

HUMAN SERVICES

FY 2019 Qtr 4 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:

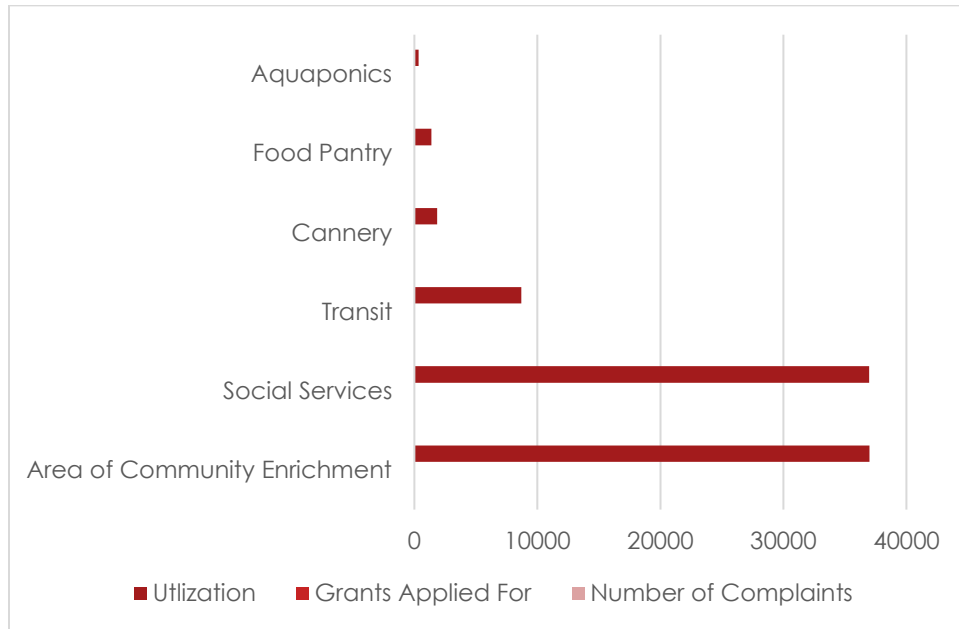
1. Reduction in Number of Complaints
2. Continual focus on service improvements via surveys and other means.
3. Identify training priorities and plan for each service area.

Accomplishments:

- Cannery launched eight (8) new products. Jams, pickles, strawberry FD snacks, salsas. 26 products to Market to date.
- Transit reached 96% on-time performance & completed 8,342 trips.
- Lieutenant Governor Branes and four (4) of his staff and ten (10) Wisconsin Department of Natural Resources (WDNR) staff visited the Aquaponics in July. In September, Aquaponics was host to Food Summit 2019 attendees. Fifty were visitors and 25 were participants in the Experiential Learning Field Sessions.

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?

- For the Cannery, there will be additional retail opportunities for easier access and availability to community.
- Aquaponics will be working on production of varieties of herbs due to demand from ONHS.
- Oneida Family Fitness will experience the construction of the locker rooms beginning November 4th. This closure will affect all lockers and pool use.

Outcome # 2

A "Better Quality of Life"

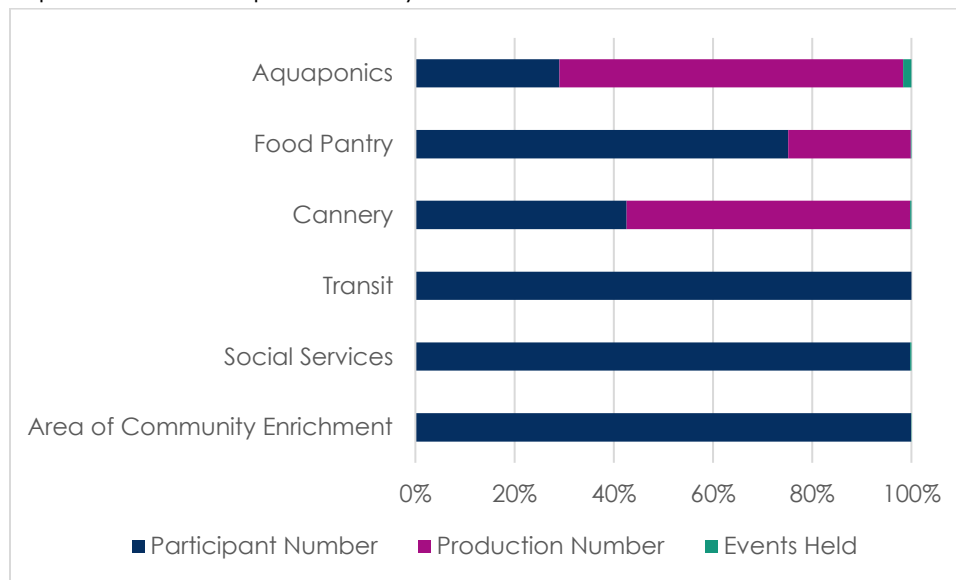
It has proven difficult for the Human Services priority area to place the goals and measures into a graph chart due to what is being measured is not consistent with the various goals.

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; at 8,824 pounds to date and aligned to meet goal of 10,000 by the end of FY19.
- Food Distribution continually hosting nutrition classes.
- Head Start fall kickoff with approximately 120 participants.
- SEOTS hosting Healing Journeys book club.
- Aquaponics providing the Oneida Nation High School (ONHS) and Oneida Nation Elementary School (ONES) with approximately 20 pounds of premium leafy lettuce per week. Also donating excess to Food Pantry and Anna John Residential Community Care Center (AJRCCC).
- 83 participants showed up for weekly fitness classes at Elder Services.



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

- Cannery to provide seasonal workshops and value-added training.
- Bingo Food Drive Oct 20-28th
- Transit transporting elders to elder activities, Fitness Center, meal site, shopping, etc.
- Employees can earn RAS points participating in Adventures and Experiential events.

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:

- Child Support Event held August 21st at Pamperin Park.
- Elder Expo held August 13th at Radisson. 200+ in attendance.
- SEOTS hosted ten (10) craft classes in addition to culture & language classes.
- Transit provided transportation to community events such as LPGA and Applefest (total number transported at approximately 700).

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?

- Aquaponics continually solicits for volunteers for weekend duty.
- Transit available to transport to Oneida events such as LPGA, Applefest, etc.