

# BUDGET MANAGEMENT CONTROL ACT PRIORITY – HUMAN SERVICES

FY 2019 Qtr 1 Report  
02.13.2019



# Human Services are designed to help families in need of support, to discover empowerment, culture, self-sufficiency and enjoy the Nation's amenities.

2 Divisions  
2 Boards  
21 Fund Units

## Governmental Services Division

Child Support  
Economic Support  
Elder Services  
Family Services  
Food Distribution  
Head Start / Early Head Start  
Social Services Admin  
Parks and Rec Admin  
SEOTS  
Family Fitness  
Adventure & Experiential  
Recreation  
Parks  
Job Training & Vocational Rehab.  
Oneida Public Transit

## Internal Services Division

Big Bear Media – Tourism  
Veteran Services  
Aquaponics  
Emergency Food Pantry

## Boards Committees & Commission

Oneida Nation Commission on Aging (ONCOA)  
Pow Wow Committee

# Shared Themes of Human Services Departments



**Collaboratively working to deliver:**

- 1. High level of service resulting in great **Customer Experience**.**
- 2. A better **Quality of Life** .**
- 3. Environments that thrive with active **Community Engagement**.**

# Child Support

Priority Area: Human Services

Division: GSD – Social Services Area

FY19 Qtr 1

## Status Update:

- 15,362 customer contacts which includes appointments, phone calls, and walk-ins.
- Current cases as of 12/31/18 = 3.181 (353 per case manager)

One (1) Case Manager and one (1) paralegal position are vacant but in process of being filled.

GOAL #1	Increase child support collection rate by 8% by September 30, 2021			
2019	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>				
<b>Amend Chapters 703 &amp; 704 of the Child Support Law</b>	2 Law Amendment Work Meetings w/LRO	1 Law Amendment Work Meeting w/LRO	2 Law Amendment Work Mtgs and 1 Mtg w/OPD	5 meeting
<b>Successful adoption of amended Child Support Law</b>	2 Law Amendment Work Meetings w/LRO	1 Law Amendment Work Meeting w/LRO	2 Law Amendment Work Mtgs and 1 Mtg w/OPD	5 meetings

# Economic Support

Priority Area: Human Services

Division: GSD – Social Services Area

FY19 Qtr 1

## Status Update:

- TANF Cases (October - 40; November – 71; December – 39 = 150)
- Food Share (October – 472; November – 463; December – 444 = 1,379)
- Medical Programs (October – 1,066; November – 1,053; December – 1,052 = 3, 171)
- Child Care Cases (October – 72; November – 67; December – 67 = 206)
- On-Site Child Care Utilization (October – 98; November – 77; December – 65 = 240)
- WI Home Energy Assistance Program Apps Rec'd (Oct – 120; Nov – 70; Dec – 41 = 231)
- Food Card New Users (October – 166; November – 172; December – 133 = 471)
- Food Pantry New Users (October – 78; November – 78; December – 17 = 173)
- Community Supports Apps Rec'd (Oct – 376; Nov – 321; Dec – 238 = 935)
- Walk-ins (October – 722; November – 678; December – 591 = 1,991)

## ECONOMIC SUPPORT CONTINUED

GOAL #1	Assist 100% of customers who walk in the door by providing resources, information, or services to help them achieve their goals toward self-sufficiency.			
2019	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>				
<b>Be able to assist 80% of customers with requested services</b>	983 Applications received.	910 applications received	656 applications received	2,549
<b>Number of customers that have received assistance or referral</b>	10 denials with referrals	11 denials with referrals	5 denials with referrals	26
GOAL #2	Empower employees to exercise their expertise in carrying out their job duties to provide self-sufficiency to the customer base.			
2019	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>				
<b>Quarterly staff evaluations. Staff to attend at least one (1) customer-service training annually.</b>	18 in-house trainings provided for child care. Taught by staff.	5 CV Communication training, WHEAP review with training to improve work	3 State call to improve ways to avoid fraud	26
<b>Staff will report feedback on agency improvements. Decrease the number of complaints.</b>	18 Case Management meetings	2 Case Management meeting	5 Community Appreciation week.	25

# Elder Services

Priority Area: Human Services

Division: GSD – Social Services Area

FY19 Quarter 1 Report

## Status Update:

- Congregate Meals – 508 clients & 3,523 meals
- Delivered Meals – 230 clients & 3,523 meals
- Family Care Giver – 63 clients & 644 services
- Outreach – 74 clients & 180 services
- Elder Abuse Program – 37 clients & 60 services
- Benefit Specialist – 85 clients & 104 services
- Home Chore – 272 clients & 228 services
- Transportation – 66 clients & 625 services
- Info & Referral & DRUMS – 1,155 elders



## Highlights/Upcoming Events:

- The two-day Great Lakes Native American Elder Association (GLNAEA) conference held at the Radisson Hotel & Conference Center with representatives of all 11 Nations in Wisconsin in attendance
  - Dr. Blythe Winchester presented on Alzheimer's disease during the educational part of the event.

## ELDER SERVICES CONTINUED

<b>GOAL #1</b>	<b>Identify training priorities and plan for each service area by May 2019 with staff to complete training plan by September 30, 2021.</b>			
<b>2019</b>	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>				
<b>Improve competency of staff, each staff will be expected to attend a minimum of three trainings each year that was identified in the training plan.</b>	No trainings offered this month.	2 staff completed training.	1 staff completed training.	3 completed trainings
<b>GOAL #2</b>	Grant-focused elder needs.			
<b>2019</b>	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>				
<b>Improve the lifestyle of the elders to help them remain in their own homes.</b>	12 calls made to see if any services are required within their home.	1 call made to check if services are needed.	11 calls made to Elders on how to provide services they may need for their homes.	24 calls
<b>Obtain at least one granting opportunity each year to furnish ramps to eligible elders to get in &amp; out of their homes.</b>	1 Grant for Elder Abuse received additional funds to go towards this issue.	Working on a continuous basis w/ Grants Department. 1 contact made	Working on a continuous basis w/ Grants Department. 1 contact made	1 grant & 2 contacts



# FAMILY FITNESS

Priority Area: Human Services

Division: GSD – Parks & Recreation Area

FY19 Qtr 1

## Status Update:

- New opportunities (fitness classes) tested at Fitness, with changes to the second quarter schedule at Fitness
- Fitness membership retention rate increased 4% from last fiscal year.

## Highlights/Upcoming Events:

- Fitness began programming for Headstart/Fit Kidz with 73 children ages 4 & 5.
- Fitness continues Elder programming 4 x a month during first quarter.
- New beverage machine at Family Fitness replacing snack machine and added “FitCafe” for members serving fresh fruit, sandwiches, and shakes.

## Family Fitness Continued

<b>GOAL #1</b>	<b>Increase participants engagements by 2% each year</b>			
<b>2019</b>	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>				
<b>Develop programs/ services to decrease overall health care costs of the Oneida Nation</b>	Review data	Review data	Review data	
<b>GOAL #2</b>	<b>Increase wellness scores through assessments and questionnaires by 5% each year</b>			
<b>2019</b>	Oct			
<b>Lead/Lag Measures</b>				
<b>Discussion and agrement made regarding wellness activities</b>	Discussion on measure options	Discussion on measure options	Discussion on measure options	

# Family Services

Priority Area: Human Services

Division: GSD – Social Services Area

FY19 Quarter 1 Report

## Status Update:

- Indian Child Welfare – 271 Oneida children and families – 3,411 Client contacts
- Foster/Kinship Care – 232 Oneida youth – 1,798 client contacts
- Parenting – 833 client contacts (15 in parent education classes & 25 in trauma-informed care sessions)
- Prevention – 1,585 total attendees for youth-group sessions
- Domestic Violence – 1,060 men & women groups & individual services

## Family Services Continued

GOAL #1	Collaborate with Cultural Heritage to develop a two year cultural training plan for staff to be trained monthly and incorporate learnings into their direct practice; to be completed by September 30, 2021.			
2019	Oct	Nov	Dec	Total
Lead/Lag Measures				
Develop cultural immersion training program using Comprehensive Health's model for Family Services staff and have it approved for implementation by September 30, 2019.	8/22/18 Supervisor meeting (1) re: engaging Cultural Heritage Department	11/15/18 monthly meeting canceled by Cultural Heritage due to staffing shortage	No activity	
Meet and collaborate with other areas to have cultural training plan completed and ready for implementation in 2020.	Same activity as above	Same activity as above	Same activity as above	
GOAL #2	Continue to develop department policies that align with trauma informed care practices through our engagement with Fostering Futures and the Tribal Action Plan (TAP) through September 30, 2021.			
2019	Oct	Nov	Dec	Total
Lead/Lag Measures				
Gain Trauma Informed Care tools and resources	Utilized tools during 5 meetings	Utilized or shared tools to promote TIC during 5 meetings	Utilized tools to promote TIC during 5 meetings	
Attend and participate in Fostering Futures and TAP trauma informed care sub-committee initiatives.	1 TAP sub-committee meeting  1 Fostering Futures Mtg.	1 FF P/C with organizers	No activity due to holidays and cancellations	

# FOOD DISTRIBUTION

Priority Area: Human Services

Division: GSD – Social Services Area

FY19 Qtr 1

## Status Update:

- 2,115 clients (Oct – 716; Nov – 700 & Dec – 699) & 1,077 families
- 241 deliveries to elderly and disabled
- 1,179 walk-ins

## Highlights/Upcoming Events:

- Nutritionist now on hand to conduct classes and provide information on nutrition.
  - Started cooking class each month with two Nutritionists – well received by clients/community members.

## FOOD DISTRIBUTION CONTINUED

GOAL #1	Move to a store concept, completing one phase each year and full implementation by June 2021.			
2019	Oct	Nov	Dec	Total
Lead/Lag Measures				
Fully develop proposal to move to store concept to include details to implement the plan and identify funds for each phase by June 2019	2 phone calls	1 phone call	2 phone calls	5 phone calls
GOAL #2	Have a Nutritionist on hand to conduct classes and provide information on nutrition.			
2019	Oct	Nov	Dec	Total
Lead/Lag Measures				
Create budget and final grants to apply for Nutritionist	Nutritionist is free. 2 mtgs 1 call	n/a nutritionist hired 2 calls 1 class	n/a - no cost	2 mtgs; 2 calls; 1 class
Plan is complete when Nutritionist is hired	Nutritionist is free. 2 mtgs 1 call	1st class 26 attend 2 prep calls	2nd class 18 attended 2 prep calls	5 calls; 2 classes; 44 participants

# Emergency Food Pantry

Priority Area: Human Services

Division: Internal Services

FY19 Quarter 1 Report

## Status Update:

Have seen steady progress from our goals established in our Triennial Strategic plan

- First goal of community engagement is utilizing volunteers to support pantry activities and emergency hunger needs in the community. We are on pace to exceed all three-metrics established in FY 19.
- Second goal involves operational sustainability and revolves around the pantry's ability to bring in food donations and distribute to clients. We are on pace or exceeding all measures to fulfill goals this year.
- Third goal is development and aims to create programming for youth and nutrition initiatives within the community. We currently have one cooking and nutrition class once a month with UW Extension and Oneida Food Distribution. Feedback from participants have been positive and the direction is aimed towards participant growth. A survey was conducted to determine what the community would most like to see in programming and results will be forthcoming



## Next Steps:

**Goal 1:** Continue to push for community involvement as we on track to meet goals. Utilizing “Code of Conduct” for current and oncoming volunteers. Build systems within the volunteer coordination for steady growth, expectations, and proper training. **Goal 2:** Progress is continually being made weekly to improve the pantries ability to receive food, efficiencies within the collection process, food drives, bulk pickups, and how we distribute the food to clients.

**Goal 3:** Our cooking and nutrition classes are looking to expand the participants through various avenues. Our goal is to reach all community members that could benefit from uses of traditional foods, cooking skills, and nutrition knowledge. Our newly created Food Connect Team (Pantry, Cannery, Veterans) are also looking for ways to incorporate workshops and summer youth feeding program on the reservation. Ohelku’ has also expressed interest in helping with classes. 2<sup>nd</sup> quarter will also see organizational development with our donation garden for spring.



## Highlights/Upcoming Events:

- Cooking and Nutrition Classes 10:30 AM: Feb 7<sup>th</sup> Blue Cornmeal, Mar 7<sup>th</sup> Salmon, Apr 4<sup>th</sup> Beans (Held at Food Distribution)





# Head Start/Early Head Start

Priority Area: Human Services

Division: GSD – Social Services Area

FY19 Qtr 1

## Status Update:

- Completed on the chart; All areas progressing

## Next Steps:

- Get the signatures for the two (2) Memorandum of Agreements with Early Intervention and Indian Child Welfare.

## Highlights/Upcoming Events:

- 2/26 Understanding Addiction: A family Approach-All HS/EHS staff & Family Services of Social Services (Partnering)
- 3/11-13 Fulfilling the Promise Conference-2 EHS staff; 1 FSW All topics relate to the target issues
- 3/7, 14, & 21 Parent Cafés-Strengthening Families thru conversations using the 5 Protective Factors

## HEAD START CONTINUED

GOAL #1	Implement culturally and linguistically appropriate learning experiences to be used in a total immersion classroom			
2019	Oct	Nov	Dec	Total
Lead/Lag Measures				
<b>Develop a curriculum &amp; training materials for phasing in a total immersion classroom by September 2019</b>	Created & distributed list of nature words, 2 songs, classroom schedule, weather chart, clothing project/ study (6 TL)	Created song charts and distributed to classrooms (6 total); All classrooms at NHC practiced 6 songs in Oneida; created food chart, clan list, behaviors (9 TL)	Created traditional food chart; Body parts list; winter time list; Continued 6 songs in all classrooms at NHC (8 TL)	23 curriculum materials created for the immersion classroom and 3 HS classrooms
<b>Begin Phase 1 of the total immersion classroom plan</b>	17 parents attended language class; 5 staff classes were held; 15 children enrolled in the immersion classroom	12 parents attended language class; 4 staff classes held; 13 children enrolled in immersion classroom; 1 drop/1 to new class	16 parents attended language class; 3 staff classes held; 13 children enrolled in immersion classroom	45 parents attended language classes 12 staff classes held 41 immersion children enrolled
GOAL #2	Utilize a strength-based approach to promote family well-being and nurture parent-child relationships by providing support, education and resources to all families.			
2019	Oct	Nov	Dec	Total
Lead/Lag Measures				
<b>Increase families' knowledge for accessing housing related resources in the community by August 2019</b>	38 HS/54 EHS received social services 32 HS/45 EHS received community services Referred to other agencies 32 HS/ 45 EHS	51 HS/35 EHS received social services 38 HS/ 35 EHS received community services Referred to other agencies 37 HS/30 EHS	74 HS/31 received socials services 71 HS/37 EHS received community services Referred to other agencies 66 HS/ 35 EHS	163 HS/120 EHS received social services 141 HS/117 EHS received community services Referred to other agencies 135 HS/110 EHS
<b>Identify and develop partnerships with community agencies/programs related to housing, homelessness and substance abuse by August 2019</b>	In progress: MOA with Indian Child Welfare for EHS Classroom (1)-(Partnering) Distributed Brown County Community Resource Handbook to 148 HS and 52 EHS families (partnering)	Parent Cafés held: 1,8, & 15 parents participated (5 Strengthening Families Protective Factors) 12 parents attended all 3 nights (strategy)	IN progress: MOA with Oneida Early Intervention (1) HS ages 3-6 years (Partnering-target population)	2 MOA's in progress 12 parents participated in all 3 Parent Cafés 200 Brown County Community Resource book distributed

# **JOB TRAINING & VOCATIONAL REHAB**

**Priority Area: Human Services**

**Division: GSD – Education & Training**

**FY19 Quarter 1 Report**

## **Status Update:**

- Due to the WIOA grant award reduction, the Director remains on layoff status. The Counselor/ Administrator remains in an interim position in another Area. There is also a vacancy in the Outreach Coordinator position due to a resignation. Finally, the VR Transition Specialist and interim Administrator is on maternity leave.
- With the vacancies, the Area Manager has assisted in grant writing, reporting and overall grant compliance for WIOA. Because of the reduction in funding and the need for more funding directly to the consumers, the department will be reorganized to provide more direct service to tribal members. This reorganization will begin with the new calendar year after the interim Administrator is back from maternity leave.

## **Next Steps:**

- Services continue to be provided by both programs with the assistance of the former Administrator and the acceptance of additional duties by the existing VR Specialist.

## **Highlights/Upcoming Events:**

- Intakes started for youth workers and working on placements
- Met with seven (7) new students between Green Bay West and Green Bay East in November

## JOB TRAINING & VOCATIONAL REHAB CONTINUED

GOAL #1	Over the three years of the plan, 50% of all participants who participate in and exit the program will enter and remain the workforce.			
2019	Oct	Nov	Dec	Total
Lead/Lag Measures				
Provide employability services to eligible program participants	37 participants	37 participants	40 participants	114 participants
By 9/30/19, 50% of participants exiting the program will successfully enter, and remain in, employment	5 exited; 1 employed	2 exited program; 0 employed	0 exited; 0 employed	7 exited; 1 employed

# PARKS & RECREATION ADMINISTRATION

Priority Area: Human Services

Division: GSD – Parks & Recreation Area

FY19 Quarter 1 Report

**Status Update:** Area Mission is “To enhance the quality of life by providing programs and services that promote healthy lifestyles”, and the purpose of the Area is “Providing opportunities for all ages and abilities to acquire a healthier lifestyle.” While creating our triennial strategic plans, we realized that we were more than Parks and Recreation, the leadership team has updated the mission statement, fund unit purpose and name from Parks and Recreation to Area of Community Enrichment.

<b>GOAL #1</b>	<b>Increase our customer utilization of programs, services and facility usage in our Departments by 2% by 2021</b>			
<b>2019</b>	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>	Collect information	Collect information	Collect information	
<b>Annual data analysis of program and services</b>				
<b>GOAL #1</b>	<b>Increase in Wellness Index- Area portion by 1% each year</b>			
<b>2019</b>	Oct			
<b>Lead/Lag Measures</b>				
<b>Discuss and create ACE Wellness Index portion measures</b>	Discussion on measure options	Discussion on measure options	Discussion on measure options	

# PARKS

Priority Area: Human Services

Division: GSD – Parks & Recreation Area

FY19 Quarter 1 Report

## Status Update:

- Parks had an increase in vandalism (Cora House Park)

<b>GOAL #1</b>	A process for customer service will be implemented with a 2% increase positive customer services score by 2021			
<b>2019</b>	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>				
<b>Develop a customer tracking system</b>	Review of current systems	Review of external systems	Review of external programs	
<b>GOAL #1</b>	Wellness Index will be created, implemented and used for services improvements by FY21			
<b>2019</b>	Oct			
<b>Lead/Lag Measures</b>				
<b>Discussion and agreement made regarding departments role in Wellness Index</b>	Discussion on measure options	Discussion on measure options	Discussion on measure options	

# RECREATION

Priority Area: Human Services

Division: GSD – Parks & Recreation Area

FY19 Quarter 1 Report

### Status Update:

Oneida Recreation – Youth Customer Utilization of Core Area Programming (Increase youth customer utilization by 2% by 2021 – SMART Goal #1) This is youth only – rentals, special events, community use not included. FY19 – 1 <sup>st</sup> Quarter						
Month	FY18 Civic	FY19 Civic	%	FY18 CW Bldg.	FY19 CW Bldg.	%
October	998	953	(4.5%)	578	601	4%
November	858	815	(5%)	554	570	3%
December	561	685	22%	486	460	(5%)
TOTALS	2417	2453	1.5%	1618	1631	1%

### Highlights/Upcoming Events:

- Hosted Boo Bash with 1176 community members attending in October
- Hosted Breakfast with Santa- 1,000+ community members in December



## RECREATION CONTINUED

<b>GOAL #1</b>	<b>Increase youth customer utilization of Core Area programming by 2% by 2021</b>			
<b>2019</b>	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>				
<b>Annual data analysis of programs and services</b>	Collect data	Collect data	Collect data	
<b>GOAL #2</b>	<b>Increase summer programming by 3 morning camps/ clinics by FY21</b>			
<b>2019</b>	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>				
<b>Analyze feasibility of adding 1 summer camp clinic</b>	Collect data	Collect data	Collect data	



# SEOTS

Priority Area: Human Services

Division: GSD – Social Services Area

FY19 Quarter 1 Report

## Status Update:

- Based on community surveys, SEOTS has identified three (3) critical issues within the Oneida community of southeast Wisconsin to build awareness around during FY 2019 which are obesity, depression, and cultural competency.
- During the first quarter, SEOTS offered 11 craft classes covering 4 different crafts, 3 culture classes, 1 Haudenosaunee culture film, 10 Oneida language classes, and a trip to Oneida Harvest Fest.
  - Total visits for culture specific offerings during the quarter was 128.



SEOTS CONTINUED

GOAL #1	Implement an awareness strategy to educate the Oneida community of southeast Wisconsin on four critical issues through quarterly programming, direct mail, and social media.			
2019	Oct	Nov	Dec	Total
Lead/Lag Measures				
Quarterly program/event around critical issues.	Quarterly event held in November	Native American Craft Fair, 17 vendors, youth performances of traditional songs	Quarterly event held in November	
Improved community competency of critical issues.	Quarterly event held in November	399 attendees	Quarterly event held in November	
Increased individual efforts to address wellness related to critical issues.	Quarterly event held in November	This goal will be evaluated in the annual community survey	Quarterly event held in November	

# Social Services Administration

Priority Area: Human Services

Division: GSD – Social Services Area

FY19 Quarter 1 Report

Mission of the Social Services are is to provide life-long opportunities to strengthen education, well-being and Tsi?Niyukwaliho'T^ (Our Ways).

GOAL #1	Identify training priorities and create a specific training plan for each Direct Report by March 2019. Direct Reports will complete all items on their training plan by September 2021.			
2019	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>				
Each individual attend a minimum of four trainings each year from their identified plan	18 - individual discussions on training plans	11 - individual discussions on training plans	9 - staff signed up O'cademy orientation 10 - individual discussions on trg plans	
Employee and customer satisfaction improved. Less complaints.	2 meetings regarding complaint	5 meetings regarding complaint	4 meetings regarding complaint	
GOAL #2	Create proactive grant/funding research by scheduling quarterly review meetings, beginning Oct 1, 2018. Meeting will include Grants Office representative, Area Manager and Direct Reports and topic will be to update on expectations, needs and opportunities.			
2019	Oct	Nov	Dec	Total
<b>Lead/Lag Measures</b>				
Number of grant/funding source opportunities reviewed.	1 new grant approved in Eld S	5 contacts regarding use of Self-Governance funds	9 contacts made to schedule meeting w/Grants Mgmt	
Identify grants that do not include Tribal Contribution match and actively pursue if appropriate.	2 discussions in Eld S	2 discussions Eld S & 1 HS-EHS	1 discussion Eld S & 2 with HS-EHS	

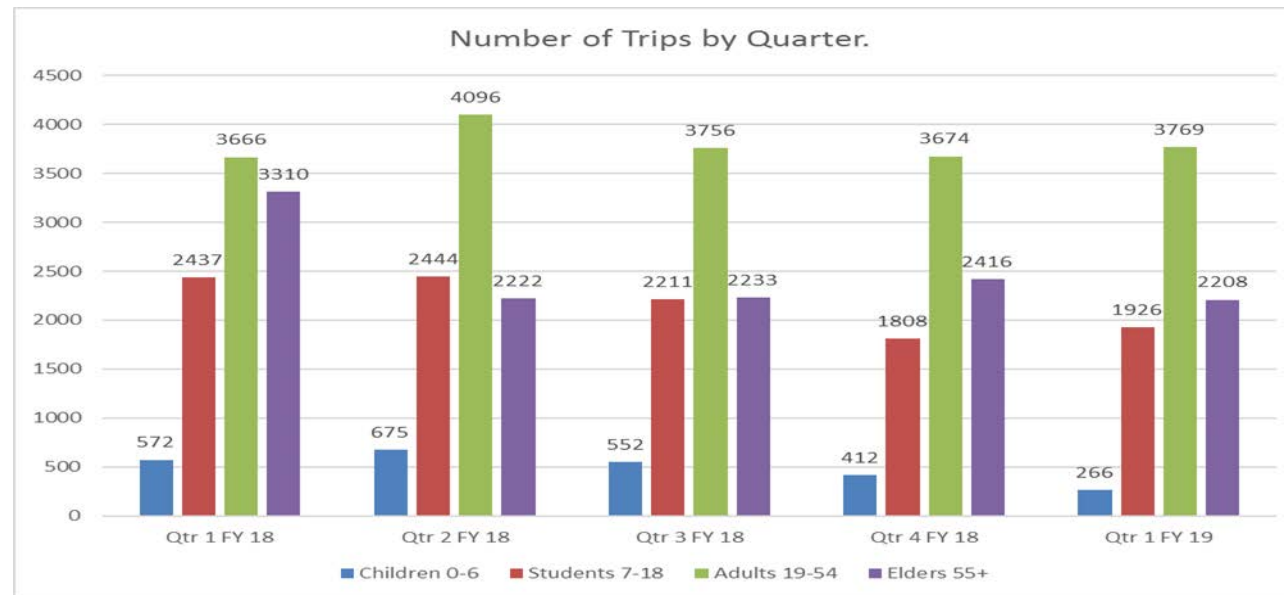
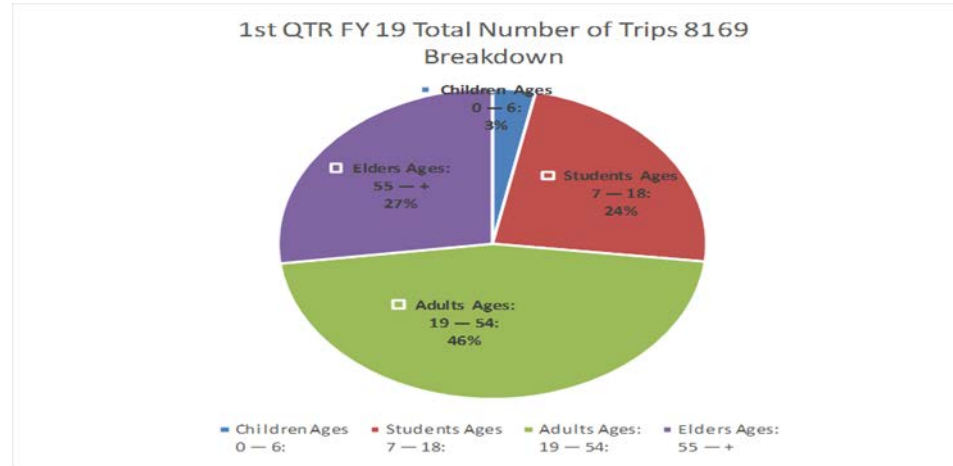
# TRANSIT

Priority Area: Human Services

Division: Governmental Services Division (GSD)

FY19 Quarter 1 Report

Status Update:



## TRANSIT CONTINUED

GOAL #1	To implement the Transit Mobil App by March 2019			
2019	Oct	Nov	Dec	Total
Lead/Lag Measures				
Amount of time spent this project	Purchased		Sent mobile Parameters	
The number of clients utilizing the mobile app				
GOAL #2	To purchase an additional vehicle by September 2019			
2019	Oct	Nov	Dec	Total
Lead/Lag Measures				
Procurement process				
GOAL #2	To have 20 business days at 100%on time performance by September 2019			
2019	Oct	Nov	Dec	Total
Lead/Lag Measures				
Set monthly goals for drivers		8	10	
Let drivers/dispatcher know where we are currently		12	10	

# Oneida Nation Veteran Dept.

Priority Area: Human Services

Division: Internal Services

FY19 Quarter 1 Report

## Status Update:

- Working with VA case worker on increasing HUD/VASH vouchers due to demand of homeless veterans housing.
- Major initiative is Customer Service with Department numbers reflecting that with an average of 322 customers per month. VA Disability Retro payments equaled \$25,212.00 and Disability payments equaled \$5,214.00 in the 1<sup>st</sup> quarter.
- Production on leafy lettuce is up once again. A drop in production was due to the holidays in November and December, thus no school. Produce (lettuce) to AJRCCC when available.

## Next Steps:

- Following up with external partners/customers on status of veterans permanent supportive housing in Oneida.
- Maintain excellent customer service
- Working on improving production of lettuce due to demand of product from both the high school and elementary school.

## Highlights/Upcoming Events:

- State of the Tribes address in Madison
- Farmory site visit in January





Areas with no information submitted:

- ONCOA
- Pow wow Committee

Feedback regarding this report will be greatly appreciated. Questions and/or concerns will be shared with the team to address.



# Need more information about Human Services?



A good mind. A good heart. A strong fire.



## Governmental Services Division

George Skenandore  
Division Director

[gskenan1@oneidanation.org](mailto:gskenan1@oneidanation.org)



## Internal Services Division

Joanie Buckley  
Division Director

[jbuckley@oneidanation.org](mailto:jbuckley@oneidanation.org)



## Pow Wow Committee

Tonya Webster  
Chair

[twebster@oneidanation.org](mailto:twebster@oneidanation.org)



## ONCOA (Oneida Nation Commission on Aging)

Patricia Lassila  
Chair

[rpowless@oneidanation.org](mailto:rpowless@oneidanation.org)