and sit by the window.



Staff Breakroom: The staff breakroom needed just a little lift. We took out the clutter, gave it some new paint, and brought it back to life. This will allow staff to have a comfortable place to relax on their lunch break so they can regroup and continue that passion for helping others.



Figure 2 Community Theater





### **Child Care**

Narrative		Demographics	Frequency/ Utilization	Bullet Points		
<p>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.</p>		<p>As of August 2017: Base Number: 63 52 -Oneida Families 26 – Employees</p> <p>34 Full time 29 Part time</p> <p>22 short of our “Operating Max” of 85</p>	<p>Customers used the Child Care services 1449 times in the final quarter of FY17</p> <p>5 children transitioned up to the next classroom</p>	<ul style="list-style-type: none"><li>• Teacher vacancies continue to be challenging to fill, 1 of trainees position filled</li><li>• Oneida culture and language opportunities in all classrooms</li><li>• Continue incorporating Creative Curriculum &amp; Conscious Discipline in lesson plans</li><li>• Healthy Meals monitored by OCHC-Nutrition Dept. encouraging children in developing their self-control</li><li>• Child Care completed the Business Plan and it is ready to go back to the Community Planning Committee. Program adjustments to increase income by increasing Child Care fees which would decrease Tribal Contribution.</li><li>• Grievance /Complaint Law approved. Starting to work on associated processes</li></ul>		
		Age			Wait list	AGE GROUPS Enrolled
		0-1:			21	0-1: 8
		1-2:			16	1-2: 17
		2-3:			24	2-3: 20
3-4:	10	3-4: 5				
4-5:	10	4-5: 13				
<b>Total: 81</b>		<b>63 = O-52 NO-11</b>				

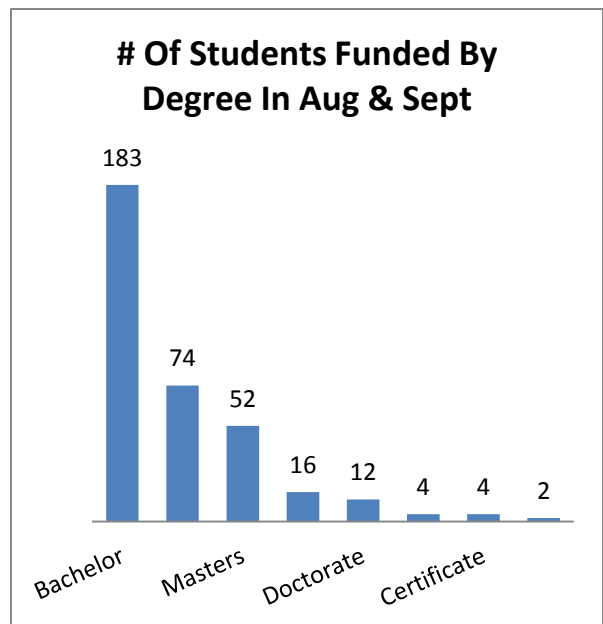
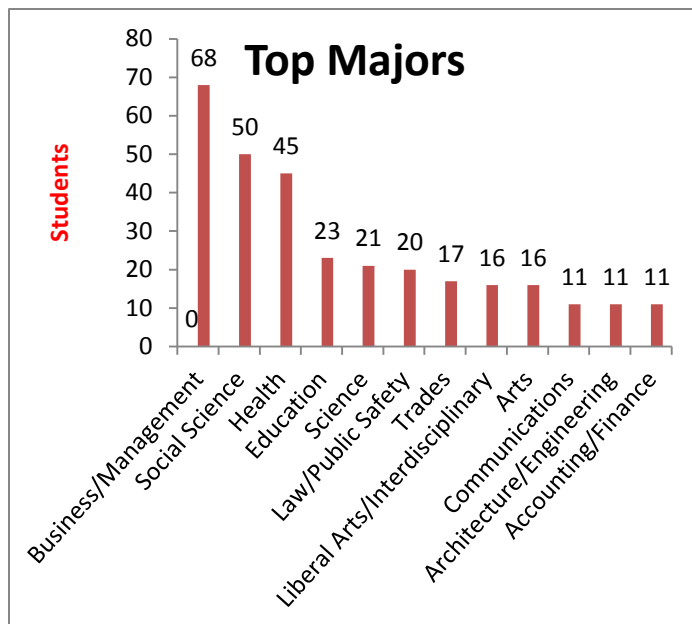
**Please note:** There are two 2-3 year old classrooms. Children are taken off the “Wait List” by the wait list team: 4 Supervisors, 1 Administrative Assistant and the Child Care Director

### ***BIA Early Intervention***

<b>Narrative</b>	<b>Demographics</b>	<b>Frequency/Utilization</b>	<b>Bullet Points</b>
<p>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:</p> <ul style="list-style-type: none"> <li>• FACE</li> <li>• Head Start and</li> <li>• ARCC Childcare.</li> </ul> <p>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.</p>	<p>Base Number: 200 served</p> <p>25: Birth to 3 Infants &amp; Toddlers</p> <p>50: 3-6 year old children Total Membership or clients/ month.</p> <p>School summer break so limited contact with 3-5 year old children (Part B)</p>	<p>Children screened this month: 13 at Head Start screening event; 11 Birth to 3 children (Part C) and referred to Brown or Outagamie County</p> <p>New children receiving disability services: 1</p> <p>Educational events: 3 trainings provided: NWTC, Higher Education and Oneida Behavioral Health</p> <p>Meetings with Oneida or outside agencies: 29  9 Oneida agencies  2 vendor  11 educational consultants  2 Brown County  5 School Districts</p>	<ul style="list-style-type: none"> <li>• Provided training: Higher Education on “Adults with Disabilities” and Oneida Behavioral Health training on Early Intervention</li> <li>• Direct services to children 3-6 years old up 18%</li> <li>• 87% of disabled 3 year olds, 91% of disabled 4 year olds and 100% of disabled 5 year olds receive Speech therapy</li> <li>• Referrals to Birth to 3 up 62%</li> </ul>

## 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>Average amount: \$13,045 Tribal employees: 17% Average age: 28 Most frequent age: 18 &gt;70% recipients in WI</p>	<p>YTD Number of Students Funded: 293 (between 8/1/17 and 9/30/17)</p> <p>YTD Number of Students approved: 347</p> <p>% of student's based in WI: 72.82 %</p>	<p>Phone Calls/Emails: 1168</p> <p>Walk-in Clients: 242</p> <p>Applications created: 350</p> <p>Financial Need Assessments: 330</p> <p>Checks Disbursed: 362</p> <p>Missing Letters Disbursed: 734</p> <p>Grades Processed: 316</p> <p>YTD total is: 4909 student interactions (July, Aug &amp; Sept)</p>	<p>Held a successful College Fair at Thornberry Creek</p> <p>Outreach events: 13</p> <p>High School Visits: 1</p> <p>Probation Contacts: 8/20 reached to discuss probation requirements</p> <p>Participated in selection process of Roberta Kinzhuma Scholarship</p> <p>In-house training on Working with adults with disabilities</p> <p>Customer satisfaction was 100% (3 participants).</p>



## ***Job Training***

<b>Narrative</b>	<b>Demographics</b>	<b>Frequency/Utilization</b>	<b>Bullet Points</b>
<p>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.</p> <p>The Job Training Department collaborates with:</p> <ul style="list-style-type: none"> <li>• Behavioral Health/Mental Health Therapy</li> <li>• Oneida Higher Education</li> <li>• Community Education Center</li> <li>• Center for Self-Sufficiency</li> <li>• Indian Child Welfare</li> <li>• Child Support</li> <li>• MA/Food Stamps</li> <li>• State VR</li> <li>• Cultural Healing</li> </ul>	<p>Base Number:</p> <ul style="list-style-type: none"> <li>• 83 WIA and VR per month</li> <li>• 86 August clients/ month</li> <li>• 768 includes all contacts including Job Center hits , job search, youth activities and resume' development #s</li> </ul>	<p>Customers accessed Job Training services times in the 4th quarter of FY17.</p> <p>AIVR = 298 WIOA = 46 Job Center = 168 Youth=300</p> <p>Most sought after services provided:</p> <ul style="list-style-type: none"> <li>• Job search</li> <li>• Resume' development</li> <li>• Employment application assistance</li> <li>• Work clothing</li> <li>• Work tools</li> <li>• Guidance and counseling</li> <li>• Work experience</li> <li>• Skills training</li> <li>• Job shadowing</li> <li>• Mentoring</li> <li>• Education credentialing</li> </ul>	<p>For the fiscal year:</p> <ul style="list-style-type: none"> <li>• 48%of disabled AIVR program users who exited the program successfully entered employment.</li> <li>• 75% of disabled WIOA program users who exited the program successfully entered employment.</li> <li>• WIOA has 10 youth ages 14-19 in job exploration and trial work experience positions through August.</li> <li>• 8 youth Successful Employment Outcomes</li> <li>• Customer satisfaction was 100% (1 participant).</li> </ul>

## ***Youth Enrichment Services (Y.E.S.) Program***

<b>Narrative</b>	<b>Demographics</b>	<b>Frequency/Utilization</b>	<b>Bullet Points</b>
<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  Green Bay's Lombardi Middle Advocate and Specialist  Green Bay's Southwest High Advocate and Specialist  Seymour Rock Ledge Advocate, Enrichment Aid, Specialist  Seymour Middle School Advocate and Specialist  Seymour High School Advocate and Specialist  West De Pere Middle School Specialist  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>418 Y.E.S. Eligible Youth (414 Oneida Enrolled). This number does not include the 162 American Indian youth served who are eligible for Title VII services or the 144 youth with incomplete paperwork.</p> <p>The Y.E.S. Eligible youth are in grades:</p> <p>Grade K – 7  Grade 1 – 19  Grade 2 – 14  Grade 3 – 19  Grade 4 – 19  Grade 5 – 21  Grade 6 – 36  Grade 7 – 53  Grade 8 – 49  Grade 9 – 51  Grade 10 – 60  Grade 11 – 55  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 in various activities including:</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>Training: Drug Identification and Recognition Workshop</p> <p>The Y.E.S. Program staff worked with concerns in the lives of the Y.E.S. students this year. Some of the concerns are increased drug/alcohol use among parents and some of the students, family dysfunction, domestic abuse, homelessness, mental illness, lack of mental health services, suicide, and food insecurity. Staff concerns in working to meet the needs of the students include the need for more staff for the Y.E.S. Program and the social services programs that assist the Y.E.S. Program with groups, and the need for more mental health professionals.</p> <p>The Y.E.S. Program has no vacancies. The Y.E.S. Program was granted an Advocate Trainee position through HRD's Workforce Development Program.</p> <p>Two inquiries from parents looking for funding for dual credit classes.</p>

## ***PARKS AND RECREATION AREA***

### **Executive Summary**




The Fitness Department maintained its membership during the mild summer. We were fortunate to have a nice summer, however the rainy days kept the members coming into our facility and participating in our open swim, classes, and fitness classes. We also were fortunate to have our Martial Arts instructor to receive higher belts and accolades this year. We also held training and facility upgrades during this quarter. During the upgrades it was noted that some of our weight and cardio equipment could be better utilized in the ONSS High School, several pieces were transferred, look to new equipment in the Fitness Center!

The Experiential and Adventures department had many mindful walks, rides and kayak tours this summer. The Adventure department also works closely with the ONSS for outdoor education and survival skills. In addition to the Oneida school system, the staff works closely with local Green Bay schools as well. This is coordinated with the YES staff, and the staff looks forward to working with the groups again.

The Parks department had a very busy season with the rainy summer we had. They have had little downtime in making sure that the parks are ready for community use. We have been asked to upgrade one of our older parks; we are working with Oneida Housing Authority to purchase the equipment so that the youth in that neighborhood will have a park that is more fitting to their needs.

During the Fourth Quarter, the Recreation department completed the summer program. This year the Recreation Summer program was divided into three sessions. Session I was a three week program designed for youth ages 7 and 8. Session II was a three week program designed for youth ages 9 and 10. And Session III was a three week program designed for youth ages 11-14. Participants enjoyed classes such as Parachute Games, Pop Rock and Mentos Science, Slime Time, Oneida Exploration and many other exciting activities. A list of complete classes is located at the end of this report. The Oneida Recreation Department also held (2) three week sessions for 5&6 year olds. Our theme this year was Swing into Summer with a lot of jungle décor. We went to Sunset Beach, Bay Beach, Humane Society, Kidz Town, 1000 Islands Environmental Center and Air Force Gymnastics just to name a few. Each Friday all participants were able to enjoy several field trips such as Tundra Lodge, Packers Clinic, Funset Boulevard, Bay Park Cinema and Badger Sport Park. All participants were provided a healthy lunch and snack each day of the program.

## 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.	<p>Base Number: 4,304 members</p> <p>AGE GROUPS</p> <p>0-3: 4-12: 13-17: 18-35: 36-54: 55-64: 65+:</p>	<p>Customers used Oneida Family Fitness services 15,169 times in the 4th quarter of FY17</p> <p>11 members; 59 visits 105 members; 835 visits 103 members; 932 visits 225 members; 2,942 visits 238 members; 1,408 visits 112 members; 2,070 visits 136 members; 2,947 visits</p>	<ul style="list-style-type: none"> <li>• Provided 366 fitness classes (3,284 attendees)</li> <li>• Aquatic attendance (4,013 attendees)</li> <li>• Provided 117 Martial Art classes (1,085 attendees)</li> <li>• Provided a Youth Fitness Camp (ages 8-14); 14 attendees</li> <li>• Provided a Youth Wellness Camp (ages 10-14); 2 attendees</li> <li>• Provided a Tae Kwon Do Summer Camp; 53 attendees</li> <li>• Hosted annual Member Golf Outing; Social event; 116 golfers; raised over \$1,000 for Oneida Youth Fitness Camps</li> <li>• Extended hours to include Saturday hours</li> </ul>
Collaborate with Oneida Programs to provide wellness opportunities.			<ul style="list-style-type: none"> <li>• Provide programming for Diabetic clients (20 clients; met 96 times)</li> <li>• Provide exercise class for elders at Elder Services 1x week (94 participants)</li> </ul>
<p>Increase participant's KSA's of physical fitness and healthy lifestyles to reduce health care costs.</p> 			<ul style="list-style-type: none"> <li>• Develop RAS programs for fall sessions</li> <li>• Collaborated with Oneida Community Health Diabetic program and Health Promotions department on hosting the Diabetic Awareness Walk; 140 attendees</li> </ul>

### ***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: 670	Customers used Oneida Adventures services 1,952 times in the 4th quarter	Provided classes for the Diabetic Grant, Elder Services, and the. Provided canoeing, kayaking, fishing, nature programs as well as 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 by discovering and overcoming road blocks that has prevented them from making these changes previously.	<b>AGE GROUPS</b>  18yo -70yo	  283	  Provided mindful walks, biking, and exercises for employees for RAS points in conjunction with Diabetic walks and hikes. The RAS Participants increased stress reduction awareness by 84%
Health Center Diabetic Prevention Depression prevention Family Enrichment Programs Domestic Violence Support groups and AODA	18yo -81yo	1723	Diabetic prevention participants reported increase of 68% understanding and awareness. Our Elders self- reported significant increase in morale and a desire to try new (more physical) programs with us.
Youth program: Behavior Intervention, Character Development, Environmental, Survival, Outdoor skills, High School Adventure, Youth Healthy Relationships, connecting with nature.	7yo-18yo	465	Conducted 3 week camps for ages 9-13 that used Adventure, Canoeing, Kayaking and climbing to teach youth how to support each other, set goals and to stretch their comfort zones. Other youth planted cultural significant shore plants at Oneida Lake to help control invasive plants and provide





### ***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 general mowing at the Parks, during the fourth quarter the staff mowed, cleared brush, wasp nests, picked up garbage, prepped the fields and parks for private use (sport clubs, Recreation programs, private rentals etc.) repaired parks equipment, built benches for the parks. The 2 Staff also assists in gathering items and preparing items for crafts with elders, building and repairing items for the parks for summer use. Working with Housing Authority for park equipment upgrades with a first quarter of FY'18 goal for purchase/ implementation. The Parks Department also had to utilize Recreation Staff for coverage this quarter for staff vacations. This was appreciated by both departments- the Parks staff also helped with Recreation needs during the same time frame due to a family vacation.</p>	<p>Base number: 18 Parks and 2 multipurpose fields Employees: 2</p> <p>Weekly mow/ clean up/ brush removal/ park prep for all 18 parks and multipurpose fields</p>	<p>Cora House Park Rentals: 26 for the fourth quarter</p> <p>Lacrosse Field in Flying Leaf neighborhood reservations are captured in the Recreation Department.</p> <p>The Cora House Park and Lacrosse field are both prepped for rentals by the Parks staff</p>	<p>Prepare parks for rental usage for community members</p> <p>Prepare Lacrosse field for community use</p> <p>Repair parks and equipment that are destroyed or vandalized</p> <p>Continue to repair and replace park supplies that are old or in need of repair</p> <p>Work with OPD when suspicious items such as drug paraphernalia are found in the parks</p> <p>Gathers items for Activities Specialist for craft use with the Elders</p>



## ***Recreation Department***

<b>NARRATIVE</b>	<b>DEMOGRAPHICS</b>	<b>FREQUENCY/ UTILIZATION</b>	<b>BULLET POINTS</b>
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 = 680	Customers have used Recreation services 7,664 times during the Fourth Quarter.	July = 3962/ August = 1837/ September = 1865
1. Enhance the educational development of each participant - complete homework assignments and increase GPA.	<b>AGE GROUPS</b>		Homework Completion Rate <b>School Age</b> Civic 54% CW 71% <b>Adolescent</b> Civic 17% CW 16%
2. Increase the physical activity of each participant - each member completes 60 minutes of activity daily.	0-5: 33	61	60 minutes of daily activity <b>School Age</b> Civic 19% CW 15% <b>Adolescent</b> Civic 19% CW 16%
3. Introduce the youth to various art mediums to encourage creative expression.	6-12: 379	2100	Exposed to new art mediums <b>School Age</b> Civic 39% CW 54% <b>Adolescent</b> Civic 25% CW 13%
4. Increase participant's awareness of the Six Pillars of Character Development.	13-18: 127	750	Participate in Character Club <b>School Age</b> Civic 42% CW 42% <b>Adolescent</b> Civic 15% CW 2%
	19-35: 20	8	
	36-64: 39	38	
Elder Bingo	65 +: 82	99	* Average/Bingo Session = 52.
<b>Youth team practices:</b> (Baseball, Softball, Lacrosse) <b>Dartball</b> and <b>Men's Basketball</b>	Varies	3084	200 registered Summer Program participants & 88 additional baseball registered participants.
Weekend rentals for the Cliff Webster Building	Varies	539	* See Oneida Recreation 2017 Summer Program Final Report for more details.
Guests	Varies	985	



## ***SOCIAL SERVICES AREA***

### **Executive Summary**

Our Oneida Nation Social Service (ONSS) programs continue to serve the Oneida Nation population meeting its diverse and challenging needs on and off the reservation. Our Oneida Social Service programs offer a variety of services which are listed below. Multiple funding sources originate from the Nation, BIA, State and Federal agencies. Programs supply basic support and emergency assistance to families who meet eligibility requirements, and have a need. The programs serve as an assistance unit and social service programs continue to be an important safety net for the membership. Highlights for this quarter include the ground breaking for the Early Head Start addition to the Three Sister's Head Start building. Please be patient as this project begins and ends in the spring 2018. Another highlight is the Elder Expo which was well attended awarding 4, \$500.00 scholarships to Oneida members who are continuing their college education. There have been many changes and improvements. The Family Services Department which includes Indian Child Welfare, Domestic Violence, Foster Care/Kinship Care, Prevention/TRAILS, and Parenting has been separated from Child Support. Child Support is now its own Department. Food Distribution is updating their equipment. They have conducted classes on making nutritious smoothies and participants received a nutria- bullet for participating in the class. The Head Start/Early Head Start Program had their ground breaking in August and the first part of this project is to remove trees and fences where the addition will take place. Guesstimated time of completion will be in April 2018.

### ***Family Support Services Area Executive Summary***

Indian Child Welfare (ICW): 102 children are receiving services by the department through on-going case management. We continue to see success with Title IV-E claiming and a steady increase each claiming quarter in the reimbursement we are receiving which is helping offset expense for the department. In person Mandated Reporter Trainings provided to Youth Enrichment Services, Head Start, Family Services, and the Recreation Department this quarter. The department continued to work with the LRO and LOC on the adoption of the Children's Code. Since adoption, the ICW department has begun to work on identifying space for additional staff needed as well as updating job descriptions. Department will continue to move through the implementation phase.

Foster Care: Program continues to recruit to license new foster homes, child specific and for all. Two new homes, child specific, have been licensed this quarter. Program continues to work in collaboration with the State, Local County, and community on recruitment initiatives as lack of foster homes is a trend across the county.

Parenting: Session 2 of the Parenting Education Class (PEC) began and concluded July 19<sup>th</sup>, with 15 participants graduating. Trauma Informed Parenting (TIP) concluded August 10<sup>th</sup> with a total of 23 participants. New session of TIP will begin October 10, 2017. Community, Tribal and State wide interest increases in our Parenting programs offered and requests for services continue to increase. Trauma Informed Parenting Presentations/Trainings were provided to: Oneida Nation Schools (9 hours of training provided), Oneida Behavioral Health (3 hours), and Oneida Head Start (3 hours). Program also provided a two hour dinner and learns Conscious Discipline

Training for Menominee Social Services. The program continues to offer education to other Tribal departments on the curriculums offered. The demand for these trainings has increased but we face limitations, one Parenting coordinator and an already high demand internally, is going to hinder what is offered to other areas in the future.

Prevention: Youth Summer Program began and concluded in July, with 26 youth participants. The program offered three community education events this quarter; Human Trafficking, Opioids and Cultural Wellness. The program continues to have staff turnover and a vacancy which are hindering the in school services being offered.

Domestic Abuse: Program continues to offer group and individual services to individuals and families who are experiencing domestic abuse or are survivors of sexual assault. Services are offered in the office, in the home and school/community setting. All new grant funded positions are filled. The program has been working on planning a community Domestic Abuse awareness event for October 14<sup>th</sup>.

Yetiya?tanu'nha: Program served 12 students for the 4th Quarter, 1 of which graduated from the program. Programming on prevention and credit recovery services are offered Monday through Thursday. The program is partnered with many of the community programs such as; Social Services, Oneida Family Fitness, Oneida Adventures, College of Menominee Nation (program is a satellite site for CMN which has offered students an opportunity to receive college credits), 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 is still awaiting award notification for the new grant application to OJJDP in hopes to continue offering the program to youth in the community.

### ***Summer Youth Program-ROPES course***



### ***Family Support Services***

<b>NARRATIVE</b>	<b>DEMOGRAPHICS</b>	<b>FREQUENCY/ UTILIZATION</b>	<b>BULLET POINTS</b>
<b>Indian Child Welfare:</b> 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.	212  (Oneida children and families involved in county/state Child Welfare systems, On-going and Intake for the quarter)	892	* 102 (children) On-Going Cases
<b>Foster Care:</b> 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.	68  Oneida youth in out-of-home care; with a relative, foster care, residential, group home, detention center	622	* 47 Kinship *15 youth in foster care *6 residential/group home/detention
<b>Parenting:</b> Provide parenting education & support to families in the community who are either mandated to meet conditions or voluntarily participating.	30  (voluntary, mandated parents, foster parents, community members)	386	*15 participants in Parent Education Class (PEC) *23 parents participating in Trauma Informed Parenting (TIP)
<b>Prevention:</b> Services provided to youth K-8th grade as well as families designed to support them in healthy and safe lifestyles.	26  71 attendees	388	*Summer Youth, 4 days a week, 26 youth *Hidden in Plain Site, Human Trafficking, Well for Culture Community Education events

<b>Domestic Violence:</b> Education on healthy relationships, crisis and on-going support to families who are experiencing or who have experienced domestic violence.	26  (All ages)	531	*Women's Group *Men's Group *Individual and crisis support offered *D.V staff supporting Summer Youth group with Prevention program staff
<b>Yetiya?tanu'nha:</b> Provides culturally-based prevention and intervention program working with at-risk teens to recover credits in order for them to graduate from high school. Works on conflict/coping skills, assists with behavior modification, and gain entrance into post-secondary schooling or begin work.	12 students  (8-12th grade)	44	*Students attend program 4 days a week for 11 weeks during the summer months.  *Awaiting grant award notification

### ***Elder Services***

<b>NARRATIVE</b>	<b>DEMOGRAPHICS</b>	<b>FREQUENCY/ UTILIZATION</b>	<b>BULLET POINTS</b>
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		Twa wah tsile (We are all family) Elder Services provides home & community base services to assist elder to remain in their homes.
	<b>AGE GROUPS</b>		
Congregate Meals	Native American 55+/Non-Native 60+	<b>453</b> Clients & <b>3704</b> Services	Meals provides 1/3 of daily nutritional value
Home Delivered Meals	Native American 55+/Non-Native 60+	<b>205</b> Clients & <b>4692</b> Services	Meals provides 1/3 of daily nutritional value
Native American Family Care Giver	Native American 55+	<b>61</b> Clients & <b>319</b> Services	Support groups, Respite Care & Voucher program
Outreach Services	Priority 70+/disabled, Native American 55+/Non-Native 60+	<b>68</b> Clients & <b>276.50</b> Services	Assessments & Monitor ERS
Elder Abuse	Native American 55+	<b>7</b> Clients & <b>12</b> Services	Case Management
Home Repair	Priority 70+ and disabled, Native American 55+ Non-Native 60+	<b>114</b> Clients & <b>170</b> Services	Minor handy man repairs
Home-chore	Priority 70+ & 55 - 69 disabled, Native American	<b>211</b> Clients & <b>415</b> Services	Snow plowing & lawn services
Transportation	Native American 55+ & Non-Native 60 +	<b>94</b> Clients & <b>1468</b> Services	Transportation to meal-site & bus passes for working elders
Information & Referral (I&R) & DRUMS	55+	<b>1155</b> elders - DRUMS <b>8</b> elders for I&R and <b>15</b> referrals	Articles posted monthly in Kalihwisaks, Elder Services Facebook page and A-Z email; Information & Referral varies from dangerous tree cutting to financial assistance

The Aging & Disability Resource Specialist offers information and referrals on community and county resources to Oneida community members and functionally assesses members for Medicaid programs found through the Community Option Program Family Care, IRIS and Partnership programs through Brown and Outagamie Counties.	22-59: <b>1</b> call 60-99: <b>5</b> calls	Long Term (LT) Function Screens: <b>0</b> Brief/Short Term Service Coordination: <b>0</b> Follow-up: <b>4</b> Information & Assistance (I&A): <b>5</b> Options Counseling: <b>0</b>	Topic categories during calls in last 3 months: abuse/neglect; adaptive equipment; ancillary end of life, food, health home, housing, legal, transportation, veteran services; Alzheimer's/ other Dementia; income maint.; medical/ nursing home care, mental health, public benefits, finance related needs, taxes, etc.
Apartments	Base number <b>29</b>	Unduplicated Services <b>180</b> including rental payments, work orders	Routine maintenance and payment of rent
Major Home repair	Priority 70+ & 55 - 69 disabled, Native American	<b>22</b> clients	repairs regarding health & safety <b>*budget was passed late</b>



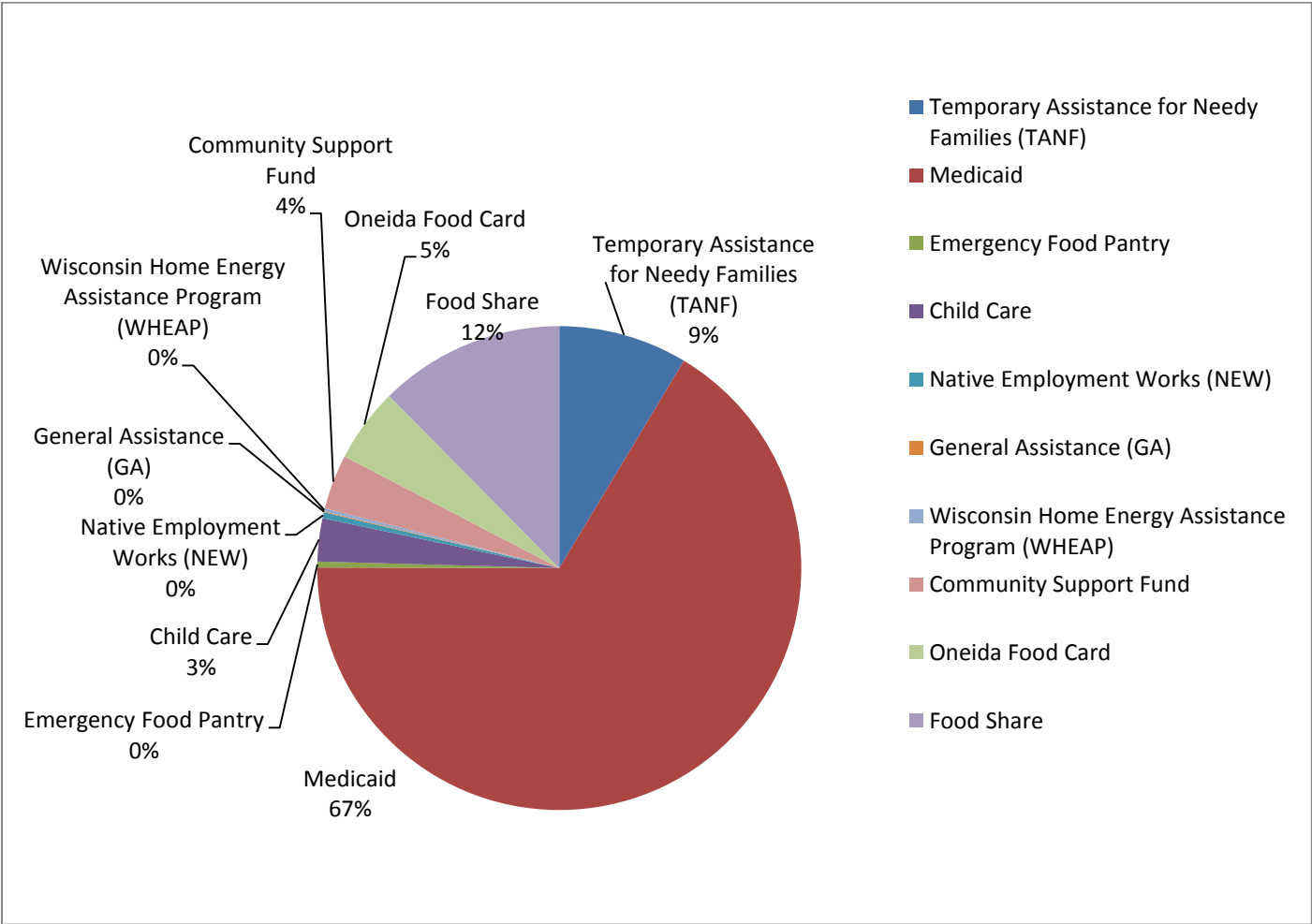
ECONOMIC SUPPORT			
NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
Economic Support Department administers several public assistance programs. One of those is the TANF (Temporary Assistance for Needy Families) program. The TANF program promotes employment and personal responsibility to financially strengthen families. This is done by providing parents or caretakers with employment preparation and/or supportive services that promote family self-sufficiency and financial responsibility.	<p>TANF Case Averages:</p> <p>Cash Assistance: Avg. 16</p> <p>Crisis: Avg. 5</p> <p>TANF Diversion: Avg. 74</p>	<p>264 appointments held</p> <p>79 walk-ins</p> <p>2,872 phone calls in/out</p> <p>27 No call/No shows</p>	<p>74% of program assistance for TANF is through the Diversion classification. Cash Payment makes up 16% and Crisis 5%. Diversion assistance helps families with dependent children with employment-related support services as an alternate to applying for cash assistance.</p> <p>Director and Supv. attended the annual Tribal Summit in Alexandria, VA. which provided guidance with budgeting and case management practices.</p> <p>This year about 20 youth participated in the Summer Youth program. 318 School Assistance applications were received. Two staff attended the New worker conference.</p>
Food Share and Medicaid Assistance is another program that assists low-income families by providing support in the form of food and medical assistance.	<p>Medicaid: Avg. 1126</p> <p>Adults (18+): 742</p> <p>Children (0-17): 1,287</p> <p>Food Share: Avg. 595. There was an average of 52 new applicants for I/M</p>		<p>Director attended the IM/TANF Association Mtg in Keshena, WI.</p>

Child Care provides assistance to low-income families through two separate sources. Wisconsin Shares is the state child care assistance program and is processed through the State Child Care system. CCDF (Child Care Development Fund) is a federal grant that is utilized to assist families whose income exceeds the State income guideline. CCDF child care subsidies also assist with some child care registration fees and other community initiatives. Family Services Program grant assists with Respite care services.	Child Care Case Averages: WI Shares cases: Avg. 106 CCDF: Avg. 42 Children (0-12 yrs.) 28 families per month, FSP: 12 Children and 5 families	On-site Child Care center utilized: Avg. 211 children/month or 126 families	26 Social Services clinics were held after hours that utilized the on-site center. The Child Care supervisor and case specialist attended the Federal CCDF training in Denver CO. In addition, the supervisor attended the state Child Care New Worker training.
Native American Employment Works (NEW) is a program to assist single individuals without minor children with work related expenses when starting new employment or retaining employment.	19 cases (+18 yrs.)	65 phone calls in/out	NEW support services consist of auto insurance, car repair, work clothing, and tools for employment.
General Assistance is a program designed to financially assist those with shelter costs for those living on the reservation, without minor child. This program assists those who are awaiting their Supplemental Security Income (SSI) or Social Security Disability (SSD) determination.	3 cases currently	20 phone calls in/out	Cash payment given to those for housing related costs including rent, mortgage and/or utilities.
WHEAP (Wisconsin Home Energy Assistance Program) is administered to low-income individuals or families in need of heat and electric assistance.	Avg.10 cases each month	Avg. of 6 WHEAP appts./mo. Avg. of 115 phone calls received for all three programs. Food Card usage is increasing greatly.	New worker attended the new worker training in September. Abbreviated Energy Assistance applications are being accepted. Applications low due to funding running out and summer season.
Oneida Food Card	Avg. of 238 families/mo.		Continues to increase

Oneida Food Pantry was established to address an emergency food assistance need in the community.	Avg. of 39/mo. families served.	Seven additional calls into the office regarding services and eligibility.	Emergency Food Pantry continues to grow with donations at Tower Foods.
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Other: The program had a change in directors at the end of July. Trina Schuyler was hired as the Tribal Child Support Director and Delia Smith was reassigned to the Economic Support Director.

### Economic Support cases



### ***Food Distribution Executive Summary***

The Food Distribution Program is a federally funded food assistance program to low income families. We service anyone within the Reservation boundaries who are within the income limits set by USDA. USDA is the funding source of our grant - 75% funded by USDA and 25% funded by tribal contribution. We also service Brown, Outagamie, Door, Manitowoc, and Kewaunee Counties to households that have a member of a federally recognized tribe. They must also qualify according to their income.

NARRATIVE	DEMOGRAPHICS	FREQUENCY/ UTILIZATION	BULLET POINTS
Food Distribution provides a food package to help our clients maintain a nutritionally balanced diet. They select over 70 products, fresh and canned items. This is a low income grant.	Base numbers: Clients: 2,400 Families: 1,190	Customers used our services on an average of 400 families a month in our 4 <sup>th</sup> quarter.	279 Food Deliveries to the Elderly and Disabled.
	<b>AGE GROUPS</b> <b>0-3: 81</b> <b>4-9: 57</b> <b>10-17: 87</b> <b>18-30: 54</b> <b>31-55: 159</b> <b>56-70: 42</b> <b>70+: 27</b>	Phone calls relating to our service: Outgoing: 516 Received: 1330 Total calls: 1846	



## ***Head Start/Early Head Start Executive Summary***

The Oneida Head Start Program serves low-income children and families living on and off the reservation. The program received federal funding to serve one hundred and eight (108) children. In addition, the program receives funding from the State of Wisconsin to serve an additional 12 children and the Oneida Tribe provides tribal funds for 32 children for a total of 152 Head Start slots. Head Start has two (2) program sites with eight (8) classrooms serving up to 152 children. Hours of operation are 9:00-1:00, Monday – Friday with 160 contact days. The service area includes the Oneida Reservation and the city of Green Bay.

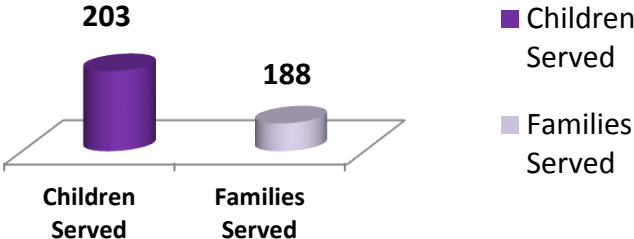
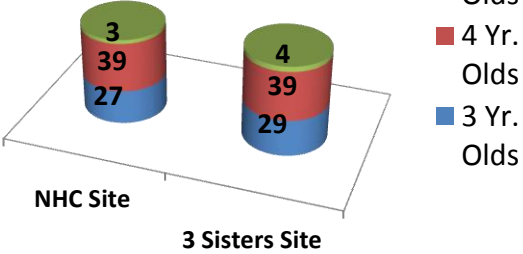
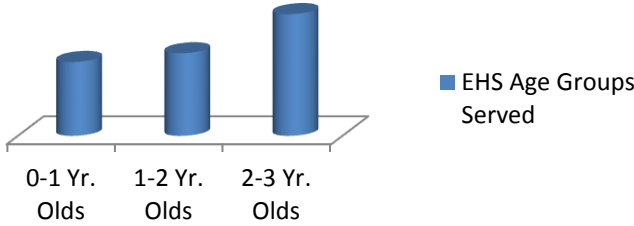
The Early Head Start Home-Based Program serves fifty-two (52) infants and toddlers and eight (8) pregnant women, for a total of 60 participants. Hours of operation will be 8:00 a.m. – 6:30 p.m., Monday – Friday. The program will offer 48 weeks of home visiting. The service area is the Oneida Reservation and a ten (10) mile radius around the reservation. This service area includes both Brown and Outagamie Counties in Wisconsin.

### **New Changes:**

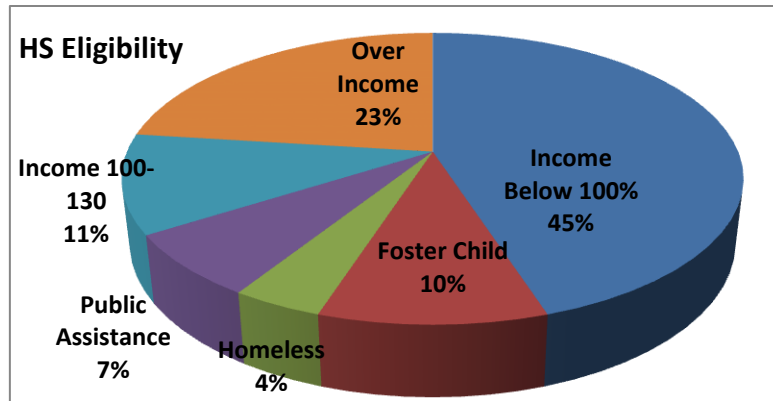
HS Extended Duration: As of September 2017 the HS program began operating two (2) extended duration classrooms, one (1) at each site serving 40 of the HS children. The hours of operation will be 9:00-3:00, Monday-Friday with 170 contact days. These extended duration classrooms will primarily serve income-eligible, four (4) year old children, within single-parent working families.

The Norbert Hill Center re-allocated new space renovated for use by the Head Start program. There were several safety factors that made this move a better option for the program. For example, all of the classrooms will now be at ground level with two emergency exits. In addition, the newly renovated space will offer a safer environment for children as it is away from busy parking lot traffic used by many tribal employees, closer proximity of the children's playground, has easier access for parents who come to the center or bring and/or pick up their child, and has a closer proximity for bus drop off and pick up.

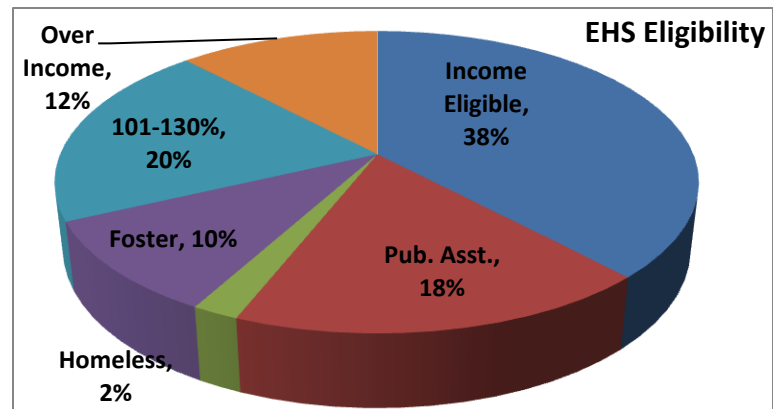
The Early Head Start program is building an addition on to Three Sisters HS building. Groundbreaking took place in June and will be completed spring of 2018.

NARRATIVE	DEMOGRAPHICS	FREQUENCY/UTILIZATION
<p><b>HS Enrollment</b> for the 2017/2018 program year was 141 children as of Sept. 5. The program will be <b>enrollment opportunities</b> in Head Start depending on child age. The <b>Extended Duration</b> classroom at Three Sisters and NHC sites was fully enrolled with 40 children.</p>	<p>Head Start – 3-5 yr. olds            HS Children Served: 139            HS Families Served: 132</p> <p>EHS Children Served: 64            EHS Families Served: 56 Families</p> <p><b>Total HS/EHS Children &amp; Families Served</b></p>  <p>Children Served: 203            Families Served: 188</p>	<p>Hs enrolled and served 139 children</p> <p>293 EHS Home Visits provided</p> <p>28 Pregnant Woman Visits Provided</p> <p>45 Children served through Socialization Experiences Group</p>
<p><b>Head Start</b></p> <p>74 Children Returning            65 Children Newly Enrolled</p> <p><b>Early Head Start</b></p>	<p><b>HS -Age at Enrollment by site</b></p>  <p>NHC Site            3 Sisters Site</p> <p><b>EHS Age Groups Served</b></p>  <p>0-1 Yr. Olds            1-2 Yr. Olds            2-3 Yr. Olds</p>	<p><b>Head Start:</b></p> <p>56 -Three Year Olds            78- Four Year-Olds            5- Five Year Olds</p> <p><b>Early Head Start:</b></p> <p>0-1 yr. olds: 17            1-2 yr. olds: 19            2-3 yr. olds: 28</p>

**Head Start Child Eligibility:**



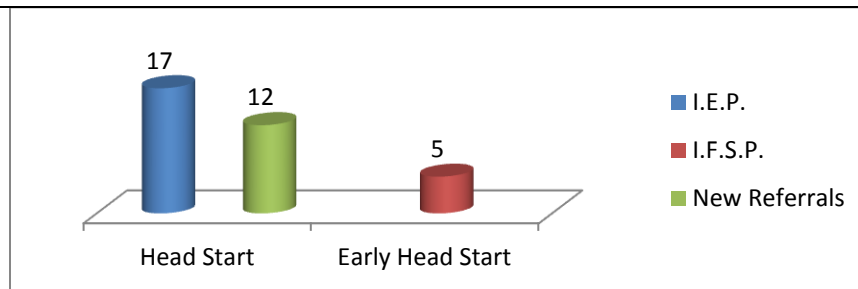
**Early Head Start Child Eligibility:**



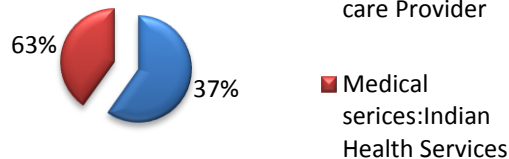
## Health & Disabilities:

Disabilities:  
12 New referrals for HS  
17 Head Start children  
on an I.E.P.

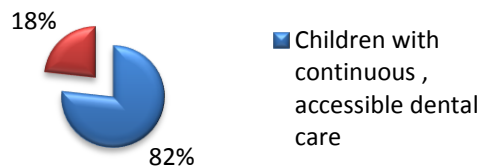
5 Early Head Start  
children on an I.F.S.P.



## Medical Home-Children



## Dental Home



## Education & Child Development

**Progress of children and the program towards achieving school readiness in each of the seven domains**  
**Head Start:** HS children have increased their math skills this school year (90%) from last year (85%) and continue to be a focus for the teaching staff. Overall, children met or exceeded in all domain areas (97%).

STRATEGIES GOLD-SNAPSHOT																		
Pre-K 4 2016-2017	FALL						WINTER						SPRING					
	BELOW	MEETING	EXCEEDING	BELOW	MEETING	EXCEEDING	BELOW	MEETING	EXCEEDING	BELOW	MEETING	EXCEEDING	BELOW	MEETING	EXCEEDING	BELOW	MEETING	EXCEEDING
SOCIAL-EMOTIONAL	30	42%	41	57%	1	1%	11	15%	53	75%	7	10%	3	4%	41	59%	26	37%
PHYSICAL-GROSS MOTOR	20	28%	52	72%			7	10%	63	90%					62	89%	8	11%
PHYSICAL-FINE MOTOR	10	14%	62	86%			4	6%	59	83%	8	11%	1	1%	38	54%	31	44%
LANGUAGE	13	18%	58	81%	1	1%	7	10%	59	83%	5	7%	2	3%	46	66%	22	31%
COGNITIVE	17	24%	55	76%			3	4%	63	89%	5	7%	1	1%	40	57%	29	41%
LITERACY	20	28%	52	72%	1	1%	3	4%	63	89%	5	7%			47	67%	23	33%
MATHEMATICS	40	56%	31	44%			22	31%	47	66%	2	3%	7	10%	43	61%	20	29%

TEACHING STRATEGIES GOLD-SNAPSHOT																		
Early Head Start 2016-2017	FALL						WINTER						SPRING					
	BELOW	MEETING	EXCEEDING	BELOW	MEETING	EXCEEDING	BELOW	MEETING	EXCEEDING	BELOW	MEETING	EXCEEDING	BELOW	MEETING	EXCEEDING	BELOW	MEETING	EXCEEDING
SOCIAL-EMOTIONAL		9%		85%		6%		16%		74%		9%		21%		71%		8%
PHYSICAL-GROSS MOTOR		12%		59%		29%		16%		57%		27%		15%		62%		23%
PHYSICAL-FINE MOTOR		21%		68%		21%		9%		63%		28%		10%		73%		17%
LANGUAGE		21%		74%		6%		23%		70%		7%		23%		70%		8%
COGNITIVE		15%		76%		6%		14%		70%		16%		19%		70%		11%
LITERACY		24%		68%		9%		14%		68%		18%		25%		64%		11%
MATHEMATICS		38%		63%		0%		21%		77%		2%		38%		58%		4%



### ***Child Support Agency***

<b>NARRATIVE</b>	<b>DEMOGRAPHICS</b>	<b>FREQUENCY/ UTILIZATION</b>	<b>BULLET POINTS</b>
The Child Support Agency establishes paternity and child support court orders and enforces the non-custodial parents to pay support for food, clothing, basic necessities, as well as health insurance for the child/children. These needs being met provide financial and emotional wellbeing for the child/children.	Current cases as of 9/29/17: 3,226	9,407 customer contacts with an Avg. of 3,135/month- This includes customer appointments, phone calls, and walk-ins.	Stipulation - 34 Hearings - 39 August was Child Support Awareness Month. On 8/16 the agency hosted a Child Support Family event that was very well attended by 125 Oneida Child Support families. This gave families an opportunity to ask questions about child support related topics, while children engaged in family fun activities.

### ***TRANSIT***

<b>NARRATIVE</b>	<b>DEMOGRAPHICS</b>	<b>FREQUENCY/ UTILIZATION</b>	<b>BULLET POINTS</b>
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.  Oneida Public Transit implemented the Ecolane Automatic Dispatch Software	Base number: 1,505	9,173	<b><u>Base Number increased 18.9% from Quarter 3, FY2017. This is a 239 client increase.</u></b> Overall, seasonal decrease as Youth 7—18 are on Summer Break between school years, similar to previous <i>year's</i> data due to summer seasonal cycle.  To Date: Positive feedback from customers as the On-Time Performance is improving to over 93%. Target Goal: 95%

System for 7 months.				
	AGE GROUPS			
	0 — 6:	511	1.4 % increase compared to Qtr3 FY2017	
	7 — 18:	1,625	39.6 % decrease compared to Qtr3 FY2017	
	19 — 54:	4,215	40.4 % increase compared to Qtr3 FY2017	
	55 — +	2,822	Same as compared to Qtr3 FY2017	
		Wheelchair	621	46.8 % increase compared to Qtr3 FY2017
	Total Miles	74,599	7.9 % decrease compared to Qtr3 FY2017	