

FY-2021 Report

GOVERNMENTAL SERVICES DIVISION

First Quarter – October 1-December 31, 2020

Status report of Outcomes/Goals

Outcome/Goal # 1

Create or identify a Trauma Informed Care training for GSD by 12/31/21.

MEASUREMENT: Training is in place and a schedule for employees is created.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. A team of GSD employees have been determined to work on this project.
2. The Team identified the Parenting Trauma Informed Care training as a resource to potentially modify.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The community can expect a compassionate, understanding employee base that is trained on how to handle situations where trauma has impacted a client/participant.

HOW HAS THE COVID-19 PANDEMIC IMPACTED THE OUTCOME/GOAL:

Covid-19 has increased the impact to our clients/participants due to loss of jobs, loss of loved ones, virtual schooling and children struggling with school, etc.

Outcome/Goal # 2

Implement a Program Performance Management System by 12/31/21.

MEASUREMENT: All departments of GSD have at least one performance standard to measure. There will be at least 15 performance standards.

PERFORMANCE MANAGEMENT SYSTEM



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. A Performance Management Team has been determined to work on the project.
2. A Performance Management Plan has been drafted.
3. A Performance Management system has been created to track and document progress.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The community can expect program accountability and quality improvement.

HOW HAS THE COVID-19 PANDEMIC IMPACTED THE OUTCOME/GOAL:

Performance standards and measures may need to be altered based on how the business or department operates during the pandemic. Many departments are creating a "new normal" business practice. As an example, group programming may continue to be offered virtually, even as we get back to the face-to-face programming.

Outcome/Goal # 3

Implement a 5-Star Customer Service model in GSD by 9/30/21.

MEASUREMENT: All GSD departments have a customer service model in place to evaluate their customer satisfaction. All GSD employees are trained to provide the best customer service.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. A Team has been determined to work on this project.
2. The Fitness Center 5-Star model will be used to implement across GSD departments.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The community can expect the best customer service from GSD departments and employees.

HOW HAS THE COVID-19 PANDEMIC IMPACTED THE OUTCOME/GOAL:

Covid-19 should not impact how the customers are treated by GSD employees.

Outcome/Goal # 4

Organize, restructure and open Recreation.

MEASUREMENT: A safety/reopening plan is in place. Vacancies are filled. Curriculum and youth activities have been developed. Recreation sites are operational.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Reorganization is complete: elimination of Assistant Director positions.
2. Job description revisions have been sent to HRD.
3. A safety/reopening plan has been drafted. Needs final approval.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

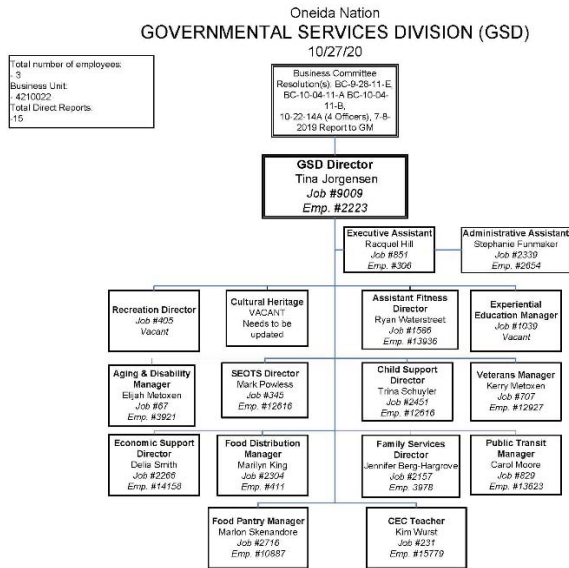
The community can expect an improvement to the services offered by Recreation and better hours to meet the needs of the youth.

HOW HAS THE COVID-19 PANDEMIC IMPACTED THE OUTCOME/GOAL:


Covid-19 will impact the services if/when a youth or employee tests positive or needs to quarantine due to direct contact. There is a possibility that Covid-19 could shut down the face-to-face services offered.

Organization Changes, if any

Elimination of the Area Manager level in GSD has resulted in the departments directly reporting to the Division Director.



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Digitally signed by Tina Jorgensen, MS
Date: 2021.01.04 16:03:53 -06'00'

Photos (optional):



Justine Huff and Wendy Haack shopping for the 2020 Giving Tree.



Oneida Annual Giving Tree offers drive up applications and pickup during the pandemic.