

FY-2021 4th 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:

- A shared network folder for all GSD employees to access. (COMPLETED)
- 360' evaluations (Phase 1 COMPLETE)
- Historical Trauma training
- Talent Alignment Plans
- Improved employee morale

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Talent Alignment – GSD departments continue to work with HRD Organizational Development Specialist to develop action plans. Departments that have completed their plans this quarter include: Recreation, Museum,
2. Historical Trauma – Family Services has taken the lead on this project. They will be using the Trauma Informed Parenting curriculum and making modifications.
3. 360' evaluations – GSD is implementing in phases. Phase 1 – GSD Director direct reports in 2021. All GSD Director's direct reports have had a 360' evaluation. GSD Directors and Managers decided that all employees in GSD would have an evaluation done this year. Phase 2 will begin next year (2022) with the Directors and Managers implementing 360' evaluations.

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:

- A performance management system is in place.
- Quality improvement is implemented
- Reorganization

PERFORMANCE MANAGEMENT SYSTEM



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Performance Management Plan department presentations are being provided by the Division Director. Departments have determined the performance standards and have entered them into a database.
2. Cultural Heritage restructure and organization.
 - a. SOP for job descriptions and wages has been sent to HRD EEO for input/comments. Per HRD, needs to go to BC for approval.
 - b. Traditional Healer job description has been submitted to HRD Generalist. This cannot be completed until the SOP is approved.
3. Recreation restructure and organization.
 - a. Recreation continues to have concerns with the pay grade determination by HRD Compensation. This has made it difficult to hire the last 2 positions.
 - b. Recreation staff implemented a pilot schedule to open to a limited amount of youth for a summer program. There were 8 boys and 1 girl that attended.
 - c. Recreation plans to be open from 1:00 pm to 9:00 pm beginning August 23, 2021, for after school programming. They have an approved safety plan.

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:

- 5-Star Customer Service to increase customer satisfaction
- Marketing Plan

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. A team was established to create and implement a 5-Star Customer Service model.
2. A Customer Service SOP is being developed.
3. A training for all GSD employees has been created. Due to the new HR system having a new e-Learning module, this training will be provided via Power Point with a link to a Sharepoint form to test the employees on what they have learned.
4. GSD Administration reached out to HRD Training and Development to be included in future Customer Service Trainings that are developed for the Comprehensive Health Division. All GSD employees will participate in annual Customer Service training beginning January 2022.

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 a Library Enhancement Grant in the amount of \$96,288.75 by the IMLS which will cover the cost of a Library Aide for 2 years.

2. Oneida Food Pantry was awarded \$50,000 in funding to purchase a corn sheller which will increase production. It will also allow the Pantry to purchase Oneida products such as hanging weights of animals, Cannery products, White Corn, etc.
3. Arts Program was awarded an NEA American Rescue Plan grant to organizations #2 in the amount of \$150,000 for 2 years. This will fund operations

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

We expect to use less tribal funds in GSD.

Outcome/Goal # 5

Promote community involvement.

MEASUREMENT:

- Increased volunteerism
- Implement G.I.F.T.S – Getting Involved for Tribal Success

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. GSD Departments have submitted requests for the Summer Intern program with HRD.
2. TANF Summer Youth Program has 47 youth to be placed within the organization.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

With the current staffing levels and fiscal year 2021 budget based on Tier V, volunteers may be needed to assist department in reopening or expanding their services that have been limited throughout the pandemic.

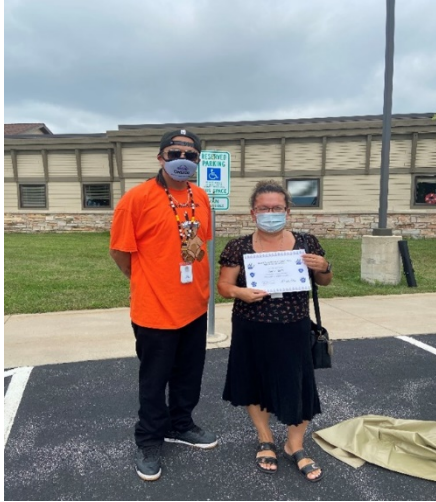
GSD Concerns:

- The timeline for the Compensation Studies may result in the inability to hire some of our very low graded positions. This will result in limitations to provide services in areas such as Recreation.

Contact Info

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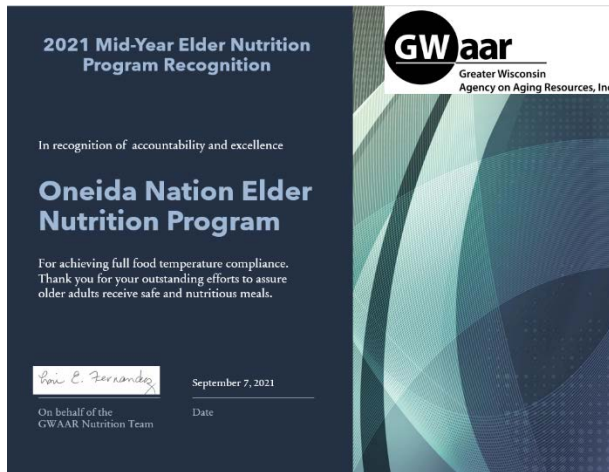
Photos (optional):



Robert Kinzhuma Scholarship Award winner Terri Schlitz.



Aging and Disability hosted an Elder Expo drive-through event on August 6, 2021. There were over 300 elders that received the program information and lunch boxes.



Our Elder Meals Program received recognition from the State for being compliant with achieving full food temperatures.



Economic Support collaborated with other departments to provide a back-to-school drive-through event on August 12, 2021.



Delia Smith and Sean Powless accepted an award for being selected as the Region 5 Winner of the National Indian & Native American Employment Training Program in September 2021.