

HUMAN SERVICES

FY 2019 Qtr 3 Report

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

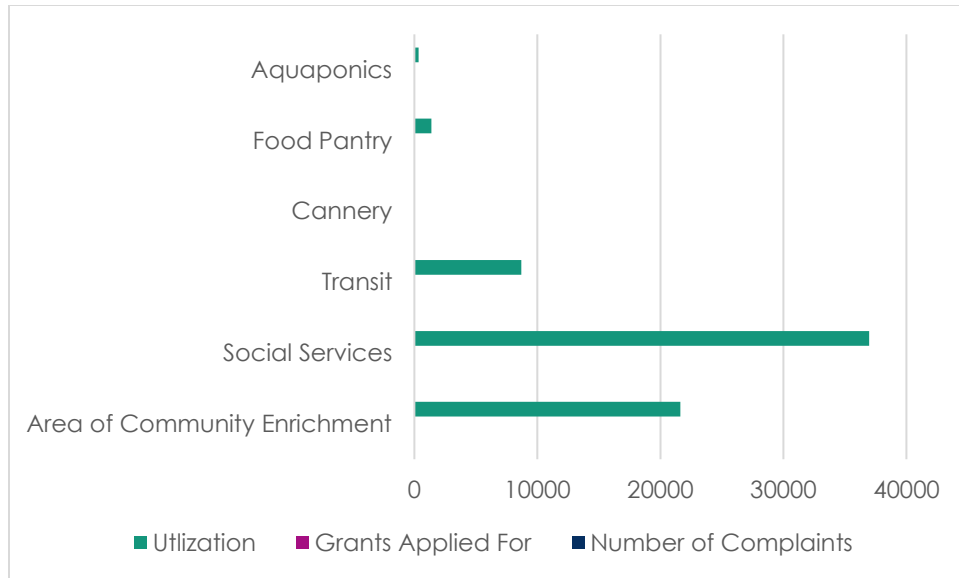
- * Cannery
- * Aquaponics
- * Emergency Food Pantry

Outcome # 1

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

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

1. Reduction in Number of Complaints
2. Continual focus on service improvements via surveys and other means.
3. Identify training priorities and plan for each service area.



Accomplishments:

- Cannery launched new labels for all value-added products to include nutritional facts.
- Food Pantry offers cooking classes the first Tuesday of the month.
- Tribal Child Support Directors Leadership Training was April 11th.
- Elder Services hosted many events for Older Americans Month in May with great success. Events and activities were held throughout the month for the elder population which included: Youth & Elder Basket Guild, Oneida Hymn Singing, Memory Screening, Elder Dance, Take an Elder to Lunch/Date, Story Telling
- Head Start offers language classes to parents at Norbert Hill Center and Three Sisters facilities.
- During the SEOTS Youth Programs, the HIR Wellness Center engaged youth on how to address bullying.

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?

- Food Distribution has blueprints developed and moving into Phase 1 of Capital Improvement Process (CIP) to finalize and realize the store concept.
- New brochures of Social Services and the programs and services offered.
- Summer programs will be offered for students by Recreation.

Outcome # 2

A "Better Quality of Life"

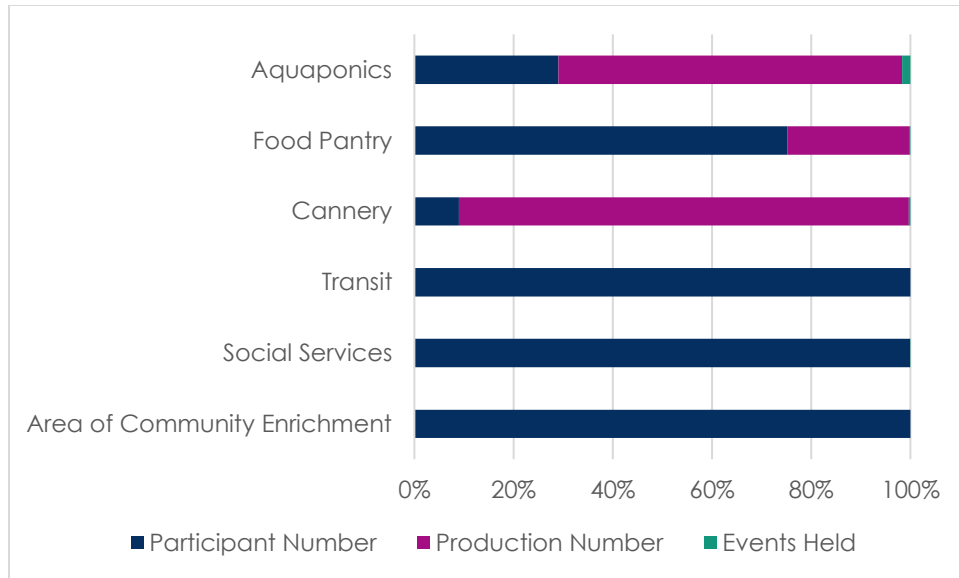
It has proven difficult for the Human Services priority area to place the goals and measures into a graph chart due to what is being measured is not consistent with the various goals.

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

1. Fitness to increase wellness scores by 5% each year.
2. Assist the elderly to maintain and/or improve lifestyles
 - a. Reach out to elders via regularly scheduled telephone calls and home visits.
3. Nutrition classes held monthly
 - a. Provide ample notice to clients and community and monitor attendance.

Accomplishments:

- Cannery increased white corn production from previous years. Processing at the highest level. We are aligned to meet our goal of 10,000 by the end of the fiscal year
- TANF had 36 youth started their work placements within the Nation and other Community agencies.
- Food pantry held food drive at July 11th GTC meeting.
- Fitness provided programming for Head start kids through school year (100% showed improvement in muscular strength; 61.2% in flexibility; 80.17% in balance; 79.31% in running skills).
- Customers used Oneida Family Fitness services 21,623 times in the 3rd quarter of FY '19.
- SEOTS kicked off the summer youth programs in June with the theme of Strengthening the Good Mind, focusing on cultural education the concept of the Good Mind and education of mental health.
- Head Start graduation was held at the Radisson on May 21st for 70 students who will enter kindergarten in the Fall.
- 30 Head Start application interviews have been completed by staff for the 2019-2020 program year and the new program license for the Three Sisters site is now serving ages 0-6 and has a capacity of 84 children.
- Aquaponics had 291 pounds of distribution of healthy leafy lettuce. Recipients were Oneida Nation elementary and high schools, Anna John Residential Community Care Center, Thornberry and the Oneida Pantry.



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 Elder Expo scheduled for August 12-13 at the Radisson Hotel and Conference Center with the first day being an educational day on Alzheimer's awareness.
- 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.
- Experiential support RAS points for health plan participants through participation and utilization.
- TANF Applications being accepted through July 26th.

Outcome # 3
Environments that thrive with "Active Community Engagement"

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.

2. By 2021, the Emergency Food Pantry will reach 3,000 hours of volunteer time to support pantry activities and emergency hunger needs as a community
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:

- Customers used Oneida Adventures services 2,073 times in the 3rd quarter of FY2019. Oneida Experiential provided healthy options for the RAS point system, by helping employees to improve their health by making real behavior changes and discovering and overcoming roadblocks that has prevented them from making changes previously.
- Head Start held its final family event in the NHC cafeteria which was a spring social dance.
- Aquaponics weekend duty is continually all community volunteers

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 Nation Child Support Family Picnic is August 21st.
- Aquaponics continually solicits for volunteers for weekend duty.