

# Oneida Business Committee Agenda Request

1. Meeting Date Requested: 04 / 25 / 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:

Internal Services Division 2nd quarter report (Jan-Mar 2018). No action is required.

## 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:

Joanie Buckley, Division Director/Internal Services

Primary Requestor/Submitter:

\_\_\_\_\_  
Your Name, Title / Dept. or Tribal Member

Additional Requestor:

\_\_\_\_\_  
Name, Title / Dept.

Additional Requestor:

\_\_\_\_\_  
Name, Title / Dept.

## Oneida Business Committee Agenda Request

### 6. Cover Memo:

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

The attached is the 2nd quarter report (Jan-Mar 2018) for the Internal Services Division for which, no action is requested. The report is informational only.

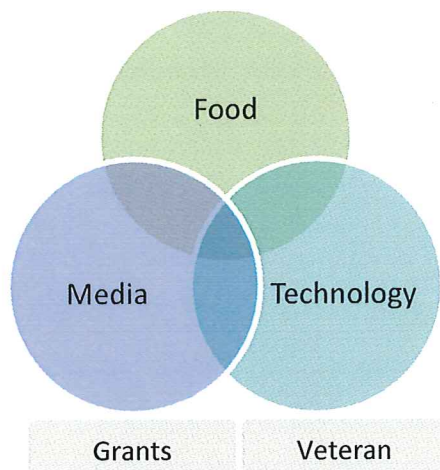
1) Save a copy of this form for your records.

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

Second Quarter Report FY18 (Jan - Mar 2018)



The 2<sup>nd</sup> Quarter has been a productive for many areas in our Division. As a team we continue to seek out opportunities in within our systems thinking, operation and program goals, and ways to engage the people we serve. Technology continues to be a driver throughout the Nation and the MIS staff has made improvements to our infrastructure giving more capabilities to computers and each user. Tsyunhehkwa staff were busy with corn processing, and the Emergency Food Pantry worked through the setup of intake at their building. Big Bear set up an avenue to pursue federal contracts to help increase sales. Each area is finding ways to overcome challenges and barriers.



Print and mail completed GTC meeting packets on-time, Oneida Tourism was a selected location for of the Neville museum which will bring in more visitors to the reservation. They are working on a grant with NATOW to launch a driving tour to view destinations in a fun way for locals and visitors. The Kalihwisaks was out in the field, covering the various events; and sent a photographer to web training.

Grants have a total of \$1.4 million funded grants so far this year and \$4.5 million pending grants. They continue to seek new funding, even as federal budgets are reduced, and grants become more competitive.

The transition of Tsyunhehkwa agriculture and OCIFS has brought a refined focus to the Cannery and “food” as a system evolving from “agriculture” for our division. This shift gives Tsyunhehkwa and OCIFS new benefits and resources and allows ISD to focus on food in product processing, delivery, food development, and other value added services. The Veterans hosted a fish taco event that brought in Channel 2 WBAY and 5 CBS to showcase the growing project. The Emergency Food Pantry has increased their food network and their largest single food pickup up to date. OCIFS continued their food films and planning with 4-H and Microsoft.

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<sup>^</sup>yote?aka Principles through **Community Engagement**
- Improving Organizational Changes toward **Operational Sustainability**
- Inspiring Yukwatsistayn (Our Fire our Spirit Within) through value-based **Development**



# Management Information Systems

## ISD - Second Quarter Report FY18



### Strategy #1 Deliver Business Technology Solutions

MIS in coordination with OCHD Rx and our vendor, QS/1, implemented mobileRx smartphone app. The app provides a number of useful features including script renewals, scheduling patient med's and a variety of patient managed tools. The app is another example of the technological advancements introduced to the OCHD with the goal of delivering world class health care to the Oneida community. The project 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. The systems have been acquired and installed however challenges continue with device interfaces which have delayed the go-live date. The original system was targeted for a go-live in 1st quarter FY'18 however that has been pushed to 3rd quarter FY'18.

### Strategy #2 Promote Information Sharing & Collaboration

Preparation for an upgrade to the OnBase system continues. There will be a number of product enhancements and new system features associated with the upgrade but one capability in particular will allow the OBC Agenda Management project to move forward. The upgrade is scheduled for 3rd quarter FY'18 with the Agenda Management Project tentatively scheduled to resume in May. The previous quarterly report incorrectly noted an "OnBase system upgrade" however the work was actually preparatory work, e.g., review of product release notes, compatibility with current interfaces, etc.

As reported in the previous MIS quarterly report, the MIS team has begun organizing and preparing for the introduction of Talent Management software. We've recently established a tentative system design that will allow the Nation to continue enjoying current solutions while leveraging previous investments to support the new Human Capital Management suite of products.



### Strategy #3 Optimize Use of Resources

The previous quarterly report noted that MIS was preparing to upgrade and/or replace three of the Nation's IT core infrastructures; SAN, mid-range platform and systems backup solution. I am pleased to announce the project has been completed without incident, on-time and under budget. Though it's early, we can report the following positive performance changes:

- Payroll run reduced from 1 hour to 20 minutes
- Annual A/R purge was reduced by about 1 hour
- Accounting rebuilds reduced from 30 minutes to 5 minutes
- Kronos weekly close reports are running about 75% less
- Full system save went from approx. 3 hours to 1.5 hours
- Daily backups reduced by about 1 hour



More information regarding the results of this project will be provided in upcoming reports.

### MIS Goals for FY'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 - Second Quarter Report FY18

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

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

In FY 2017 we ended up with a total of \$9.65 million in external funding. Due to federal budget cuts, grant programs are very strict and harder to obtain as funding agencies want to see their funding distributed to more needy organizations. Ultimately, there is *always a positive impact* with grants as the funding provides additional services, programming, and jobs for our membership and community.

- Currently we have a total of \$1.4 million in funded grants in FY 2018, with \$4.5 million in pending.

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

#### Goal: Grants resource center

- Provide full 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.

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



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

- **Mission:** Our mission is to build endowments, to steward funds and to provide financial opportunities that invest in youth leadership initiatives.
- The Grants Manager also acts as Executive Manager of the OYLI, as the entity is within the overall authority of the Oneida Nation.
- The OYLI Board has had planning meetings to help move forward with processes.
- Our website is very close to being launched. Once our online payment system is fully functional, we can go live.
- Working SOPs and processes/policies have been developed and approved thru the OBC process. All disbursements and activity is now open and active. Listed below is information regarding our account at Bay Bank.

-WPS donation to LPGA Youth Golf Clinic	restricted	\$10,000
-Private donation	unrestricted	\$100
-Packer ticket sales	unrestricted	\$1,010
-Deposit for Team WI	restricted	\$400
-Deposit for Team WI	restricted	\$2,800
-Team WI deposit from luncheon	restricted	\$5,112
-LPGA Volunteer Fundraiser	restricted	\$8,145
-Erwin Cottrell Golf Outing	restricted	\$2,000
		<b>TOTAL \$29,567</b>

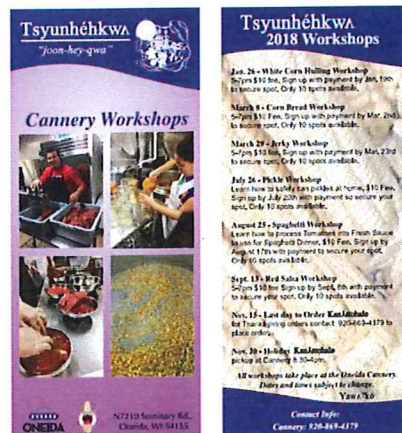


# Oneida Cannery / Tsyunhehkwa

## ISD - Second Quarter Report FY18

### Summary

Winter is a busy time for the Tsyunhehkwa and much transition has taken place. Tsyunhehkwa as a program has been repositioned with agricultural activities moving to the Environmental Health & Safety Division and the Oneida Cannery staying within Internal Services Division. This change supports the Tsyunhehkwa program with more resources, as much of farming is rooted in the care of the land and environment. The two programs will continue to work together and support each other in community events such as the Community Garden Project that is already underway. During the quarter staff worked with the dried corn at Tsyunhehkwa started to send 150 lbs. of white corn to the Cannery weekly. The Cannery had 2 modified duty workers help to clean, shell, and winnow corn at the farm and the Cannery processed corn as it arrived. Together we made it through a bulk of the corn workload, finished the bergamot, and some tobacco. Vickie began working on the CDC grant, and the team is excited about the Community Garden Project that Jamie has envisioned and has started to implement. Kyle accepted a volunteer appreciation letter from the Oneida Business Committee; and we are glad to welcome Arlie Doxtator to Tsyunhehkwa.



### Production

#### Cannery Products

Hulled and dehydrated corn continue to drive white corn production. Hulled White Corn 1,566 lbs., Dehydrated Corn 1,096 lbs., Corn Bread Flour 622.8 lbs., Corn Bread Flour Hulled 6 lbs., Fresh Hull Corn 107 lbs., Corn Bread 117 lbs., Jam 56 ½ pt. There were 3 special orders for Corn Soup 15 qt., Corn Bread 6, and Fresh Hull Corn 4 qt.

#### Community Food Processing

Eleven Community members used the cannery facility and equipment to process:

Venison into Hamburger 50 lbs., Corn into Dehy 234 lbs., Pickles 11 qt., Corn Mush Flour 45 lbs., Corn Baking Flour 17 lbs., Blue Corn into Dehy 15 lbs., Fresh Hull Corn 5 lbs., Maple Syrup 23 1.5 pt., 35 qt., 67 pts.

#### Department Orders

The Cannery completed 22 individual department orders for a total of \$11,890.15. Corn Soup, and Bison Chili were the most frequent orders. Orders: Corn Soup 267, Corn Bread 3, Corn Mush 2, Bison Chili 91, Fresh Hull Corn 65, Apple Butter 3, Dehy Corn 77.

### Workshops

Corn Hulling and Corn Much, Corn Bread, and Jerky Workshops were the three scheduled workshops for the quarter. Sixteen participants attended two workshops and enjoyed learning how to cook and prepare food - unfortunately the Jerky workshop was canceled due to low sign ups.

### Equipment

- Annual boiler inspection completed in January
- Dish washing sink repair completed in February
- Ice Machine repair completed in March



# ONEIDA EMERGENCY FOOD PANTRY

ISD - Second Quarter Report FY18

## Emergency Food Pantry



In 2nd Quarter the Oneida Emergency Food Panty had 16 volunteers log 150 hours. This is a tremendous increase in volunteerism that supports our community engagement program goal. We served 1,588 clients (Including repeats) and distributed 17,849 pounds of food during the 26 days available for food pick up during the quarter. We picked up 49 different days and processed 125 bulk donations from various sources. We completed our transition with Economic Support and they are now on site Tuesdays and Thursdays 9-1 handling the Food Card Program and Pantry Intake. All goals were met for first quarter besides creating informational material which is in process with rack cards and pantry webpage being developed. Highlights of those goals include partnership with Hunger Relief Federation of Wisconsin; two grants applied for, Economic Support on site, ONES and ONHS food drives. Food purchase rose due to \$2,000 grant in 1<sup>st</sup> quarter.

### Q2 Donations Collected

22,719.5 Lbs. + 12.4%

### Q2 Food Purchased

\$5,835.75 +65.9%

4,562.05Lbs. +43.4%

### Q2 Food Waste

761.8 Lbs. +6.3%

### Q2 Food Re-Donated

5,143.4 Lbs. +4.2%

### Strategic Goals

#### Development

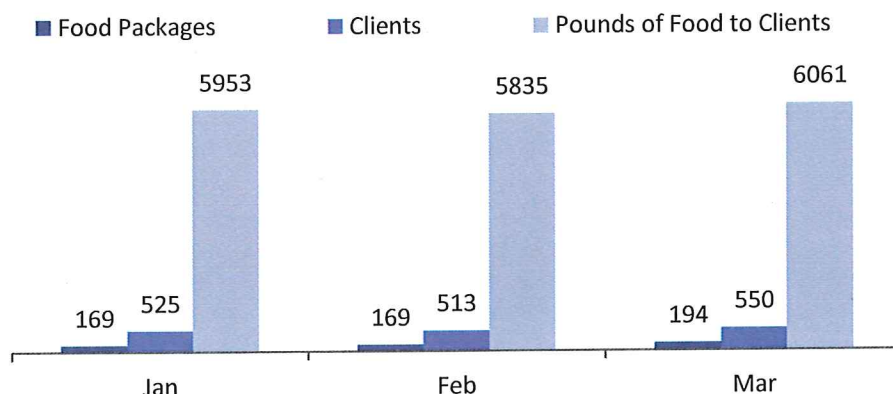
- Implement Grant Funded Project
- Pilot Nutrition Programming (UW-Extension Partner)

#### Improve Operational Change

- Develop SOP's
- Create Rack Cards and Pantry Webpage

#### Increase Community Engagement

- Expand Volunteer Network
- Revising and networking for FY19 School Drives



In the 2nd Quarter the Pantry saw an increase in families, packages, and food being dispersed. Out of the 532 packages dispersed 283 of those were to repeat clients. Out of the 249 families served, 47 were new clients. We helped to feed 716 individuals in our community during Q2.





# VETERAN DEPARTMENT

## ISD - Second 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 Veteran Department's major initiatives is to improve customer service. Our clientele numbers maintain approx. 308 visits per month, last quarter was 258.

Another major initiative that we, the Oneida Veteran Dept. are working on is an end for homelessness for Veterans in Oneida. Currently, we are working with the Department of Veteran Affairs HUD/VASH case manager and OHA. Twenty veterans met the VA criteria and 15 have been awarded Rent Vouchers. Five veterans have exited the program, last quarter we had 12 housed and 11 exits. Oneida was awarded 20 vouchers in 01/2016.

Oneida Nation Veteran Department supports the Nation's Initiative Alignments, specifically Community Development. Our department and community veterans had an Honoring for Native OHC Medical Intern Alex Kivimaki.

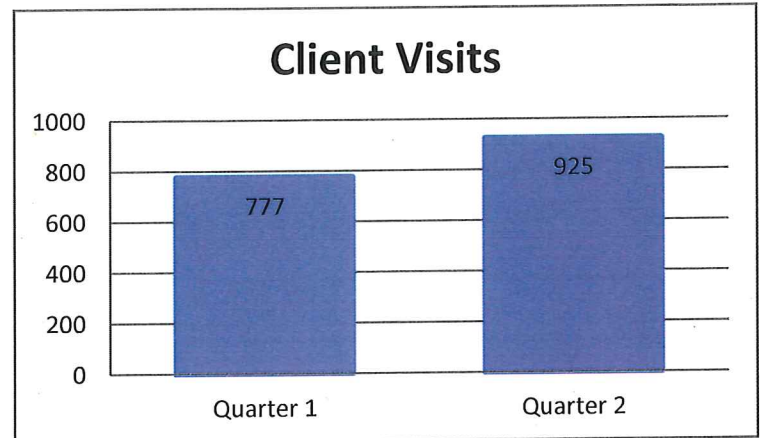
The Oneida Nation Veterans Department main service is VA Disability Compensation/Pension claims. Awards this quarter were real slow coming, totally in Retro payments the sum of \$17,858, Monthly VA disability/pension checks, totaled \$1,832. For F/Y 17 total retro payments equaled \$499,829 and disability payments equaled \$32,547.

### Oneida Aquaponics

The Aquaponics project continues to draw in community and outside visitors to see the operation up close and experience the newest element to our integrated food system. In February we had had our first fish harvest event with fish tacos for the veterans and shared the project with local news stations.

Melissa Johnson from DPW and Kristy Krenke an NWTC student have helped to guide the project and educate our volunteer base. They will be missed dearly and have left a lasting impression on our team. Jerry Skenandore has begun to learn the daily tasks of operations this project continues to be an example of strong community involvement.

We visited the Green Bay aquaponics project called The Farmory, and hosted a meeting with NWTC culinary and education staff, we are working on outreach and networking efforts for the Oneida Aquaponics.



### 2nd Quarter Highlights

Calls Received	1087
New Clients	2
Other Tribes	26
VA Disability Claims	15
Community Utilization of Veterans Building	42 Days







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. Continuing to meet daily to keep communication lines open. Implement quality control checks.
- Cost savings of \$20K to split the GTC mailing list internally and utilizing Permit 4 mailing vs priority mail. Continue to reach out to many departments for assistance for the GTC mailers.



### Strategy 2: Sales

- Teaming up with outside vendor to form a corporate team which should enable us to offer better pricing.
- Started the set-up of Federal contracts. This will allow us to bid on federal contracts. The next phase is to develop a process for the bidding.
- Turned in our RFP to Oneida Casino.

Total Monthly Invoices Generated

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Total
FY 18	105	109	106	111	115	104	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 - Second Quarter Report FY18



### Achievements

- Printed six issues – January 4, January 18, February 1, February 15, March 1 and March 15. (Advancing Oneyote?a.ka Principles)
- Covered events such as GTC Annual Meeting, Honor the Youth Powwow, and an interview with a recovering addict. (Advancing Oneyote?a.ka 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?a.ka 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: Café 29 and Lady Thunderhawks Basketball



# Tourism Quarterly Report

ISD - Second Quarter Report FY18

## Strategy 1: Community Engagement

- NWTC diversity day, Oneida dancers and info booth
- NATOW Grant for driving tour app
- Assisted in Aquaponics Harvesting
- Annual Fishing Season ceremony
- New signage ordered for log homes
- Working with GBCVB on enhancing the Oneida tour experience
- Woodland Indian Arts at Arti Gras
- Oneida Royalty at Fishing Ceremony and HTY Pow-Wow
- Attend Governors Conference on Tourism
- Deposition with Oneida Law Office, Re: Hobart/Big Apple



## 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
  - 2018 Q2 322 people/12 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.

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

- Long House – Contracting with OTIE on contract for bark installation on Longhouse. Solar lights and skylights have been purchased. 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 25665 (last quarter 20,586) Following 4,421

