

Human Services

Human Services are designed to help families in need of support, to discover empowerment, culture, and self-sufficiency.

Consists of:

Governmental Services Division

- Child Support
- Economic Support
- Elder Services
- Family Services
- Food Distribution
- Head Start/Early Head Start
- SEOTS
- Social Services Administration
- Family Fitness
- Adventure and Experiential
- Parks
- Recreation
- Area of Community Enrichment Administration
- Job Training & Vocational Rehab
- Transit

Internal Services Division

- * Bear Bear Media – Tourism
- * Veterans Services
- * Aquaponics
- * Emergency Food Pantry

Outcome # 1

High level of service resulting in a "Great Customer Experience"

It has proven difficult for the Human Services priority area to place the goals and measures into a graph chart due to what is being measured is not consistent with the various goals.

A few of the smart goals and measures for the area as it relates to Outcome #1 include but are not limited to:

1. Increase Staff Competencies
 - a. Employees to attend annual training sessions based upon a developed annual training plan.
2. Revamp Food Distribution to a Store Concept
 - a. To be completed in phases for optimum client experience.
3. Reduction in Number of Complaints
 - a. Continual focus on service improvements via surveys and other means.
4. GSD to Develop a Yukwatsistay^ Wellness Index
 - a. Task list developed using a calendar year.

Accomplishments:

- Child Support continuously collects customer service surveys, using the information to make adjustments to service delivery, and offers services to enrolled members in Milwaukee at SEOTS which alleviates need to travel.
- Recreation collaborated with the Museum to offer Spring Break Camp for youth ages 7-14 March 25-28, 2019.
- Older American Month is May, and Elder Services has month of events and activities scheduled.
- Food Distribution's monthly cooking class are well received by clients/community members.
- GSD Leadership Team Kick-off mtg held February 14, 2019 with meetings to be scheduled quarterly for relationship building and information sharing.
- The Oneida Museum is selling Cannery products starting in April.
- Veterans Services major initiative is customer service. Average of 296 customers per month.
- Aquaponics were host to International guest from Italy.

How accomplishments and the outcome support the Nation's priorities:

- All priority areas deal with customer service and should be practicing excellent customer service to provide all clientele with a great customer experience.

What the membership can expect to see in the future: What will the Service Group be working on to realize the SMART goals in the Triennial Strategic Plan related to the outcome above? What will the Service Group be working on to reach the outcome above?

- Working with the Oneida Language department as well as Cultural Heritage to get assistance with infusing more language and culture within the departments.
- Nutritionist classes held monthly at Food Distribution.
- Oneida Cannery will work to develop a series of new food products with traditional and conventional methods to increase the knowledge-base while improving community options for healthy food choices.
- A software system is being purchased for the Food Pantry to help with tracking the food intake leading to better food distribution to clients.
- Registration for the 2019 Oneida Recreation Summer Program will begin on Wednesday May 1 at 9:00 a.m. at the Civic Center.
- Powerful Tools for Caregivers presentation at the Elder Services in May 2nd

Outcome # 2 A "Better Quality of Life"

It has proven difficult for the Human Services priority area to place the goals and measures into a graph chart due to what is being measured is not consistent with the various goals.

A few of the smart goals and measures for the area as it relates to Outcome #2 include but are not limited to:

1. Increase customer utilization.
 - a. Market events/programs and monitor attendance and outcomes.
2. Increase physical activity.
 - a. Collaborate with other areas ie. Diabetes Prevention 14-week program.
3. Assist the elderly to maintain and/or improve lifestyles
 - a. Reach out to elders via regularly scheduled telephone calls and home visits.
4. Nutrition classes held monthly
 - a. Provide ample notice to clients and community and monitor attendance.
5. Identify and develop partnerships with community agencies/programs.
 - a. Collaboration is key for growth. Solicit ideal partners on ways to work together. Examples include: CEC & Museum offering various classes; Recreation and Museum youth spring break camp; Elder Services and Transit; etc.
6. Provide vocational rehabilitation services to American Indians with disabilities leading to an increased number of consumers able to access and attain successful employment outcomes.
 - a. Main focus of Job Training. Successful clients will have a job and income that will ultimately allow them to gain or maintain housing and have more options for healthcare.

Accomplishments:

- SEOTS provided Mental Health First Aid Training facilitated by the HIR Wellness Center. Mental Health First Aid is an 8-hour course that gives people the skills to help someone who is developing a mental health problem or experiencing a mental health crisis. Nineteen people attended the two-day training
- Elder Services focuses on improving the lifestyles of elder to help them remain in their own homes
- Job Training assists individuals enrolled in a federally recognized tribe who live on or near the reservation to attain or maintain employment
- Family Fitness continually works with Community Health providers to increase the successful completion of a 14-week program for diabetic patients.
- The Cannery processed over 120 gallons of maple syrup and a new white corn product was launched to help community members integrate more white corn into their everyday diets that replaces “enriched” white flour for an all-purpose white corn flour.
- May 5th has been deemed the National Day of Awareness for Murdered and Missing Native Women. The Oneida Domestic Abuse Program is hosting its annual Sexual Assault Awareness event April 22nd and will have a screening of “Silent No More.”

How the accomplishments and the outcome support the Nation’s priorities:

Most of the priority areas relate to doing things that result in Oneida and community members having a better quality of life. More specifically, however, the Human Services area works collaboratively with Health Care (Fitness has a diabetes program and Recreation has many programs for youth whereas exercise equals better health). Many fund units are working towards implementing more culture and language into their

programs. Job Training works directly with individuals on education and literacy to help them attain jobs. Social Services aids individuals and/or families involved

What the membership can expect to see in the future: What will the Service Group be working on to realize the SMART goals in the Triennial Strategic Plan related to the outcome above? What will the Service Group be working on to reach the outcome above? 150 words max

- The Oneida WIOA Job Training Program taking applications for the 2019 Summer Youth Work Experience Program for youth ages 14 - 24, and provides an opportunity to explore careers, develop employment skills and gain work experience. Youth will be placed in tribal programs and local community programs. The Cannery will continue to develop new products and set sights on developing hemp products due to the interest of the Nation and other local communities.
- Cooking and nutrition classes of the Food Pantry will expand to participants through various avenues with the goal being to reach all community members that can benefit from classes teaching about the uses of traditional foods, cooking skills, and nutrition knowledge.
- Recreation has youth baseball and summer camps scheduled. Done annually.
- Oneida Family Services hosting a screening of "The Mask You Live In" on April 30th
- Healthy Living with Diabetes 6-week workshop May 21 – June 25

Outcome # 3

Environments that thrive with "Active Community Engagement"

It has proven difficult for the Human Services priority area to place the goals and measures into a graph chart due to what is being measured is not consistent with the various goals.

A few of the smart goals and measures for the area as it relates to Outcome #3 include but are not limited to:

1. Utilize survey results.
 - a. Assists in determining need and gaps of programs/services.
2. Actively identify and pursue applicable grants.
 - a. Focus on grants not requiring any match
3. Attendance at various community events (Oneida or outside agencies) and meetings.
 - a. Assists in determining possible needs of community members and providing the best service to clientele.
4. Continuous monthly and/or annual events.
 - a. Increases awareness and participation.

Accomplishments:

- Most fund units within the Human Services priority area provide events on a regular basis for Oneida and community members to attend and be engaged in.

- Child Support developed a program called STAMPS (Sending Treasures And Making Parents Smile), working with Oneida Early Intervention to help children stay connected to an incarcerated parent.

How accomplishments and the outcome support the Nation's priorities:

Determining the wants and needs of Oneida and community members is not only key to a great customer experience and a better quality of life, having people be actively engaged in various processes builds relationships and trust which is an important factor to have within all of the Nation's priority areas.

What the membership can expect to see in the future: What will the Service Group be working on to realize the SMART goals in the Triennial Strategic Plan related to the outcome above? What will the Service Group be working on to reach the outcome above?

- Oneida Cannery will increase the Oneida community's knowledge of traditional and conventional food processing by engaging 10,000 people through education opportunities that create skills and raise awareness.
- April is National Child Abuse and Neglect Prevention month and during the month of April, Oneida Family Services wants to encourage the Nation to come together and participate in activities that show the Nation's commitment to children and families. Our hope is that by promoting healthy relationships between children and parents, we can create awareness. Child Abuse and Neglect Prevention walk held April 18, 2019.
- Food Pantry event in May brings Higher Ed, financial advisors, Oneida Police Department, and Fox Valley Tech-Culinary arts together to show the community opportunities available to them. Three cooks (3) will be doing a cookoff with food from the Food Pantry.
- Veteran Services and Aquaponics utilize volunteer services of community members.