

# Oneida Business Committee Agenda Request

1. Meeting Date Requested: 1 / 24 / 18

## 2. General Information:

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

Agenda Header:

☒ Accept as Information only

☐ Action - please describe:

## 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:

Additional Requestor:

Additional Requestor:

## Oneida Business Committee Agenda Request

### 6. Cover Memo:

Describe the purpose, background/history, and action requested:

The attached documentation is the FY18 Quarterly Report (October 2017 - December 2017) from departments and programs within the Internal Service Division. Areas include Management Information Systems (MIS), Grants Office, Tsyunhehkwa, Oneida Community Integrated Food System (OCIFS), Oneida Emergency Food Pantry, Veteran Department, Big Bear Media, Kalihwisaks, and Tourism.

BC approval of the ISD First Quarter Report for FY18 as information only is requested.

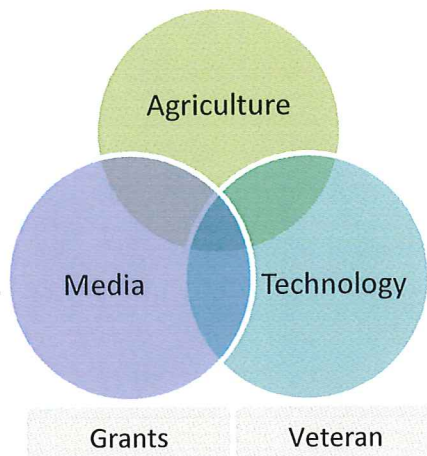
1) Save a copy of this form for your records.

2) Print this form as a \*.pdf OR print and scan this form in as \*.pdf.

3) E-mail this form and all supporting materials in a **SINGLE** \*.pdf file to: [BC\\_Agenda\\_Requests@oneidanation.org](mailto:BC_Agenda_Requests@oneidanation.org)

# INTERNAL SERVICES DIVISION

First Quarter Report FY18 (Oct - Dec 2017)



The beginning of FY18, kept many departments in high gear and engaged with the community, especially for those departments related to agriculture and tourism. Just after they finished a large event with the Apple Fest late September; they pulled together to display Oneida through the Food Sovereignty Summit October 2-5. On the heels of the Food Sovereignty, the Tsyunhehkwa team moved into the Harvest Fest for the community and the Husking Bee for school age youth. We offer our appreciation for the many volunteers, to those who participated in the corn soup cook-off, and those who brought their families to the events.

Before the team could catch their breaths, they were working with the pantry to process applesauce; and then right into processing Thanksgiving Corn Bread orders. Meanwhile, the rest of the team was working on harvesting the white corn through November, educational sessions, and food films. While the aquaponics team was harvesting their lettuce for the school.



The Print & Mail Shop, worked through some stressful operational issues –late nights and on weekends to get the GTC packets designed, printed, and mailed; and continuing to look for cost savings for the 7,000 plus packets that go out per mailer. Teamwork was a primary focus, both within the department, as well as with other departments to help stuff the packets.

The Kalihwisaks was constantly in and out in the field, covering the various events; and the royalty were busy with their engagements. Grants continued to seek new funding, even as federal budgets are reduced, and grants become more competitive.

In addition, the Departments are working on their strategic goals to align with the new Business Committee's goals and work to create measureable outcomes, with value-based considerations.

The departments will begin to transition to three initial common goals:

- Advancing On^yote?aka Principles through **Community Engagement**
- Improving Organizational Changes toward **Operational Sustainability**
- Inspiring Yukwatsistay^ (Our Fire our Spirit Within) through value-based **Development**



# Management Information Systems

## ISD - Fourth Quarter Report FY17



### Strategy #1 Deliver Business Technology Solutions

Planning, preparation and execution of the IT services for the new Retail outlet, Four Paths was completed. The activities included infrastructure (voice/data cabling, time and attendance, telecommunications, surveillance and point of sale. This was a significant team effort that was completed on time and within budget.



The MIS team continues to work with the Oneida Museum to provide a POS capability that meets their unique needs. That effort has resulted in a design that utilizes Oracle/Micros point of sale system that is used within the Gaming food & beverage environment and a back office solution (Yellow Dog) that can support the Museum's product tracking and inventory control needs. The system has been acquired and installed however challenges with device interfaces have delayed the production date. The original system was targeted for a go-live in 1<sup>st</sup> quarter FY'18 however that has been pushed to 2<sup>nd</sup> quarter FY'18.



### Strategy #2 Promote Information Sharing & Collaboration

The OnBase solution continues to be introduced in to new areas. During this past quarter several Oneida business units were added to the growing list of OnBase customers. The newly passed Nation's Children's Code (OBC Resolution #07-26-17-J) created a significant need for better document and information management within the ICW department. While the Oneida Gaming Commission was anxious to improve their monitoring and incident response activities. In addition, planning for the OnBase system upgrade continued. The upgrade is expected to resolve several issues and will include a feature required for the OBC Agenda Management project. Tentative schedule for the upgrade is 2nd quarter FY'18.



### Strategy #3 Optimize Use of Resources

During this quarter MIS finalized the planning and secured quotes for the replacement/upgrade to three of the Nation's IT infrastructure environments. The areas affected include the storage area network (SAN), mid-range platform (iSeries) and backup solution. The project will provide the Nation with state of the art solutions at a lower cost than the current solutions. More information regarding this will be provided in upcoming reports.

The MIS team has begun organizing and preparing for the introduction of Talent Management software. The project is in its early stages and includes defining expectations and outcomes. Elements of the Talent Management software include On-boarding, Skills Bank, Employee Performance Management, Succession Planning, and so much more. Proper planning and preparation will be essential for a successful project. As of this writing it is too early to provide any timetable but will continue to provide updates as the project unfolds.

### MIS Goals for FY'17 -18

#### Deliver Business Technology Solutions

Develop mobile app's to support the goals and objectives associated with Oneida Language Preservation and On^yote?a.ka principles.

#### Promote Information Sharing & Collaboration

Leverage the recent deployment of Passport (POS) solution within the Retail environment. This activity is in alignment with the Nation's 4 Strategic Directions, specifically a commitment to building a responsible Nation.

#### Optimize Use of Resources

Phase I of the Surveillance project will be completed. The outcome will support the standardization of the Nation's surveillance environment while enhancing the Nation's overall security posture.



# GRANTS OFFICE

## ISD First Quarter Report FY18

### Strategy 1: Enhance tribal services with external funding.

#### Goal: \$7 million in funded grants

Our goal is \$7 million in grant funding thru the Grants Office assistance. In FY 2017 we had a total of \$6.98 million in external funding. Due to federal budget cuts, grant dollars are harder to obtain as funding agencies want to see their funding distributed more. However, there is always a positive impact as grant funding provides additional services, programming, and jobs for our membership and community.

- Currently we have a total of \$1,235,275 in funded grants in FY 2018, with \$392,115 pending.

### Strategy 2: Become a resource for a 1-stop shop for funding/grant data and services.

#### Goal: Grants resource center

- Provide assistance for various programs and enhanced their ability to obtain external funding.
- Maintaining tribe-to-tribe, grantor-to-grantee, and other internal and external relationships to increase our opportunities.
- Maintaining a database that includes all funded, denied, and pending grants; and grant opportunities sent out and responses.
- We will be reaching out to programs within the Oneida Nation once again in an effort to collect and maintain overall data and statistics on an on-going basis.

### Strategy 3: Enhance tribal and community efforts in fundraising thru the development of a 7871 fund unit.

#### Goal: Oneida Youth Leadership Institute – a tax exempt fundraising tool.



- The Grants Manager also acts as Executive Manager of the OYLI, as the entity is within the overall authority of the Oneida Nation.
- Working SOPs and processes/policies are being developed with Accounting and Purchasing. All disbursements are on hold until the Disbursement Policies and Procedures are approved per our Charter. Listed below is information regarding our account at Bay Bank.
- The OYLI Board will be going through goal setting exercises to help move forward with planning.
- Once we get OYLI policies & procedures approved the Website will be launched. Our goal is by end of the Second Quarter.

|   |              |          |
|---|--------------|----------|
| -WPS donation to LPGA Youth Gold Clinic | restricted   | \$10,000 |
| -Private donation                       | unrestricted | \$100    |
| -Packer ticket sales                    | unrestricted | \$1,010  |
| -Deposit for Team WI                    | restricted   | \$400    |
| -LPGA Volunteer Fundraiser              | restricted   | \$8,145  |
| -Deposit for Lacrosse team              | restricted   | \$2800   |

**TOTAL \$22,455**



# TSYUNHEHKWA

## ISD First Quarter Report FY18



### Farm

#### Summary

Harvest time is always very exciting and busy for Tsyunhehkwa. There are several large events that occur in the first quarter including the Husking Bee, Harvest Fest, Education Days, and this year, the Food Sovereignty Summit. At each event the staff and volunteers work together educate participants and share different aspects of our farm. This year's white corn harvest was completed the last week in November with volunteer support throughout. We are pleased with the amount of braids and the size of corn for seed saving. Also the moisture levels of the corn indicated that we could begin processing. The cold weather delayed the setup of our winter feeding system, however we were able to make it functions. We continue to track production levels and get support from departments and staff.

#### Equipment and Improvements

Tractor added a heating element to help start in cold weather. Greenhouse Roof Fixed.

### Cannery

#### Production & External Orders

Hulled White Corn 100 lbs., Corn Bread Flour 350 lbs., Corn Bread – ground weight 50 lbs., Fresh Hull Corn 25oz. pkg. 117, Corn Bread loaf 244 lbs., Applesauce 244 pints, Apple Butter 152 ½ pint, Raspberry Jam 65 ½ pint, Strawberry Jam 76 ½ pint, Tripleberry Jam 87 ½ pint, Smoked Turkey Legs 50 lbs.

#### Community Food Processing

14 Community members use the cannery facility and equipment to process: Applesauce 62 quarts, 39 pints, & 19 ½ pints, Strawberry Cornbread 100, Venison to Hamburger 21 lbs., Dehy Corn 119 lbs., Raspberry Jam 16 pints, Blackberry Jam 13 pints, Cherry Jam 14 pints, Ground Elk 13 lbs.

#### Holiday Orders

The Cannery made 576 corn bread for Thanksgiving! ONHS students help to make and package the corn bread to help complete the order. We save 400 lbs. of white corn for holiday orders and will resume supplying the Oneida Market with white corn products in mid-January.



### Workshops, Events, Tours,

6 Workshops included corn husk doll making by Maxine Thomas, corn husk mat demo by Kenny Metoxen, berry corn mush by Jamie Betters, for Harvest Fest. Dried apple slices and seed selection, corn mush making and corn husk dolls for the Food Sovereignty Summit. Tours: 2 Food Sovereignty Summit Tours 61 participants each. Events: Education Days – 12 Schools 587 Students. Harvest Fest – 300 participants, memorial for Jeff Metoxen and successful soup challenge with 10 entries.

### Other

- Tracking winter feeding through managed grazing program
- Planning Seed and Plant Event & Tilling Services for Spring
- Met with FSA Insurance agent for crop insurance



# ONEIDA COMMUNITY INTEGRATED FOOD SYSTEM

## ISD Fourth Quarter Report FY18



48 vendors in attendance



28 attendees at food film



16 attendees at this film

### Strategy #1 Educate the Oneida community about food, agricultural opportunities, nutrition and health risks

- Assisted in the trainings on Monday & Tuesday taking place at the Tsyunh#hkw< Farm for the Education Days with area youth from numerous schools in North East Wisconsin.
- Put together promotional posters/fliers for our **Dark Secrets of our Food System** food film showings and promoted them through: Update Oneida, OFM List Serve, Kalihwisaks, LIVE54218, OFM Facebook, Explore Oneida, WPR Radio & more.
- Saturday, Nov. 4 facilitated the 'Sustainable' food film screening at the Veterans Building where we had 28 attendees. This is the first of 9 food films we will be showing to the community.
- Saturday, Nov. 18 facilitated the 'A Place at the Table' food film screening at Ridgview Plaza where we had 16 community members attendee.
- Saturday, Dec. 16 facilitated the "DIRT! The Movie" food film screening at Ridgview Plaza where we had 11 community members attendee.

#### Promote education through Agri-Tourism efforts

- Coordinated and assisted with the **Experiential Learning sessions for the Food Summit**.
- Put together 20 informational packets for Crystal Meltz and I to use when we give our Agri-Tourism presentation to the 18 students in the ONES 6<sup>th</sup> grade class on December 12.

#### Share through educational forums

- Coordinated the presences of the Oneida Farmers' Market at Harvest Fest, delivered canopies, set up all the canopies & managed the 4 Oneida Farmers Market vendors at Tsyunhéhkw< which had a record turnout of community.
- Completed writing up a draft Project Letter for the 4-H Land that will be sent to FVTC, NWTC, and UW-Extension Brown & Outagamie Counties to see if they can assist in making the County H 4-H land and barn into a 'hands on' learning center for the community.

### Strategy #2 Integrate Oneida and locally produced foods into the Oneida community and institutions

- Facilitated the End of Year Oneida Farmers Market vendor meeting where we discussed the advancements we made in 2017 and had a historical presentation of the progress of the Farmers Market from 2002-2017. (48 vendors attended).
- Attended the CHIP group meeting where the three Green Bay Farmers Markets, LIVE54218 and Oneida Farmers' Market in collaborating on various grant projects.



# ONEIDA EMERGENCY FOOD PANTRY

ISD First Quarter Report FY18

Emergency  
Food Pantry



The 1<sup>st</sup> Quarter completes the Oneida Emergency Food Pantry's first full year in operation. We served 1,362 clients (Including repeats) and distributed 14,634 pounds of food during the 25 days available for food pick up during the quarter. We processed 126 bulk donations and continue to stay adamant about our food inventory process. Working with Economic Support we've made improvements to the intake process and have planned for an intake worker to the pantry Tuesday and Thursday starting in February. Some of our activities for the 1st quarter include the Bingo Food Drive, new connections with the Radisson, main Casino, and Wingate hotel, and increased volunteerism at 141.75 hours. We met goals from the 4th quarter which include increasing internal food network, increasing food storage capacity, increasing volunteerism, and identifying program needs to apply for grant funding.

## Q4 Donations Collected

20,217 Lbs. + 41.7%

## Q4 Food Purchased

\$3,516.89 -64.4%

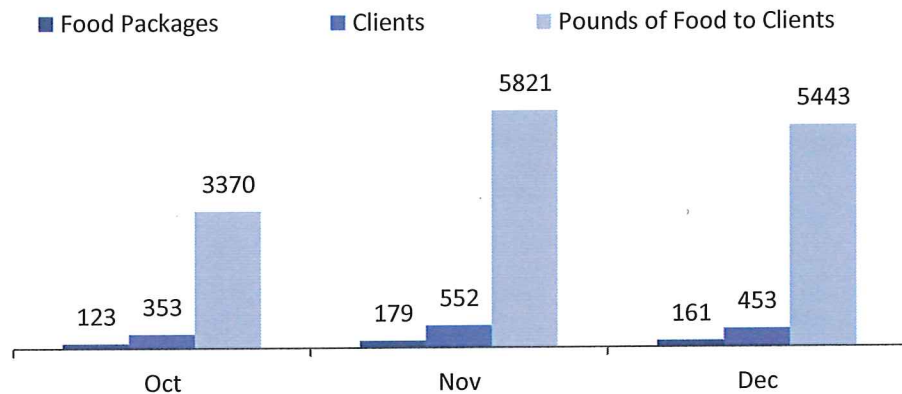
3,181 Lbs. -27.5%

## Q4 Food Waste

716.7 Lbs. -62.4%

## Q4 Food Re-Donated

4,936.3 Lbs. +39%



In the 1st Quarter the pantry saw an increase in families, packages, and food being dispersed. Out of the 463 packages dispersed 254 of those were to repeat clients. Out of the 209 families served, 53 were new clients. We help to feed 666 individuals in our community during Q1.

## Strategic Goals

### Development

- Strengthen Food Network
- Increase for Grant Funding

### Improve Operational Change

- Improve Intake Process
- Create informational material

### Increase Community Engagement

- Increase Volunteerism
- Plan Q3 School Drives





# VETERAN DEPARTMENT

## ISD First Quarter Report FY18

**Mission:** *Provide Quality Services and Assistance in the Delivery of Entitlements and Benefits due our Oneida Nation Veterans and their Families.*

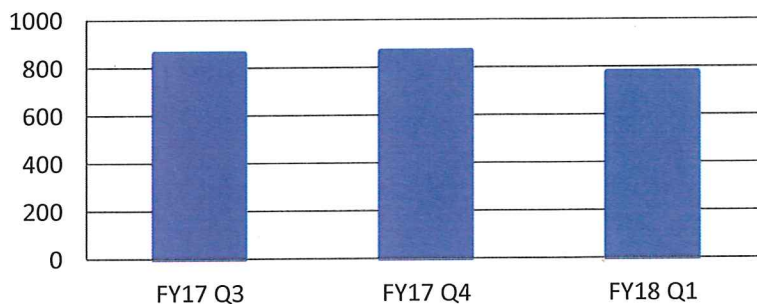
One of Oneida's Veteran Departments Major Initiative is Improving Customer Service and our Clientele numbers maintain approx. 258 visits per month.

Another major initiative that we, the Oneida Veteran Dept. are working on is an end for Homeless Veterans in Oneida. Currently working with the Dept. of Veteran Affairs HUD/VASH Case Manager and OHA. 19 veterans have met the VA criteria and 12 have been awarded Rent Vouchers. 11 veterans have exited the program. Oneida was awarded 20 Vouchers in 01/2016.

Oneida Nation Veteran Dept. supports the Nation's Initiative Alignments, specifically Community Development. Our Dept. was a co-host with Native American Center for Health Professions for a meet and greet with Dr. Jon Kerstetter, the Dept. sponsored a Wild Game Feast during deer hunting season and the turnout was great.

The Oneida Nation Veterans Department main service is VA Disability Compensation/Pension claims. Awards this quarter total, in Retro payments the sum of \$119,322, last quarter was \$152,023. Monthly VA disability/pension checks, which total \$3,792, last quarter was \$11,782.

**Client Visits**



### 1st Quarter Highlights

|  |         |
|--|---------|
| Calls Received                             | 1008    |
| New Clients                                | 0       |
| Other Tribes                               | 9       |
| VA Disability Claims                       | 15      |
| Community Utilization of Veterans Building | 45 Days |

## Aquaponics

Our October Food Sovereignty Summit drew a full house for the Aquaponics Breakout session and our neighbors the Menominee's, sent a team of Educators in early November to tour our facility. We developed a volunteer training manual and have begun building a volunteer base for the weekend maintenance. The Oneida Nation School has enjoyed fresh lettuce and herbs from our system and we look forward to a consistent production schedule in the near future. On December 14, 2017 the Aquaponics hosted a Thank You Lunch and Training for the Department of Public Works as they continue to offer support to makes sure the building and equipment are working properly. A purge tank has been added to help transition fish in and out of the system. With the help of Vanessa Miller we were able to test harvest the tilapia to ensure the proper food handling and safety measures are being followed when we harvest fish.



**1<sup>st</sup> Place Winner**

**Show Us Your System  
Nelson and Pade  
Photo Contest**

**December 2017**



Graphics \* Print \* Media \* Mail

## ISD First Quarter Report FY18

### Strategy 1: Improve Infrastructure

- Continuing to cross train employees on all the machinery currently in operation at the Print Shop and Mail Center
  - Long term employees (PTO/VAC)
  - Short term leaves
  - Hiring freeze – Mail Center/GTC
- Continue to reach out to many departments for assistance for the GTC mailers. Cost savings of \$35K in Dec utilizing Permit 4 mailing vs priority mail due to the holidays.

**CASINO MAILER QUALITY CONTROL CHECK**

FILE NAME/NUMBER:

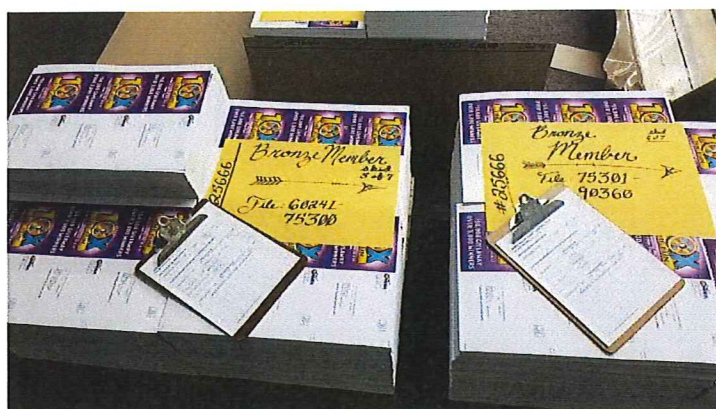
#### PRE-PRESS/DIGITAL OPERATOR SET UP

| REGISTRATION | COLOR | CUT | FOLD | EMP | DATE |
|--------------|-------|-----|------|-----|------|
|              |       |     |      |     |      |

**CUSTOMER NUMBER MATCHES WITH CUSTOMER DATA ON SIDE 2**

[illegible]

G:\Printshop\Forms\Carino Maltby Quality Form



## Strategy 2: Sales

- Printing Operation sales down \$41,000. This should recover in January with the 2<sup>nd</sup> GTC meeting packet for Annual Report meeting.
- Researching Nuvera/Xerox commercial B&W vs the Konica-Minolta machines for pricing and reliability.
- Working on reaching out to Menominee and Mole Lake for printing of forms or brochures. Casinos won't do variable data due to confidentiality of sharing mailing lists.

### Total Monthly Invoices Generated

|       | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | July | Aug | Sept | Total |
|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|------|-------|
| FY 18 | 105 | 109 | 106 | 0   | 0   | 0   | 0   | 0   | 0   | 0    | 0   | 0    | 320   |
| FY 17 | 87  | 107 | 99  | 116 | 108 | 120 | 100 | 108 | 146 | 95   | 162 | 107  | 1,355 |
| FY 16 | 107 | 101 | 102 | 123 | 118 | 130 | 116 | 119 | 118 | 71   | 134 | 112  | 1,351 |
| FY 15 | 101 | 85  | 93  | 95  | 94  | 108 | 112 | 106 | 105 | 118  | 144 | 111  | 1,272 |
| FY 14 | 108 | 85  | 88  | 110 | 109 | 133 | 118 | 122 | 122 | 101  | 125 | 120  | 1,341 |



# KALIHWISAKS

## ISD First Quarter Report FY18



### Achievements

- Printed six issues – October 5, October 19, November 2, November 16, December 7, and December 21. (Advancing Oneyote?aka Principles)
- Covered events such as the Three Sisters Powwow, Tribal Action Plan, and Bridge Lighting (Advancing Oneyote?aka Principles).
- Printed Oneida Business Committee meeting minutes, board postings, public hearing notices, and legal notices. (Implementing Good Governance Process)
- Worked with other departments such as SEOTS, OCIFS, Adventures, Culture, ONAP, OCEC, and OFF to create monthly pages to share their news and events. (Advancing Oneyote?aka Principles)

### Goals for FY2018

- New photo contest
- Expand our media platforms to include phone apps, online payments, more online content
- Create a portfolio to attract advertisers
- Complete SOP's and other suggestions made by 2017 department audit

Photos: Bridge Lighting and Breakfast with Santa





# Tourism Quarterly Report

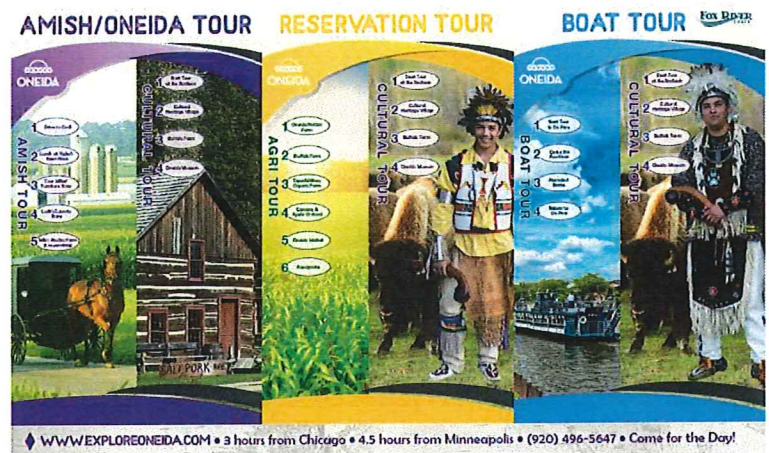
## ISD First Quarter Report FY18

### Strategy 1: Community Engagement

- Dancer Performances – 10 (including Ag Summit/1/2 Time Show)
- Royalty 11 appearances
- Tourism assisted with the TSY Harvest Fest
- Tourism assisted with the UWGB Pep Rally with the donation of buffalo, coordination of Veterans and ½ Time Smoke Dancers
- Developing the 2018 event calendar of events. Teaming up with CEC for summer film series.

### Strategy 2: Improving Organizational Changes

- Bus Tours
    - Update all bus SOPs, literature, website listing and create new bus data base for better follow up with tour operators
    - Development of Bus Trade Show follow up materials
    - Reservation Tours
- | Year    | People      | Tours    |
|---------|-------------|----------|
| 2018 Q1 | 267 people  | 10 Tours |
| 2017    | 834 people  |          |
| 2016    | 2883 people |          |
- Tourism Reporting Systems – there are currently 7 Tourism established reporting systems that have been updated and stored on the Tourism shared drive for easy access for all employees.
  - Employee Assistance – Tourism staff assisted in the stuffing of GTC mailers with the Mail Center/Print staff



### Strategy 3: Advancing On^yote?a.ka Principles

- Long House – Architecture Structures did final roof installation. OTIE allowed a couple of workers to help finish the plywood shell ends and tveck the outside. Looking into solar/security for the long house. Final phase will begin in the spring 2018.
- Begin to develop a business plan for a visitor center
- Facebook 63 posts, Reached 192,427 YTD, Likes/Reaction 20,586, Following 4,475 up 360 since Sep. 30, 2017

