

FY-2022 2nd 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. Cultural Heritage Clan Manager positions are ready to be posted.
 - b. Oneida Family Fitness hired the Martial Art Instructor with a start date of 2/13/22.
 - c. Family Services still has many prevention positions posted and not getting very many applicants.
2. Cultural Competence SOP – GSD is taking the lead to expand the Comprehensive Health Division's Cultural Awareness SOP to the rest of the organization. The first meeting was held on March 30, 2022. The team will be going through the current curriculum and revising to fit within the organization.

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. GSD Leadership Team will be going through outcomes in September 2022.

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 – The GSD Leadership Team will be discussing how to measure customer service at the Strategic Planning meeting on 5/23/22.
2. Marketing Plan – A marketing plan draft has been created. Next step, feedback from departments and develop a GSD Marketing Team.

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 Public Transit received \$1.47 million in American Rescue Plan additional funding to support their operations from September 2023 to September 2029. This will be used for operating expenses and will allow the department to reallocate ~\$800,000 from FTA funds toward the Garage project.
2. The Food Pantry received a First Nations grant in the amount of \$35,000 to purchase products for the pantry and assist with the garden project.
3. Aging and Disability received additional funds in the amount of \$22,481.00 from GWAAR to support elder benefits which will save an additional \$12,000 in tribal contribution.
4. Oneida Nation Arts Program received the WI Regranting funds in the amount of \$10,930 from the WI Arts Board.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

We expect to use less tribal funds in GSD.

Contact Info

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