

FY-2022 1st quarter report

GOVERNMENTAL SERVICES DIVISION

Status report of Outcomes/Goals

1. Which outcome/goal(s) does the Division wish to report on?
2. What metric is being used to measure the outcome/goal?
3. What are the accomplishments (i.e. positives, things for which the Division is proud, brags) have occurred over the reporting period that reflect the Division's progress for reaching the outcome/goal?
4. What can the community expect to see in the future (i.e. 6 months; next year; 18 months) from the Division related to the outcome/ goal?

Outcome/Goal # 1

Develop an engaged and successful workforce.

MEASUREMENT:

- Cultural Competence SOP and regular training for GSD employees
- 360' evaluations (phase 2)
- Fill positions that have been budgeted in FY22
- Improved employee morale

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Hiring:
 - a. CEC Manager hired on 12/6/21. CEC Admin screening.
 - b. Traditional Healer position was posted on 12/10/21. Apprentice positions are being written.
 - c. SEOTS Manager position posted on 12/27/21. SEOTS Admin position has been filled and will start on 1/18/22.
 - d. Oneida Family Fitness posted the Martial Art Instructor position and working on the Aquatic Supervisor & Lifeguard job descriptions.
 - e. Family Services still has many prevention positions posted and not getting very many applicants.
 - f. Economic Support is working on the expansion of Community Support to fulfill GWA Office request.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The community can expect a compassionate, understanding employee base that provides excellent customer service. GSD employees are more engaged. Employee retention will improve.

Outcome/Goal # 2

Strengthen our efficiencies and effectiveness.

MEASUREMENT:

- Quality improvement is implemented

PERFORMANCE MANAGEMENT SYSTEM



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Performance Management – All performance standards/measures are established. Each department is collecting and reporting data for each standard/measure. Performance standards/measures not met will have a Quality Improvement study completed.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The community can expect program accountability and quality improvement. The Performance Management system will help Directors and Managers improve their services, determine the impact of their programs and services, and make data driven decisions to services and programs. Next steps are for all departments to determine their performance standards and enter them into the database. The reorganization in Cultural Heritage will model the clan system of decision making as well as provide traditional healing practices for the community.

Outcome/Goal # 3

Prioritize excellent customer service.

MEASUREMENT:

- Assessment of services from customer feedback
- Marketing Plan

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Customer Service feedback – each department is either establishing a customer satisfaction survey or collecting data for the established customer satisfaction surveys. Data will be reported in the Performance Management system.
2. All employees have completed a Customer Service Training on the GSD Customer Service SOP. There will be an annual Customer Service Training implemented in 2022.
3. Marketing Plan – A marketing plan draft has been created. Next step, feedback from departments.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The community can expect the best customer service from GSD departments and employees. Customer Service SOP is in place. Customer Service model/training needs to be created in e-Learning and assigned to all GSD employees. Implement annual GSD Customer Service Training for all GSD employees.

Outcome/Goal # 4

Create financial stability.

MEASUREMENT:

- Waivers for cash/in-kind match
- New grant resources/renewal approvals
- Revenue generation

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Oneida Library was awarded three (3) new grants:
 - a. IMLS Covid Restore Library grant in the amount of \$47,333 to assist with rebuilding their operations.
 - b. ALA Covid Library Relief grant in the amount of \$40,000 which will support library services and operations.
 - c. Library Enhancement Project in the amount of \$96,345 which will increase child and family literacy within the Oneida Community & offer programs with a focus on science, technology, authorship incubation and art.
2. Oneida Nation Arts Program received a Digital Trainer grant from NCAI in the amount of \$10,000 which will help offset costs to implementing digital training. In

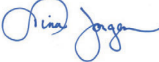
addition, the Arts Program was able to receive cash match waivers for WAB Creative Communities in the amount of \$2,910 and Finding Our Ways funding through WI Arts Board in the amount of \$4,189.

3. Oneida Food Distribution received the renewal of their USDA funding. A waiver was requested and approved saving \$84,819.00 in tribal contribution.
4. Family Services was awarded Targeted Safety Support Funds in the amount of \$56,000. These funds are intended to provide supportive services to families who have an open Indian Child Welfare case with children in the home. The grant focuses on supporting family preservation by providing tangible items or services through reimbursement for families whose children remain home in their care but are at risk of removal. There is a 9.89% match of \$5,538 for this 1 year grant.
5. Economic Support was awarded CCDF ARPA funds through ACF in the amount of \$2,428,959.00 that can be used for child care stabilization only.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

We expect to use less tribal funds in GSD.

Contact Info

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Photos (optional):

